



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of October 1, 2015

Present:

Council Member Sandra Russo-Driska, Council Member Carl Chisem, Council Member Grady Faulkner Eldon Bailey, Michael Skott, Marie Norwood, and Ed Finkle.

Absent:

Salvatore Micciulla, Nelson Rivera and Tina Gomes

Call to Order:

Council member Carl Chisem called the meeting to order at 7:02 p.m. in the Municipal Building Common Council Chamber.

Approval of Minutes:

Council Member Carl Chisem requested a motion to approve the minutes from the August 6th meeting. Marie Norwood made the motion to approve the minutes. The motion was seconded by Sandra Russo-Driska and approved with one abstention from Ed Finkle.

Public Comments:

No one from the public was in attendance.

Old Business:

Review of Helpdesk Ticket report that was sent to Grady and Tina

Marie pointed out that the report was sent to all members of the committee. Eldon shared that a copy of the PDF was sent out to all members while Tina and Grady received the report in excel form so that it could be sorted. Marie mentioned that there were a lot of helpdesk tickets from both the Senior Center Manager and the Acting Director of Recreation and wanted to know if there is a problem with the equipment. Eldon explained that since it is a new building the paging system needs to be put in place. The Technology Department handles the paging system because it part of the CISCO phone system. They also have a lot of issues regarding their website. She also noted that Central Communications has a lot of tickets entered.

There was a lengthy discussion regarding adding categories to the helpdesk ticketing system and Eldon shared that he is constantly adding categories to the ticket. He also pointed out that the IT department provides support services to every other municipal department, and IT staff tries to empower users through training but ultimately ends up supporting users that request assistance. Ed suggested to Eldon that he compile a report of the helpdesk tickets and present it to the administration so they know what is getting done and not getting done. Eldon stated that he has previously shared these reports with the administration and what may be needed to be effective. Carl asked if there was a copy of the list he gave the administration and Eldon explained that it was a month or so ago and the meeting was to express his concerns regarding the workload and what was not getting done.

Marie asked if the individual departments update their own websites and Eldon stated that most departments request help in doing it. It was suggested that the Technology Department educate the departments and Eldon said that each department has someone who is trained to update the website but they still request the IT department's help. If the departments were re-trained it would be helpful but it would require Department Head support or it is not going to work.

Sandra shared that the workload of the department is not going to change until a Director is hired. Right now Eldon is the Acting Director and the department is down two full-time employees. Marie mentioned that the department's Software Engineer is working on updating the new ADMINS system. Marie asked what the status was with the backup off-site and Eldon explained that the city has been adding more servers for other projects that are going on and one project needs six servers for that project which now uses one. Sandra asked what the project was and for what department. Eldon explained to the committee that it is the Enterprise Content Management System project and it started as a pilot project in the Public Works Department and is now being used by the Office of General Council. This is the hardware and software that will allow the department to scan materials and store them electronically and eventually remove some materials based on retention requirements. Sandra mentioned that she feels that this project should be stalled and the offsite backup project should be the one moving forward. Eldon further explained that there is a bigger issue and the backup appliance being used is at capacity, and the archive appliance had a drive failure so more drives had to be installed. Maintaining the backup schedule is difficult without the proper staffing.

Eldon explained that in order to continue with the offsite backup project a new appliance is needed and he is hoping to get CNR money for this. He also pointed out that the city has purchased the data cloud storage but it has not been setup yet. There was some concern regarding that the city is paying for a system that is not being used. Mike Scott inquired if the vendor can help us get the system setup. Eldon explained that our appliance is three years old it is not under warranty. Eldon is going to contact the vendor to see what the cost would be to upgrade the device.

Ed Finkle asked who sets the department priorities. Eldon stated that at this point he is doing it and he meets with the Mayor and or Joe Samolis occasionally. After a very long discussion regarding the department's priorities, who sets these priorities, what the Technology Advisory Committee role is. It was suggested that Eldon submit a memo to the Mayor's office monthly listing the departments priorities, such as 2 Positions need to be filled, off-site back up project needs to be completed, train department heads to manage their own websites. Eldon and Carl will then meet with the Mayor to go over the list of priorities.

Sandra asked Carl if he met with the Mayor about some of the Committee's concerns and he said that he did talk to him about the Director's position and it is on the Common Council agenda. He also stated he did not talk about the Network Administrator position because he thought that was already posted.

Marie would like to see this committee request the following action items:

- The Network Administrator position be posted externally immediately.
- Request an appropriation request or request funds from the Miscellaneous CNR fund for the appliance to complete the off-site back up project. Marie made a motion to purchase the items needed to complete the off-site back up project. Sandra seconded and motion was approved unanimously.
- Request department directors to have their staff work on the websites.

Network Administrator Position

Eldon stated that the position was posted internally and has not yet been posted externally. Eldon explained that the position is a union position so it had to be posted internally for 2 weeks before being posted externally. Sandra asked if it was posted both internally and externally at the same time and Eldon said no and he went on to say that he could not get it posted at all until Human Resources had a copy of the resolution saying that this position was approved. The question was asked when it was posted Eldon said it was posted (today) October 1st. Carl will talk to the administration regarding getting this position posted externally as soon as possible. Sandra suggested that when Carl talks to the Mayor he also address the issue of departments maintaining their own websites.

Committee Members:

Tina was absent so no report was given. Mike Gaudino is not coming back, Ed Finkle was present. Sandra asked Grady if he knew someone who might be interested on joining the committee.

New Business:

Eldon shared with the committee some items that he feels is relevant for the department. This list is not part of the helpdesk ticketing system, but is maintained separately. It was suggested that Eldon bring this list to the next meeting so the committee can go over it.

Monthly Meeting:

Next regular meeting is scheduled for November 5th.

Items to be placed on the next agenda:

Bullet list of items from Eldon

Adjournment:

Committee Member Marie Norwood made a motion to adjourn. Council Member Grady Faulkner seconded the motion, approved unanimously at 8:30 p.m.