



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of August 6, 2015

Present:

Council Member Sandra Russo-Driska, Council Member Carl Chisem, Eldon Bailey, Nelson Rivera, Michael Skott, Salvatore Micciulla and Marie Norwood.

Absent:

Mike Gaudino, Tina Gomes, Council Member Grady Faulkner and Edward Finkle.

Call to Order:

Council member Carl Chisem called the meeting to order in the Municipal Building Common Council Chamber.

Approval of Minutes:

Council Member Carl Chisem requested a motion to approve the minutes from the June 11th meeting. Council Member Sandra Russo-Driska made the motion to approve the minutes. The motion was seconded by Nelson Rivera and approved unanimously.

Public Comments:

No one from the public was in attendance.

Old Business:

Review of Help Tickets report that was sent to Grady and Tina

Tina and Grady were absent but Eldon did say he sent the excel files of the Helpdesk tickets to them. He stated that the reports are still not separated by departments. It was noted that in the time period between meetings the department has made an effort to close out old tickets. Over 62 days there were 200 tickets and in July 131 tickets were closed. Eldon offered to send PDF's to anyone who wants a copy and it was suggested that moving forward that any reports be sent electronically with the agenda. Sandra asked if there was a report indicating how many open tickets there are. He stated that the report will show how many open/stalled tickets there are and there are currently 122. So it appears that progress is being made and over 200 tickets were closed over the last month. He also pointed out that this is not completely representative of the department's daily work because a large portion of these closed tickets were old.

Records Management Commission

Sandra stated that a resolution has been passed and the Mayor has assigned people to this commission. When Sandra talked to Linda Bettencourt she was not aware of it. Marie said that the committee has been setup.

Eldon mentioned that the committee did have an organizational meeting and a schedule has been set up for regular meetings. He also stated that some materials were handed out and the committee is going to review them to come with a plan with other departments.

Network Coordinator Position

Carl asked Eldon if he wanted to say anything regarding this matter and Eldon stated that the Network Coordinator position has been vacant for 4 months or so and it is getting harder and harder to maintain services. He has informed the administration that the department is failing to meet support objectives and struggles to keep up with regular daily service requests. A lot of things we should be doing we simply are not doing, and cannot do without additional staffing.

He went on to explain that items like server maintenance, patches, updates, etc. are not being done because there is not enough time in day even working extra hours. He has informed the administration that the position needs to be filled. He also shared that our temporary part-time employee position has been extended until at least October, and that paperwork has been submitted to have the department's summer employee hired temporarily for 90 days. The funds for these positions are coming out of the consulting line item. Marie asked if that employee is willing to stay on and is he doing any of the network items. Eldon stated that he is willing to stay on and neither of these employees are doing network administration work. They are helping out with the help desk tickets. Sandra asked the Chair if he had talked to the mayor regarding the network position and he stated that he still has some concerns on what the department's needs are and suggested that the department be evaluated to see where the needs are. Marie, Sandra and Eldon asked who was going to do the evaluation. Marie stated that the Network Coordinator position is needed and needs to be filled. Sandra's concern is that we get a properly qualified individual in the job. This position is critical and this department needs someone who is well versed and meets every aspect of it. There was a discussion regarding the certification requirements and if they were needed, also what level of education was required along with relevant work experience.

It was suggested to change the job description and re-post the position. There was some concern that it may take a long time but should be presented to the General Counsel Committee (GCC) with the changes to the job description. It was suggested that they change the job description to remove the certifications and keep everything else the same. The next step would be to go before the GCC so it can go before the Common Council in September. Marie made a motion that Eldon get a job description from Human Resources and makes the necessary changes he thinks he needs to get a qualified person in the job and submit it to GCC for the August 17th meeting and then the Common Council meeting on September 7th. The motion was seconded by Sandra and approved unanimously. Eldon pointed out that when he was first hired, his predecessor did an evaluation and it was noted at that time the department needed more help and more staff members were added. The departments' needs haven't changed and there is still a need for additional staff. Mike suggested that Eldon start to work on a plan to add additional staff over a period of time, as he is currently working on something similar at the BOE.

Committee Members

Tina was absent so no report was given. Carl did say that Mike Gaudino is not coming back and Sandra said she thought that Grady had identified someone who might be interested on joining the committee. Sandra suggested that we have the Mayor appoint the person that Grady is recommending.

New Business:

Eldon stated that he was reluctant to add new business at this time. Carl asked Eldon if he was able to narrow down the number of help desk tickets by department and Eldon explained that the help desk tickets are addressed on a daily basis and handled based on the needs of the employee, department and the public. The service requests that are not completed will get done when there is time to get to them. Eldon also explained that some of the daily work being done is routine administrative tasks that do not get recorded in the helpdesk system. Sandra and Carl wanted to know if there is a specific department or area that the majority of the calls going to. Eldon pointed out that he sees all the tickets that come in and there is not one department or area that stands out. He also stated that the report he sent to Grady and Tina cannot be sorted by department, but can be sorted by submitter and that will help identify overall department usage. Carl wanted to know if people are putting in the tickets and Eldon said it is getting better but we are not at 100%. It was suggested that this issue be addressed again at the next directors meeting but Eldon feels that the best way to address this issue is to send an email to everyone to explain the process. He also feels that the best way is to refuse to provide assistance if the ticket is not entered or not entered properly. Carl asked Mike how they handled their help desk tickets and he said it is not the same situation because the BOE technicians are not in the building. He thinks that about 66% of the employees put in tickets. Sandra asked Nelson about the PD tickets and he stated that it is hard to. Eldon offered to start entering the Department's projects in to the system under a separate work queue. The committee members think this is a good idea and will help in the long run and may assist with getting the proper staffing for the department.

Marie asked the status of the offsite backup. Eldon explained that the process has started but has not been completed. He also explained that recently there were some malware outbreaks and while working on the recovery using the backup appliance he noticed that the archive drives are full so those drives need to be pulled out and new drives put in. Eldon then explained the process of transferring the data. He was asked if he had a timeframe for this and he stated that it cannot get done until the department has more help. Nelson also explained that this process needs to be done by someone who has done it before and it could take up to 40 hours to complete. Marie asked if anyone in the department can help and Eldon pointed out the one person is tied up with the ADMINS project so that only leaves one other full time person and the two temporary part-time people.

Monthly Meeting:

Next regular meeting is scheduled for September 3rd.

Items to be placed on the next agenda:

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

Eldon to do an analysis of the help desk tickets regarding what areas are problematic or which departments are having issues.

Network Coordinator Position - Status update

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

Off-site backup – Status update

Adjournment:

Council Member Sandra Russo-Driska made a motion to adjourn. Council Member Carl Chisem seconded the motion, approved unanimously.