WOODBURY COUNTY BOARD OF SUPERVISORS AGENDA ITEM(S) REQUEST FORM

Date: 05/28/24   Weekly Agenda Date: 06/04/24

ELECTED OFFICIAL / DEPARTMENT HEAD / CITIZEN: John Malloy, WCICC-IT

WORDING FOR AGENDA ITEM:

Upcoming County Employee Portal Update

ACTION REQUIRED:

Approve Ordinance ☐   Approve Resolution ☑   Approve Motion ☑

Public Hearing ☐   Other: Informational ☐   Attachments ☑

EXECUTIVE SUMMARY:

Upcoming County Employee Portal Update

BACKGROUND:

Over a period of approximately six months, WCICC-IT worked with Neapolitan Labs (the developer of the County Web Site) to create and launch a City of Sioux City Employee and WCICC-IT Portal. The City Employee Portal was well-received by City employees and City Leadership. For phase two of the project, WCICC-IT is again working with Neapolitan Labs to create a County Employee Portal.

The County Employee Portal will feature Human Resources, IT and the Auditor's Offices. Anticipated content will include, but not be limited to, HR Forms, Tyler Access, IT Help Desk information, Employee Directory, Facilities and FAQ. County employees will be required to authenticate and will have Portal access from a default browser home-page or the County Web Site.

FINANCIAL IMPACT:

Total cost of the project is $10,000. The $2,500 previously paid for the WCICC-IT Portal will apply, leaving a remaining balance of $7,500 due.

The project will be paid for by WCICC-IT, using FY24 funds and will be included in the June month end invoice that is sent to the Board Office.

IF THERE IS A CONTRACT INVOLVED IN THE AGENDA ITEM, HAS THE CONTRACT BEEN SUBMITTED AT LEAST ONE WEEK PRIOR AND ANSWERED WITH A REVIEW BY THE COUNTY ATTORNEY'S OFFICE?

Yes ☐　　　**No** ☐

RECOMMENDATION:

Informational

ACTION REQUIRED / PROPOSED MOTION:

Informational

Approved by Board of Supervisors April 5, 2016.

Woodbury County, Iowa

Employee Portal Development Proposal

May 21, 2024

PREPARED BY

Brian McMillin
President

Neapolitan Labs LLC

PREPARED FOR

John Malloy
Chief Information Officer

WCICC-IT

Overview

Neapolitan Labs will work with Woodbury County and WCICC-IT to develop and implement a new, access-restricted, user-friendly, mobile-optimized Employee Portal ("Intranet") website built for Woodbury County, Iowa, employees. The site will expand the scope of the previously approved Intranet proposal that was focused on content produced by the IT department.

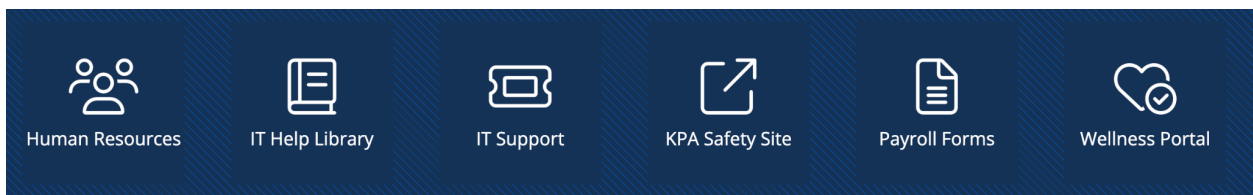# Key Features & Functionality

Background

Neapolitan Labs has partnered with Woodbury County on website solutions since 2020 when an Elections website was built for the Auditor's Office. A countywide website was launched in 2023, and since spring, Neapolitan Labs has worked with WCCIC-IT and Sioux City staff to create a new Employee Portal, which was rolled out to City employees in early 2024.

Adjusted Branding & Design

The Woodbury County Intranet pages will be created to build upon the style of the public-facing Woodbury County website, but with a unique color scheme to set intranet pages apart from public pages A Login button will be integrated into the website design, making it easy for County employees to access the Intranet content. The landing page and resources will mostly be unique for the County audience, but content published by WCICC-IT for the Sioux City Portal will be available to share with County employees without any dual work.

Employee Portal Homepage

Neapolitan Labs will work with Woodbury County to develop an Intranet landing page with the right mix of employee-facing information. This includes news and announcements posted by departments like Human Resources, links to the most-used forms, and a searchable employee directory that mirrors what is currently set up for Sioux City employees.

Quick links on the homepage for the Employee Portal.

neapolitanlabs

Departments

All Woodbury County departments will be eligible to produce content for the new Employee Portal. As part of the initial build, focus will be placed on working with the Human Resources and Finance departments to target content to employees, along with identifying relevant IT information and documentation to include from the Sioux City Portal.

Departments will be able to create pages within their sections to explain things like the *Hiring Process*, *Purchasing Procedures*, and/or *Administrative Policies*. *Mint Chip Lab* users will be able to customize the placement of these sections within their lists of services and/or highlighted links. Sections of heightened importance can be promoted on the Intranet homepage when applicable. No duplicate editing or maintenance processes will be required. Links will be tied to icons, using the Woodbury County department pages as an example.

Accounts Payable   Fixed Assets   Payroll & Benefits   Kronos

Example display of Auditor department Intranet links from Pottawattamie County, Iowa.

Internal Department Content

Neapolitan Labs will meet individually with each key department (e.g. Human Resources, Finance, Information Technology) to identify content to be added to their website sections. Information that's stored on shared drives or elsewhere that should be included as part of the new Intranet can be submitted to Neapolitan Labs to import and integrate into the new internal site.

Employee Directory

Neapolitan Labs will integrate the Directory Search that is part of the Sioux City employee portal, helping employees quickly find colleague information. Design adjustments will be made to present the information in the Woodbury County website styles.

DIRECTORY SEARCH

Find Sioux City and Woodbury County employees via our online directory.

First Name

Last Name

Title

🔍 SEARCH

Interactive Forms

Neapolitan Labs will work with Woodbury County to convert up to 3 forms into interactive forms with email routing based on rules defined by the Client. The *Open Enrollment* example referenced during an exploratory meeting would be an example of an interactive form that could be part of the Intranet.

Citizen's Guide & Facilities Directory

The *Citizen's Guide* and *Facilities Directory* modules created for Sioux City can be duplicated to be displayed on the Woodbury County Intranet, expanded to include additional County-specific items, or updated so each item in the directories can be targeted to City, County, or both categories of employees.

Technology

Mint Chip Lab

The website will be powered by *Mint Chip Lab*, the proprietary content management system developed and maintained by Neapolitan Labs. Content created by Woodbury County departments (e.g. *Human Resources* and *Finance*) would be managed via the County instance of *Mint Chip Lab*, while any content shared between both audiences (IT, directory) would be managed in the current Sioux City *Mint Chip Lab* environment.

While Neapolitan Labs retains rights to its *Mint Chip Lab* platform, Woodbury County is the owner of all website content and can request exports of database information and design files at any time.

Website Access

Neapolitan Labs will work with the WCICC-IT department to establish a single sign-on via Microsoft Azure/Entra, consistent with the access protocol for the Sioux City Intranet.

Subfolder

Neapolitan Labs will build the Portal landing page as a subfolder of the Woodbury County website (e.g. woodburycountyiowa.gov/portal). Content that is part of departments will have URLs consistent with current website section pages (e.g. woodburycountyiowa.gov/human_resources/benefits), but access to these pages will be restricted to authenticated users.

Hosting

Because the Woodbury County Employee Portal will be built into the existing county website, no additional hosting costs are required.

Analytics

Google Analytics will be integrated so the Client can monitor website users, visits, and page views to the Intranet. Custom code will be added to track PDF downloads, for the most complete look at website usage.

Costs & Timeline

The development cost for the additional design and functionality for the Woodbury County website, and the updated *Mint Chip Lab* interface to support content County employees, is **$10,000**.

Development, Design, and Deployment		
Mint Chip Lab	• Upgrade of *Mint Chip Lab* for Woodbury County to allow site content to be targeted to authenticated employees. • Upgrade of *Mint Chip Lab* for Sioux City to allow selected content to be cross-targeted to County employees.	$4,000
Website Design	• Extension of the current Woodbury County design to support a new *Login* button, Employee Portal landing page, and color scheme for Intranet-only content.	$2,000
Website Development	• Integration to ensure secure access for Woodbury County employees. • Updated code to identify Intranet-only content and serve it on the website, and as part of search, only for logged-in employees.	$4,000
Ongoing Support, Starting in Year 2		
Server and Services	• 2-business day response time to Intranet-driven inquiries. • Support for the implementation and rollout of annual forms and processes like Open Enrollment.	$1,000 *Included for the first year*
Total First-Year Cost		**$10,000**

Payment Terms & Conditions

Costs will be billed in full to accommodate WCICC-IT budget requirements. The $2,500 previously paid for a standalone WCICC-IT Intranet will apply, leaving a $7,500 project balance to be invoiced.

Timeline

The estimated turnaround time is 12-14 weeks following approval and department meetings, with an anticipated launch in September 2024.

Training & Services

User Training
Each department with Intranet-facing content (e.g. Human Resources) should assign one or more employees to be trained on updates to the *Mint Chip Lab* platform. For departments already using Mint Chip Lab, this can be the same employee already updating the public-facing website or another staff member. Neapolitan Labs will provide individual department training prior to the rollout to employees.

Super User Training
Woodbury should assign one or more super users to have access to manage and maintain the full website. A detailed training session will be provided to cover all *Mint Chip Lab* modules prior to the website launch.

Content Import
Neapolitan Labs will meet with participating departments to review any information that should be part of the new website. All information needed for the website launch will be imported by Neapolitan Labs to minimize County time requirements for the project. This could include forms, policies, and more.

Recurring Training
As part of the annual support agreement, Neapolitan Labs will host webinar training with new hires or website support staff upon request.

Proposal Acceptance

With signature, the Client agrees to the cost and payment terms, and the developer will adhere to the stated project solutions and turnaround times.

(signature)   05-28-2024

John Malloy, *Chief Information Officer*   Date
WCICC-IT

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Brian McMillin, *President*   Date
Neapolitan Labs