

# COUNTY OF MILWAUKEE

## INTER-OFFICE COMMUNICATION

**DATE:** November 1, 2019

**TO:** Supervisor Theodore Lipscomb Sr., Chairman, County Board of Supervisors  
Julie Landry, Director and Chief Human Resources Officer, Department of Human Resources

**FROM:** Lynn J. Fyhrlund, Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services

*Prepared by: Anu Bhangoo, IT Director – Governance & Strategy, Information Management Services Division, Department of Administrative Services*

**SUBJECT: Request to create one additional position in the Information Management Services Division, Department of Administrative Services**

### **Request**

The Director and Chief Information Officer of Department of Administrative Services - Information Management Services Division (DAS-IMSD) is requesting authorization to create one (1) full time employee (FTE) position, comprising of IT Asset Management Lead to support the better management of IT assets in Milwaukee County (County).

### **Background**

For the purposes of IT Asset Management (ITAM) governance, technology assets include all digital technology that support business activities or may expose the organization to risk. These may include hardware devices, software, cloud services or digital technology embedded in non-IT assets. ITAM serves as a central IT asset governance enabler that provides an organization-wide view of asset costs and risks to enable and foster collaboration between business units and IT to optimize asset value and minimize risk.

The IT Asset Management Lead position will manage and control County's enterprise-wide IT assets such as PCs, tablets, laptops and end user software. This individual will also coordinate relationships and activities with IT vendors, technical staff and end users on the use of the IT Asset Management systems. Duties include developing hardware and software standards, shipping, receiving, inventory management, tagging, licensing, and reporting of IT hardware/software assets within a computerized system. The position will utilize the Manage Engine ITAM tool and the Configuration Management Databases (CMDB) within System Center Configuration Manager (SCCM) to provide information to the business regarding IT asset information.

DAS-IMSD will convert one (1) contractor position to an FTE role for the purpose of this individual leading the IT Asset Management (ITAM) program for DAS-IMSD.

### **Recommendation**

Information Management Services Division, Department of Administrative Services recommends the County Board authorize the Director and Chief Information Officer, Information Management Services Division, Department of Administrative Services or his designee, to create the following

new full-time equivalent position:

<b>Title</b>	<b>Number Positions</b>	<b>of</b>	<b>Title Code</b>	<b>Pay Grade</b>
IT Asset Management Lead	1		TBD	31M



Lynn J. Fyhrlund  
Director and Chief Information Officer  
Information Management Services Division, Department of Administrative Services

cc: County Executive Chris Abele  
Raisa Koltun, Chief of Staff, County Executive  
Julie Landry, Chief Human Resources Officer  
Scott Manske, Comptroller  
Supv. James "Luigi" Schmitt, Chair, Finance and Audit Committee  
Supv. Eddie Cullen, Chair, Personnel Committee  
Supv. Willie Johnson, Jr., Vice-Chair, Finance and Audit Committee  
Supv. Marina Dimitrijevic, Vice-Chair, Personnel Committee  
Kelly Bablitch, Chief of Staff, County Board of Supervisors  
Joseph Lamers, Director of Performance, Strategy & Budget  
Steve Cady, Research and Policy Director, Comptroller's Office  
Angela Buesing, Manager – Service Desk, DAS-IMSD  
Mary Polaris, Human Resources Business Partner  
Shanin Brown, Committee Coordinator  
Michael Bickerstaff, Budget and Management Analyst  
LaCricia McSwain, Senior Manager, Central Business Office