



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of April 7, 2016

Present:

Council Member Carl Chisem, Council Member Grady Faulkner, Council Member Sebastian Giuliano, Marie Norwood, and Nelson Rivera. Staff: Eldon Bailey and Michael Skott. For the record Salvatore Micciulla arrived late.

Absent:

Tina Gomes.

Call to Order:

Council Member Carl Chisem called the meeting to order in the Municipal Building room 208.

Approval of Minutes:

Council Member Carl Chisem requested a motion to approve the minutes from the February 4th meeting. Marie Norwood made the motion to approve the minutes. The motion was seconded and approved unanimously.

Public Comments:

No one from the public was in attendance.

Old Business:

Off-site Back up

Marie asked if there was any progress on the backup being backed up off site. Eldon stated that the process has started and that the backup is being replicated to another location. He also stated that there is more work to be done as a DBAR plan is developed.

Help Desk Tickets

Eldon gave a brief overview of the help desk tickets. He explained that due to staffing issues the department is still only maintaining services and is not proactive. Grady asked if there was any progress on getting departments to do their part in solving some of the issues. Eldon shared that the department is looking into setting up training for the Microsoft Office suite if funding is available and hopes that this would help a little in this area. Marie asked if it would help to have part-time personnel to assist with help desk requests. Eldon stated that it would be helpful and would be better to have a permanent position rather than have interns or temporary part-time employees.

The question was asked what kind of tickets does the department expect to get on a daily basis and Eldon replied that he expects anything that has to do with technology. Eldon explained that the department does not get that many support requests for assistance with Microsoft Office programs. Nelson asked if

Microsoft Office is not an issue why we are looking into training. Eldon explained that offering training would be beneficial to departments because it may improve productivity and introduce features that users may not be aware of. There was a lengthy discussion about when to purchase new hardware and or software. Do you wait until it is about to fail or sooner depending on what technology is available?

New Business:

Documentation of the systems

Eldon explained that the Network Administrator is still settling into his job and working on this project as well as the day to day issues that come up. It was suggested to break down the documentation by equipment which may help with hardware refresh timeframes.

Review the strategic plan

Eldon indicated that 16 years ago the Technology Planning and Implementation Committee indicated additional staff would be needed for the Technology Department to be effective. Their recommendation was 7 staff members and that has not happened. The discussion also included how technology could make doing business with the City easier and more friendly, providing the general public with access to online materials. Eldon mentioned there have been recent discussions about implementing a system to assist residents with submitting requests for services. He is willing to get some quotes now and see what it will cost to move forward.

Marie asked if this committee was going to move forward with a strategic plan. Carl asked what things need to be included in the plan. Grady suggested looking it over and breaking it down by segments. Marie mentioned that she has a strategic plan template that she would like the committee to look over. She will email the link. Mike also mentioned that the BOE uses a Technology Plan which might be something to look into. It was suggested to do a Technology Plan instead of a Strategic Plan.

Eldon to provide report of closed tickets

This topic was discussed in old business.

Monthly Meeting:

Next regular meeting is scheduled for May 5, 2016.

Items to be placed on the next agenda:

Come up with an Executive Summary and a Mission Statement for the Technology Plan.

Marie will report back with the responses from City department directors on one thing they would like to see the IT Department do for their respective departments.

Adjournment:

Committee Member Marie Norwood made a motion to adjourn. Council Member Sebastian Giuliano seconded the motion, approved unanimously.