



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of April 4, 2019

Present:

Lauren Middleton, Roger Palmer, Foster Charles and Councilman Sebastian Giuliano. Tina Gomez and Councilman Grady Faulkner arrived late.

Staff: Bryan Skowera

Absent:

Councilman Carl Chisem, Salvatore Micciulla and Mike Skott

Call to Order:

Councilman Giuliano called the meeting to order in the Municipal Building room 208 at 6:04 p.m.

Approval of Minutes:

Councilman Giuliano asked for a motion to approve the minutes from the December 2018 meeting. Foster Charles made the motion and Roger Palmer seconded the motion and approved unanimously.

Public Comments:

There were no public comments.

Old Business:

Kace Trends – Bryan covered December, January, February and March. In January 1 high priority internal SLA was missed. This was for an employee who could not open 2 programs simultaneously which caused a work stoppage. A resolution was provided within 2 hours which was well within our SLA timeline but the user did not confirm with IT department that they were working..

Departments – In December Public Works, Health Departments and Town Clerk Office had a spike in tickets due to staffing changes which required higher than normal assistance. Public Works and The Clerk of the Common Council were both getting their departments ready for Website go Live. In January the Technology Services Department had more tickets because they were tracking the Website Go Live. Public Works in January was Website related issues. PCD had more tickets in January because they also had a new employee. The only trend that was noticeable was the Clerk for the Common Council had a lot of phishing issues. In March The PCD had more tickets because of a new employee. PCD is requesting more audio video in their presentations and we have been working with them for their meetings. The tickets in March for the Health Department are duplicates. The problem was with on computer but multiple tickets were submitted. Public Works also had a new staff member start in March.

Affected Systems: The website and Admins were the systems that had the most tickets in December. January most tickets were for the website. February no real trends. March the exchange server crashed and all email was lost but restored the next day using the secondary system at Mile Lane.

The Honeywell Access System had more tickets because of number of staff changes. Key fobs and security setup had to be put in place. Also an audit is underway to update the master list of key fobs issued working closely with the fire, police and other various departments.

Instructions by System – There is usually one ticket a month asking for help with Microsoft Office. We were exploring work with LinkedIn to setup classes but it does not make sense because of the cost.

Project Pipeline:

Replacement of AT&T ISP and CEN Address Space Migration – We are waiting on the Police Department to migrate their AT&T services but due to the amount of projects that are ongoing they have not been able to do it at this time. Bryan has been in contact with the Chief, Deputy Chief and the Administrative Captain to work on a plan to have AT&T retired by the end of the fiscal year. We are going to have a backup network connection once AT&T has been removed.

Human Resources Onboarding Solution- We are going to expand the platform that is used for the website provided by CivicPlus. They have an integrated Human Resources Recruitment and Onboarding system. The contract has been submitted to legal for review. Once the contract is approved the OGC and Human Resources department will be with CivicPlus to get completed.

Server Retirement - Bryan explained that we are replacing windows 7 desktops and getting rid of the Windows 8 r2 servers with windows 10. Microsoft has ended life of windows 7 in January of 2020.

Managed Print Services - The consolidation of printers began about 2 year ago to Savin Multifunction devices. They are much cheaper per page in terms of consumables and maintenance. There is still a business need throughout the city for desktop printers. The Mayor's office has asked to consolidate the costs for the individual departments that are served by the general fund. If approved there will be a managed service line item for the printers. Each department will justify what desktop printer is needed and go from there. Councilman Giuliano asked if they are going to be back charged and that will not be the case. Bryan explained that there will be an audit program on the printer. If there is a department who is making a lot of copies they can run an audit. There was a discussion regarding the fees charged for making copies for FOI reviews. Bryan will look into setting up a computer to use for just looking at a document as opposed to making copies.

Redundant CEN Connections – We are waiting on some more work but should be able to get a completely redundant connection on a different network path to CEN through the dispatch center which will also feed into the entire network, but will also be able to feed directly into the Mile Lane facility if there is a disaster. There is more work to be done and waiting on Central Communications to finish the network.

Remote Desktop Deployment to VDI – We have realized some cost savings by retiring the Citrix System. There are only a few virtual Citrix workstations left. They are at water and sewer and waiting for new computers to be order so the system can be retired.

The Global Cad Server Migration – Global Cad is the system used by dispatch for 911. This is an old system which has been in place on very old architecture. The city held off doing anything with it because it is being replaced with Nexgen, but a migration was made necessary due to system issues.

Website Redesign - Bryan shared with the Committee the amount of visitors using the website. Staff members have been told if visitors have questions or suggestions to submit them. He also explained how the alerts are sent out and how to sign up for them. Councilman Faulkner asked how people would give feedback or make suggestions. Bryan explained the option.

GIS - Roger Palmer updated the committee on the progress of the GIS upgrade. Currently they are upgrading the parcel shapes and in the final stages of QAQC and up doing up the flood plains. The transfer has already been given to the vendor and once the QAQC is finished. Roger is hopeful that the funds requested in the budget are approved and this work will continue. Councilman Faulkner inquired about regionalization for GIS. There was a discussion regarding regionalization. Councilman Faulkner asked about crime statics from the police department. As of now it is not possible but once the PD changes over to Nexgen it will be possible.

Center for Internet Security – Bryan explained how a new software probe works and how often devices will be scanned.

New Business:

Budget - Bryan shared that the 2019-2020 budget is \$17,000.00 less than last this year. He also went over the areas that he felt would be questioned at the council review.

Administrative Secretary II – Requesting PT position to be upgraded to FT

GIS – \$30,000.00 added to the GIS Services line for ongoing improvements.

Office Equipment Maintenance - This line is new and will be used for the managed print services.

Questions regarding budget

Tina – Asked if there is a maintenance contract with the company for the website and if it is contractual. Bryan indicated it is in the website line. Tina asked about the fees for the Human Resources Onboarding program. Bryan explained that the city is going with CivicPlus the same company that is contracted for the website.

Roger – Why is the city paying for the AUC licenses for BOE? Bryan stated that it was an agreement between the city and BOE. There was a discussion regarding why the city does not have access to the BOE system.

Computer use Policy – The Computer use policy has been sent to the Mayor, OGC, and Human Resources for review. Bryan went over the policy with the committee and stated that the Policy needs to be enforceable. Bryan stated that the goal of this policy is to have it be enforceable. This policy states that some things are allowed with approval and if abused the app will be shut down and some things will not be allowed. The policy also empowers information technology staff, which is not just the technology services staff, throughout the city. Bryan does not see any issues with this policy being approved.

Roger asked what the policy is for having Alexa installed on a city computer. Bryan stated that is not supposed to be but in some cases it is. He also stated that the new laptops that are deployed will not allow these downloads. We have already started restricting some downloads. Councilman Faulkner asked about forced password changes. Everyone is forced to change their password every six months.

Councilman Giuliano asked if there is a policy in place for the Executive branch of the government when requesting legislative data. There was a discussion regarding this issue and how a policy could be

enforced. Foster Charles explained some policy that his company uses. Bryan asked Foster if he would share some boiler plates to review.

Secured Managed Wireless: - Requested funding for a wireless refresh this year as part of the 5 year CNR plan and it was not funded this year. Bryan explained that the city's wireless access points need to be upgraded to provide secured managed wireless access points throughout the city and not just at city hall. He also stated that the model we are using is no longer available. Bryan asked the committee for advice and guidance on how to get the funding needed for the secured managed wireless access points.

There was a discussion regarding this issue. Bryan is going to explore what else he needs to do to get this funded.

Phishing - Bryan explained that the city is getting more and more phishing attacks. These attacks are done for many different reasons. Some are asking for a password or financial information. Bryan explained what steps the Technology Services department is doing to prevent Phishing attacks. Roger suggested that the city hold mandatory training on Phishing and Bryan explained that it is done yearly.

Items for Next Agenda:

FY2020 Budget
Five year CNR
Phishing

Councilman Giuliano made a motion to adjourn the meeting, Tina Gomez seconded the motion and it was approved unanimously.