

Keith Murley
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Board of County Commissioners
Teton County
200 S. Willow St.
Jackson, WY 83001

Dear Commissioners:

I am writing to formally announce my resignation as the Enterprise IT Manager of Teton County. This decision has been reached after considerable thought and with a keen understanding of the implications for the County I am so deeply committed to serving.

Since joining Teton County in October 2022, just one year ago, I have dedicated myself to a series of initiatives that have fundamentally enhanced our technological capabilities, notably leading the successful transition to the ESRI-based GIS platform. The initial transition, which replaced a 30-year-old, highly customized GIS solution, was completed within 90 days, within budget, and exemplifies what can be achieved with strategic vision and operational freedom.

Regrettably, following this achievement, my GIS participation and role was radically and immediately curbed from decisions made, without guidance and/or input from the Teton County GIS Committee, but instead by Alyssa Watkins, BCC Administrator, and Sarah Mann, Director of General Services.

In an email communication to me from Alyssa Watkins dated September 6, 2023, I was suddenly and without explanation informed that, with immediate effect, Sarah Mann would take over all interactions, both technical and financial, with the Dewberry GIS consulting team, thus gravely limiting my capacity to leverage my expertise for the benefit of Teton County. In a private conversation, Dewberry themselves commented that “every week you [Keith Murley / IT division] are not actively involved in the GIS management, you are falling behind on supporting the environment.” As experts, they recognize that an on-premise GIS

solution which does not have full, regular and active participation of internal IT staff makes the platform substantially more difficult to support and costly to maintain.

One day earlier, on September 5, 2023, I presented the critical letter below to Alyssa Watkins and Sarah Mann in a meeting, along with a detailed 90-day IT plan recommendation:

"Good afternoon,

I send this message to you with pressing concerns regarding the current state of our County's IT infrastructure. The issues we face have the potential to significantly impact the County's operational efficiency, security, and compliance.

The gravity of our current IT situation cannot be understated. A potential data breach or network outage, aside from the immediate financial and operational repercussions, can severely damage our County's reputation and the trust of the community. Further, failure to fully comply with state and federal regulations may bring legal consequences. To address and correct these challenges, our immediate action plan includes rolling out urgent updates to mitigate vulnerabilities, revamping our network infrastructure, implementing structured protocols for platforms like Microsoft 365, and ensuring we meet all regulatory requirements, particularly in the area of data retention.

Given the magnitude of these issues, I recommend we adopt a concentrated, highly-focused strategy over the next 90 days. During this period, our IT team will prioritize addressing the key concerns laid out. With this focus, resolution for non-critical IT support tickets may extend to a two-week period. However, any critical operational disruptions will be handled quickly, and we encourage all department leads to communicate directly for prompt resolutions.

The challenges we face are not solely a matter of technology, but are foundational to the County's operations. Our IT team is prepared and committed to restoring stability, but this approach requires the full support and understanding of the board, elected officials, department heads, and also, all County staff.

I ask for your prompt direction to ensure our IT infrastructure's performance, reliability, and security. Please feel free to reach out to discuss any of these items in greater detail."

The 90-day IT infrastructure plan was designed to address severe network vulnerabilities, safeguard the election infrastructure managed by the County Clerk's office, establish for the County Attorney's office a needed workflow for records expungement in line with state statutes, and secure Microsoft 365 data across all County departments and elected offices. Despite the urgent need for these initiatives, they were consistently ignored in favor of directing IT resources to less critical tasks, a practice that has repeatedly compromised the integrity of our operations, the security of County data, and morale of my team.

The handling of the Sylint cybersecurity project, recommended to the Board of County Commissioners in September 2022 by Sarah Mann, once again exemplifies the challenges I have faced over the past few months. Despite my willingness to lead and provide technical expertise, the project was not brought to completion, resulting in the misappropriation of \$81,500 of taxpayer money while still leaving critical security concerns unaddressed.

Sarah Mann, who served as the Sylint project lead, last month unexpectedly and without specifics, heavily criticized my involvement with the now defunct Sylint project, where she stated, "After receiving the [Sylint] report...you have not yet provided me with any information on the report or where we are in the progress of implementing the suggestions". The statement failed to recognize the deficiencies of the report itself, confirmed by email correspondences between January 2023 and May 2023 from Sarah Mann to the Sylint team. Her own email communications expressed huge frustration with Sylint's failure to deliver the requested and proposed comprehensive data privacy gap analysis, reinforcing that the Sylint report was, not only incomplete, but barely usable.

In an immediate response to the already evident Sylint project deficiencies, beginning in April 2023, I proactively planned and piloted Cavelo and Microsoft Purview software solutions, crucial first steps toward a strong and predictable data security and compliance strategy. Further, I was able to identify and secure highly sensitive data, including Health Department HIPAA records, that for years, were entirely unsecured, accessible even by outside building contractors who, before my tenure, had full administrative access to key County servers and network systems. Yet, the continual redirection to non-critical tasks, principally under Sarah Mann's direction, has majorly hindered the progress of critical initiatives.

The patterned focus on narrow or individual pursuits over County-wide technological and security needs has drastically undermined my team's ability to operate productively and efficiently.

Finally, and most recently, Sarah Mann, without factual cause or reasoning, has ousted my leadership role in hiring technical staff for the IT division, even procuring a local IT consulting firm to assume the role of the County Network Administrator position. This was confirmed multiple times, including during a November 15, 2023 meeting with Human Resources, as well as in a follow-up message from Sarah Mann to the HR department on November 26, 2023. Regarding a request to schedule a Network Administrator candidate phone screening, Sarah Mann responded, "No thanks, Theresa. I am hoping to know more on this next Tuesday and I think we will take this position off Bamboo." These decisions have been made without any of my knowledge or input, nor with broader input from all the affected

departments and elected offices, nor were the specifics of the company being hired disclosed to me, their roles, responsibilities, nor operating direction. This presents further risk to an already delicate situation, in particular, as a company is being onboarded to the County without any communication to elected officials. While consulting firms can fill a gap in workforce, their focus, skillset, and company practices must align with and support the County's infrastructure requirements.

Again, the decision to resign from my position is not one I take lightly. It is born out of a need to uphold the highest standards of service, ethics, and stewardship of public resources, principles that I fear have been compromised under the current management direction.

My last day of service will be February 16, 2024. This timeline takes into account the upcoming holidays, which may present scheduling challenges, and is intended to provide time for a smooth and thorough handover to my successor. I am deeply grateful for having had the opportunity to collaborate with a remarkable team of professionals who are steadfastly committed to serving Teton County.

I thank you for your support and understanding as I navigate this transition.

With sincere best wishes,

A handwritten signature in black ink, appearing to read "Keith Murley". The signature is fluid and cursive, with a distinct "K" at the beginning.

Keith Murley