TIOGA COUNTY, NEW YORK
Information Technology and Communication Services
Ronald E. Dougherty County Office Building   56 Main Street   Owego, NY 13827
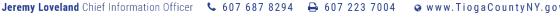
Jeremy Loveland Chief Information Officer   607 687 8294   607 223 7004   www.TiogaCountyNY.gov

Information Technology – Legislative Committee Meeting

10.08.24

- APPROVAL OF MINUTES

  - 09.03.24 IT Legislative Committee Meeting

- FINANCIAL

  - Review of Budget Status and Financial News

- OLD BUSINESS

  - Waverly Mental Hygiene Relocation

  - FirstNet Update

  - Wireless Infrastructure Update

- NEW BUSINESS

  - CAC Relocation

- PERSONNEL

  - Nothing to Report

- RESOLUTIONS

  - J03 – AMEND EMPLOYEE HANDBOOK; SECTION VIII: COMPREHENSIVE INFORMATION SECURITY POLICY

  - J04 – RENEW SOFTWARE LICENSE AGREEMENT WITH NTS DATA SERVICES FOR FIVE YEARS

  - J18 – AUTHORIZATION FOR TWO DARK FIBER CIRCUITS BETWEEN THE COUNTY OFFICE BUILDING AND PUBLIC SAFETY AND HEALTH AND HUMAN SERVICES BUILDINGS

  - J52 – AUTHORIZATION FOR AGREEMENT WITH FRESHWORKS, INC.

- PROCLAMATIONS

    - Nothing to Report

- ADJOURNMENT

INFORMATION TECHNOLOGY LEGISLATIVE STANDING COMMITTEE

September 3rd, 2024, at 9:30 am

ATTENDANCE:

- o Legislators: Martha Sauerbrey, Tracy Monell, Dennis Mullen, Ron Ciotoli, William Standinger.
- o Staff: Jeremy Loveland, CIO; Brandon Clark, Deputy Director of ITCS; Ray Culliton, Network Administrator
- o Guests: Cathy Haskell, Peter DeWind, Jackson Bailey

- APPROVAL OF MINUTES: Approval of August 6th, 2024, Information Technology Committee Minutes: Legislator Dennis Mullen made the motion, seconded by Legislator Ron Ciotoli to approve the August 6th, 2024, Information Technology Committee Minutes as written. Motion carried.

- FINANCIAL

  - o Review of budget status and financial news

- OLD BUSINESS

  - o NYS BOE Cybersecurity Audit

    - The ITCS Department completed a required cybersecurity audit provided by the NYS Board of Elections. The Department met with NYS, and Tioga County BOE staff to review the findings. While there were some minor findings, which may drive additional grant funding in the future, the County scored well.

  - o MUNIS Upgrade

    - The Department has recently completed an update to MUNIS. The update allows for end of year processing to be accomplished for 2024. This will be an annual process as long as we choose to host our own application suite.

- o Waverly Mental Hygiene Relocation

  - § The ITCS Department is involved with the project and have provided the necessary door automation equipment to the electrical contractor for installation at the new site. As plans are developed for moving into the space the ITCS Department will coordinate all technology moves.

- o COTT – Tyler County Clerk Migration Update

  - § The databases from Cott Solutions has been provided to Tyler for integration into their system. We are currently working with Cott Solutions asking them to provide their data schema for Tyler to map the data to their appropriate field. Cott has requested a resolution on the outstanding 1-year agreement to cover 2024.

- NEW BUSINESS

  - o Public Safety / Emergency Management Update

    - § The Deputy Director of ITCS provided an in-depth update on the technology within the Tioga County Dispatch Center.

  - o Wireless Infrastructure Update

    - § The ITCS Department budgeted for the replacement of the existing wireless infrastructure in 2024. This project has started, with the first 20 access points being replaced. This project is scheduled to be completed within the next two months.

  - o Command Central Evidence Management

    - § The ITCS Department recently held a meeting with representatives from the Tioga County Sheriff's Office, Tioga County District Attorney's Office, Tioga County Public Defender's Office, and the Tioga County Attorney's Office to discuss processes for storing and sharing evidence data between entities. In that meeting it was identified that the process needs improvement.

    - § Since that meeting, we have determined that a system called Command Central Evidence Management is included with the contract the County has with Motorola for our Computer Aided Dispatch (CAD) system.

- It is the recommendation from the ITCS Department that we pursue integrating Command Central Evidence Management into our evidence storage and sharing processes within the County.

  o County Alarm System Upgrade

  - The ITCS Department is going to refresh the existing Alarm System Upgrade plan and determine feasibility for 2025. This will replace the existing alarm panel in the County Dispatch Center and utilize a Human Monitoring Service (HMS) from Verkada.

  o FirstNet Cost Analysis

  - The ITCS Department has begun the process of planning to migrate County cell phones and data-only device to FirstNet.

  - Initial cost analysis shows the County could save up to $25,000 per year by migrating to FirstNet from Verizon.

- PERSONNEL

  o Network Administrator Appointment

    - Ray Culliton, the newly appointed Network Administrator within the ITCS Department was introduced to the Committee.

- RESOLUTIONS/PROCLAMATIONS

  o Nothing to Report

- EXECUTIVE SESSION

  o Legislator Ron Ciotoli motioned to move into Executive Session, seconded by Legislator Dennis Mullen to discuss security matters at 9:55 a.m.

  o Legislator Dennis Mullen motioned to adjourn Executive Session at 10:15 a.m., seconded by Legislator Ron Ciotoli.

- ADJOURNMENT

  o Legislator Mullen motioned to adjourn at 10:15 a.m., seconded by Legislator Ciotoli.

Review of 2024 Budget and Financial News
A1680 – Year-to-Date Budget Report

ACCOUNTS FOR: A General Fund	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
A1680 Information Technology							
A1680 412702 Shared Services- I	-210,072	0	-210,072	-141,660.04	.00	-68,411.96	67.4%*
A1680 412707 Shared Services- E	-90,000	0	-90,000	-.07	.00	-89,999.93	.0%*
A1680 422280 Data Processing/Pr	0	0	0	-1,638.60	.00	1,638.60	100.0%
A1680 424100 Rental Of County O	-5,000	0	-5,000	-6,550.08	.00	1,550.08	131.0%
A1680 427010 Refunds Of Prior Y	0	0	0	-1,590.00	.00	1,590.00	100.0%
A1680 510010 Full Time	562,076	0	562,076	390,675.28	.00	171,400.72	69.5%
A1680 540070 Car Maintenance	500	0	500	362.99	.00	137.01	72.6%
A1680 540140 Contracting Servic	28,880	-200	28,680	17,320.09	.00	11,359.91	60.4%
A1680 540140 M7674 Contracting S	0	141,723	141,723	96,005.44	.00	45,717.48	67.7%
A1680 540180 Dues	50	0	50	50.00	.00	.00	100.0%
A1680 540220 Automobile Fuel	800	0	800	490.38	.00	309.62	61.3%
A1680 540320 Leased/Service Equ	5,500	5,000	10,500	-468.18	.00	10,968.18	-4.5%
A1680 540350 Office Equip Maint	25,000	-5,000	20,000	19,553.08	.00	446.92	97.8%
A1680 540420 Office Supplies	1,500	0	1,500	345.58	.00	1,154.42	23.0%
A1680 540480 Postage	0	200	200	1.28	.00	198.72	.6%
A1680 540485 Printing/Paper	1,000	0	1,000	.00	.00	1,000.00	.0%
A1680 540620 Software Expense	207,340	0	207,340	65,038.53	.00	142,301.96	31.4%
A1680 540640 Supplies (Not Offi	4,500	0	4,500	3,405.81	.00	1,094.19	75.7%
A1680 540640 SSG21 Supplies (Not	2,500	0	2,500	.00	.00	2,500.00	.0%
A1680 540660 Telephone	72,500	0	72,500	49,094.63	134.00	23,271.37	67.9%
A1680 540661 Telephone Maintena	24,500	0	24,500	22,923.69	.00	1,576.31	93.6%
A1680 540733 Training/All Other	5,000	0	5,000	2,542.70	.00	2,457.30	50.9%
A1680 581088 State Retirement F	15,932	21,762	37,694	43,955.21	.00	-6,261.55	116.6%*
A1680 583088 Social Security Fr	39,959	-6,962	32,997	30,212.97	.00	2,784.14	91.6%
A1680 584088 Workers Compensati	0	8,673	8,673	7,445.52	.00	1,227.96	85.8%
A1680 585588 Disability Insuran	0	460	460	422.82	.00	36.84	92.0%
A1680 586088 Health Insurance F	22,536	65,550	88,086	98,516.88	.00	-10,431.28	111.8%*
A1680 588988 Eap Fringe	0	114	114	98.82	.00	15.24	86.6%
TOTAL Information Technology	715,001	231,320	946,321	696,554.73	134.00	249,632.25	73.6%
TOTAL General Fund	715,001	231,320	946,321	696,554.73	134.00	249,632.25	73.6%
TOTAL REVENUES	-305,072	0	-305,072	-151,438.79	.00	-153,633.21	
TOTAL EXPENSES	1,020,073	231,320	1,251,393	847,993.52	134.00	403,265.46	

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	715,001	231,320	946,321	696,554.73	134.00	249,632.25	73.6%

H1680 – Year-to-Date Capital Budget Report

ACCOUNTS FOR: H Capital Fund	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
H1680 Information Technology							
H1680 520620 Software Expense	142,313	175,309	317,621	158,875.21	63,037.50	95,708.42	69.9%
H1680 520620 M7674 Software Expe	0	39,251	39,251	.00	.00	39,250.67	.0%
H1680 521090 Computer	102,000	0	102,000	60,453.53	1,164.00	40,382.47	60.4%
TOTAL Information Technology	244,313	214,559	458,872	219,328.74	64,201.50	175,341.56	61.8%
TOTAL Capital Fund	244,313	214,559	458,872	219,328.74	64,201.50	175,341.56	61.8%
TOTAL EXPENSES	244,313	214,559	458,872	219,328.74	64,201.50	175,341.56	

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD ACTUAL	ENCUMBRANCES	AVAILABLE BUDGET	PCT USE/COL
GRAND TOTAL	244,313	214,559	458,872	219,328.74	64,201.50	175,341.56	61.8%

REFERRED TO: ITCS COMMITTEE
                                     LEGISLATIVE WORKSESSION

RESOLUTION NO. -24   AMEND EMPLOYEE HANDBOOK; SECTION VIII:
                                     COMPREHENSIVE INFORMATION SECURITY POLICY

WHEREAS: The Chief Information Officer and Deputy Director of ITCS have determined that aligning with the National Institute of Standards and Technology standards is appropriate for the Information Technology infrastructure within Tioga County, New York; and

WHEREAS: The Chief Information Officer and Deputy Director of ITCS have reviewed the County's Comprehensive Information Security Policy and made recommendations to modify Section VI-O and add new Section VI-P; therefore be it

RESOLVED: That the Comprehensive Information Security Policy, Sections VI-O be amended and replaced and new Section VI-P be added as follows:

O. Physical and Environmental Protection

Purpose
To ensure that Information Technology (IT) resources are protected by physical and environmental security measures that prevent physical tampering, damage, theft, or unauthorized physical access.

Reference
National Institute of Standards and Technology (NIST) Special Publications (SP): NIST SP 800-53a – Physical and Environmental Protection (PE), NIST SP 800-46, NIST SP 800-73, NIST SP 800-76, NIST SP 800-78, NIST SP 800-116.

Policy
This policy is applicable to all departments and users of Tioga County IT resources and assets.

1. Physical Access Authorizations

   ITCS Department shall:

   a. Develop, approve, and maintain a list of individuals with authorized access to the facilities where the information systems reside.

   b. Issue authorization credentials for facility access.

   c. Review the access list detailing authorized facility access by individuals and remove individuals from the facility access list when access is no

longer required.

2. Physical Access Control

   ITCS Department shall:

   a. Enforce physical access authorizations by verifying individual access authorizations before granting access to the facility.

   b. Control ingress/egress to the facility using an automated access system or physical keys.

   c. Maintain physical access audit logs for each information system location.

   d. Provide signage to control access within the facility officially designated as publicly accessible.

   e. Escort visitors and monitors visitor activity in restricted areas.

   f. Secure keys, combinations, and other physical access devices.

   g. Inventory keys and other physical access devices every quarter.

   h. Change combinations annually and/or when combinations are compromised, or individuals are transferred or terminated.

3. Monitoring Physical Access

   ITCS Department shall:

   a. Monitor physical access to the facility where the information system resides to detect and respond to physical security incidents.

   b. Review physical access logs monthly and coordinate results of reviews and investigations with the IT Standing Committee.

4. Visitor Access Records

   ITCS Department shall:

   a. Maintain visitor access records to the facility where the information system resides for 2 years; and reviews visitor access records monthly.

5. Emergency Power

   ITCS Department shall:

a. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system; transition of the information system to long-term alternate power in the event of a primary power source loss.

b. Provide a long-term alternate power supply for the information system that is capable of maintaining minimally required operational capability in the event of an extended loss of the primary power source.

6. Emergency Lighting

ITCS Department shall:

a. Employ and maintain automatic lighting for the information system that activates in the event of a power outage or disruption and that covers emergency exits and evacuation routes within the facility.

b. Provide emergency lighting for all areas within the facility supporting essential missions and business functions.

7. Fire Protection

ITCS Department shall:

a. Employ and maintain fire suppression and detection devices/systems for the information system that are supported by an independent energy source.

   This applies primarily to facilities containing concentrations of information system resources, including, for example, data centers, server rooms, and mainframe computer rooms. Fire suppression and detection devices/systems include, for example, sprinkler systems, handheld fire extinguishers, fixed fire hoses, and smoke detectors.

8. Temperature and Humidity Controls

ITCS Department shall

a. Maintain temperature and humidity levels within the facility where the information system resides between 64.4 and 80.6 degrees Fahrenheit and 20 to 80% relative humidity.

b. Monitor temperature and humidity levels continuously to include alarms and notifications of changes potentially harmful to personnel or equipment.

9. Water Damage Protection

ITCS Department shall:

a. Protect information system from damage resulting from water leakage by providing master shutoff or isolation valves that are accessible, working properly, and known to key personnel.

This applies primarily to facilities containing concentrations of information system resources including, for example, data centers, server rooms, and mainframe computer rooms. Isolation valves can be employed in addition to or in lieu of master shut off valves to shut off water supplies in specific areas of concern, without affecting entire organizations.

10. Delivery and Removal

ITCS Department shall:

a. Authorize, monitor, and control entering and exiting the facility and maintain records of those items delivered and removed from the facility.

Compliance

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to IT resources, and other actions as well as both civil and criminal penalties.

Policy Exceptions

Requests for exceptions to this policy shall be reviewed by the Chief Information Officer (CIO) and the Information Security Officer (ISO). Departments requesting exceptions shall provide such requests to the CIO. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, risk mitigation measures to be undertaken, initiatives, actions and a timeframe for achieving the minimum compliance level with the policies set forth herein. The CIO shall review such requests; confer with the requesting department.

P. Security Assessment and Authorization

Purpose

The Information Technology and Communication Services (ITCS) Department and the various business units (information owners) will ensure security controls in information systems, and the environments in which those systems operate, as part of initial and ongoing security authorizations, annual assessments, continuous monitoring and system development life cycle activities.

Reference

National Institute of Standards and Technology (NIST) Special Publications (SP): NIST SP

800-53a – Security Assessment and Authorization (CA), NIST SP 800-12, NIST SP 800-37, NIST SP 800-39, NIST SP 800-47, NIST SP 800-100, NIST SP 800-115, NIST SP 800-137, NIST Federal Information Processing Standards (FIPS) 199

Policy

This policy is applicable to all departments and users of Tioga County IT resources and assets. Every department that maintains or collects informational assets must be compliant with this policy.

1. Security Assessment and Authorization Policy and Procedures

   Tioga County, NY shall:

   a. Develop a security assessment plan that describes the scope of the assessment including:

      i. Security controls and control enhancements under assessment.

      ii. Assessment procedures to be used to determine security control effectiveness.

      iii. Assessment environment, assessment team, and assessment roles and responsibilities.

   b. Assess the security controls in the information system and its environment of operation annually to determine the extent to which the controls are implemented correctly, operating as intended, and producing the desired outcome with respect to meeting established security requirements.

   c. Produce a security assessment report that documents the results of the assessment.

   d. Provide the results of the security control assessment to the IT Standing Committee.

2. System Interconnections

   ITCS Department shall:

   a. Authorize connections from the information system to other information systems through the use of Interconnection Security Agreements.

   b. Document, for each interconnection, the interface characteristics, security requirements, and the nature of the information communicated.

c. Review and update Interconnection Security Agreements annually.

d. Employ and permit by exception policy for allowing Tioga County information systems to connect to external information systems.

3. Plan of Action and Milestones

ITCS Department shall:

a. Develop a plan of action and milestones for the information system to document the planned remedial actions to correct weaknesses or deficiencies noted during the assessment of the security controls and to reduce or eliminate known vulnerabilities in the system.

b. Update existing plan of action and milestones as necessary, based on the findings from security control assessments, security impact analysis, and continuous monitoring activities.

4. Security Authorization

Tioga County, NY shall:

a. Assign a senior-level executive or manager as the authorizing official for the information system.

b. Ensure that the authorizing official authorizes the information system for processing before commencing operations.

c. Update the security authorization annually.

5. Continuous Monitoring

ITCS Department shall:

a. Develop a continuous monitoring strategy and implement a continuous monitoring program that includes:

i. Establishment of metrics to be monitored.

ii. Establishment of monthly monitoring and annual assessments supporting such monitoring.

iii. Ongoing security control assessments in accordance with the organizational continuous monitoring strategy.

iv. Ongoing security status monitoring of organization-defined metrics in accordance with the organizational continuous monitoring

strategy.

    v.   Correlation and analysis of security-related information generated by assessments and monitoring.

    vi.   Response actions to address results of the analysis of security-related information.

    vii.   Reporting the security status of organization and information systems to the IT Standing Committee monthly.

6. Internal System Connections

ITCS Department shall:

    a.   Authorize internal connections of Tioga County information system components to the information system.

    b.   Document, for each internal connection, the interface characteristics, security requirements, and the nature of the information communicated.

Compliance

Employees who violate this policy may be subject to appropriate disciplinary action up to and including discharge as well as both civil and criminal penalties. Non-employees, including, without limitation, contractors, may be subject to termination of contractual agreements, denial of access to IT resources, and other actions as well as both civil and criminal penalties.

Policy Exceptions

Requests for exceptions to this policy shall be reviewed by the Chief Information Officer (CIO) and the Information Security Officer (ISO). Departments requesting exceptions shall provide such requests to the CIO. The request should specifically state the scope of the exception along with justification for granting the exception, the potential impact or risk attendant upon granting the exception, risk mitigation measures to be undertaken, initiatives, actions and a timeframe for achieving the minimum compliance level with the policies set forth herein. The CIO shall review such requests; confer with the requesting department.

And be it further

RESOLVED: That the remainder of Section VIII. Comprehensive Information Security Policy remains unchanged.

REFERRED TO: ADMINISTRATIVE SERVICES COMMITTEE
                                   FINANCE/LEGAL COMMITTEE
                                   IT COMMITTEE

RESOLUTION NO. -24   RENEW SOFTWARE LICENSE AGREEMENT WITH NTS
                                   DATA SERVICES FOR FIVE YEARS

WHEREAS: The Tioga County Board of Elections utilizes the APEX voter registration system from NTS Data Services to maintain voter registrations, ballot applications, election inspector information, and petition information; and

WHEREAS: The Board of Elections plans to continue using such software for the stated purposes; and

WHEREAS: The current software agreement between the Board of Elections and NTS expires on December 31, 2024; and

WHEREAS: NTS provided the new agreement proposal to the Board of Elections listing the annual payments to be made over the next five years for ongoing license and support services; and

WHEREAS: The first payment was included in the Board of Elections' 2025 budget proposal; therefore be it

RESOLVED: With approval of the County Attorney and Chief Information Officer, the Board of Elections is authorized to renew the software license agreement with NTS from January 1, 2025 through December 31, 2029, and make the following payments:

On January 15, 2025, the BOARD shall make a payment of $40,640.40 to NTS.
On January 15, 2026, the BOARD shall make a payment of $43,078.82 to NTS.
On January 15, 2027, the BOARD shall make a payment of $45,663.55 to NTS.
On January 15, 2028, the BOARD shall make a payment of $48,403.36 to NTS.
On January 15, 2029, the BOARD shall make a payment of $51,307.56 to NTS.

REFERRED TO: ITCS COMMITTEE
                                   FINANCE/LEGAL COMMITTEE

RESOLUTION NO. -24   AUTHORIZATION FOR TWO DARK FIBER CIRCUITS
                                   BETWEEN THE COUNTY OFFICE BUILDING AND
                                   PUBLIC SAFETY AND HEALTH AND HUMAN
                                   SERVICES BUILDINGS

WHEREAS: The Tioga County Legislature recognizes the importance of County Infrastructure; and

WHEREAS: The current network configuration creates a single point of failure impacting several County locations, including the Tioga County Public Safety building and the Tioga County Health and Human Services building; and

WHEREAS: An outage impacting these buildings would interrupt critical Public Safety services including the ability for the County 911 Dispatch center to operate effectively; and

WHEREAS: The Chief Information Officer and Deputy Director of ITCS have completed an extensive evaluation of available options; and

WHEREAS: The Chief Information Officer and Deputy Director of ITCS are recommending a to hire Southern Tier Network to build a dark fiber circuit between the Tioga County Office building located at 56 Main Street, Owego, NY 13827 and the Tioga County Health and Human Services building located at 1062 NY-38, Owego, NY 13827 with an initial build-out cost of $4,908 and a monthly service lease of $275; and

WHEREAS: The Chief Information Officer and Deputy Director of ITCS are recommending to hire Southern Tier Network to build a dark fiber circuit between the Tioga County Office building located at 56 Main Street, Owego, NY 13827 and the Tioga County Public Safety building located at 103 Corporate Drive, Owego, NY 13827 with an initial build-out cost of $5,364 and a monthly service lease of $275; therefore be it

RESOLVED: That the Chair of the County Legislature is authorized to execute the Statements of Work between Tioga County, NY and Southern Tier Network for two dark fiber circuits at a cost $550 per month and $10,272 installation cost; and be it further

RESOLVED: That the installation cost of $10,272 will be paid out of the Capital Fund IT Budget and appropriated from account **H1680 521090 Computer**; and be it further

RESOLVED: That the monthly maintenance cost of $550 per month will be paid out of the General Fund ITCS budget and appropriated from the following account *A1680 540660 Telephone;* and be it further

RESOLVED: That any unspent and unappropriated 2024 Capital ITCS Hardware and/or Software funds will be carried forward into the 2025 Capital ITCS Budget at yearend 2024 at the Treasurer's Departments discretion, and the 2025 Capital Hardware and/or Software funds are to be spent prior to Capital Hardware Reserve utilization at year end 2025.

REFERRED TO: ITCS COMMITTEE
                                    FINANCE/LEGAL COMMITTEE

RESOLUTION NO. -24   AUTHORIZATION AGREEMENT WITH
                                    FRESHWORKS, INC.

WHEREAS: The Chief Information Officer has identified a need for an Information Technology Service Management (ITSM) platform to replace and significantly improve and increase existing ITSM platform processes and reporting capabilities; and

WHEREAS: The Chief Information Officer, Deputy Director of ITCS, System Administrator and Network Administrator have completed analysis and demonstrations of different ITSM software platforms; and

WHEREAS: The Chief Information Officer was able to negotiate a 27.42% discount, providing best value for this service; and

WHEREAS: The Chief Information Officer is recommending to the Tioga County Legislature to subscribe to a Software as a Service (SaaS) platform from Freshworks, Inc. at an annual cost of $7,560; and

WHEREAS: The software will be funded using the ITCS operating budget; therefore be it

RESOLVED: That the Chair of the County Legislature is authorized to execute the agreement between Tioga County, NY and Freshworks, Inc. for the ITSM platform, FreshService at an annual cost of $7,560 for a period of 26 months.