



## TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of June 11, 2015

**Present:** Council Member Sandra Russo-Driska, Council Member Grady Faulkner, Eldon Bailey, Nelson Rivera, Michael Skott, Salvatore Micciulla and Tina Gomes.

**Absent:** Council Member Carl Chisem, Mike Gaudino, Marie Norwood and Edward Finkle.

### **Call to Order:**

Council member Sandra Russo-Driska called the meeting to order in the Municipal Building Common Council Chamber.

### **Approval of Minutes:**

Council Member Sandra Russo-Driska requested a motion to approve the minutes from the February 5<sup>th</sup> meeting. Council Member Grady Faulkner made the motion to approve the minutes. The motion was seconded by Michael Skott and approved with one abstention from Tina Gomes.

### **Public Comments:**

No one from the public was in attendance.

### **Old Business:**

#### **Review of Help Tickets with departments added.**

Eldon did not have reports with the departments because he could not add them. He mentioned that he could probably do it but does not have enough knowledge of sequel so would have to find someone who does to do it. Tina asked if there were any observations that were made and Eldon explain what was discussed at the last meeting regarding this subject. Eldon discussed using the help desk system at the directors meeting. He will be sending an email out reminding everyone to use the help desk system. She also asked if any items were categorized to identify were the issues are. Eldon stated that it has not been done and some members of the committee thought that was the whole objective of the reports. Eldon agreed it would be good information to have but right now with the staffing issues there are more open or stalled tickets that need to be addressed.

Eldon stated that the Help desk Icon has been placed on everyone's desktop and is encouraging them to enter the ticket using the Icon he also walks them thru the process when helping them. He feels that progress is being made. Gary Faulkner asked Eldon if he thought that categorizing the tickets was not worth doing. He said he does not see it as not worth doing but right now he does not see the benefit of knowing which department had more help desk tickets.

There was a long discussion regarding the way the help tickets are filled out, assigned as well as getting people to fill out the tickets correctly. Eldon also stated that the process is working better and they are educating users as they go along. Eldon is going to send an email explaining the process.

Three reports were handed out open tickets, closed and resolution. The committee would still like a report each month with departments included. How many were put in system, closed and still open monthly. The question was asked about getting the report done in sequel would be worth it and Eldon does not think that switching to sequel or access at this time. It was decided that an excel file would be sent.

### **Access database list**

Eldon handed out the report that listed 24 Access Data base programs that may or may not be in use. It was determined that most of them are still in use. There was a lengthy discussion regarding keeping a consultant or hire someone with the access data knowledge or both.

Eldon handed out the past six weeks of the consultant time sheets which averages about 12 to 14 hours. It was pointed out that the access data based being used is Access 2000 and there are newer versions out there.

Nelson explained that the Police Department uses Share Point and he explained how it works. He is going to share with the committee a screen shot of how works.

### **DEBAR Group**

Sandra read the Ordinance regarding the DEBAR it was decided that Sandra would email Carl and give an update from the meeting and asking him if he meet or talk to the Mayor about the items from the May meeting.

### **New Business:**

Sandra asked what the status of the two open positions is and Eldon informed the group that only position posted was the Network Coordinator. Eldon explained that after the HR department went through the applications and filter out the ones that did not meet the minimum qualifications some of the qualification were a bachelor degree and at least one technology certification pertaining to the city such as Microsoft, Cisco etc.

Only three of the applications meet the requirements so interviews were set up and one applicant did not show up and both of the other applicants had the educational experience but did not have certifications but either of the candidates could have done the job and done it well. An email was sent to the HR Director with the notes from the interview and the committee clearly identified one person out of the three that could move forward. Tina asked who was on the committee. The members on the committee where Eldon, Nelson Rivera, Rob Kronenberger, Wayne Bartolotta and Ann Gregg. Tina and Sandra wanted to know why two members of the committee would be on the committee when they have no technology experience. Eldon explained the reasoning behind who was picked and it was apparent that some members of the committee did not agree with that decision. Eldon stated that after he informed the Human Resource Director of the results of the interviews nothing has happened. There was a suggestion to repost the opening to a larger audience. Eldon suggested offering the position to one of the candidates with the understanding that they obtain a certification within a certain timeframe as a possibility but has not gotten a firm answer. Eldon also stated that there is an applicant whose application did not meet the minimum requirement of a bachelor's degree but has an associate's degree as well as experience was not granted an interview filed an appeal with the General Council and was granted the appeal. The discussion than centered on how does this happens and is the position going to be reposted, are the other applicants that were disqualified going to be given an interview.

Some members of the committee thought that the Network Coordinator positon was not going to be posted until it was determined what that position would in tale. Eldon stated that the position was posted

some time ago and that the Technology Department cannot wait to fill this position. Sandra asked if the job description that was posted is accurate that a four year degree is necessary but not necessarily the certifications.

**Monthly Meeting**

There will be no meeting on Thursday, July 2<sup>nd</sup>. Next meeting will be the regular scheduled meeting on August 6<sup>th</sup>.

**Items to be placed on the next agenda:**

Review the help desk ticket report that will be sent to Grady and Tina.

DBAR Records Group – Sandra will follow-up with Carl Chisem

Network Coordinator Position -

Committee Members - What happened to members Edward Finkle and Mike Gaudino Tina will look into it and report back next meeting.

**Adjournment:**

Council member Grady Faulkner made a motion to adjourn. Tina Gomez seconded, approved unanimously at 8:20 p.m.

DRAFT