



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of December 6, 2018

Present:

Councilman Carl Chisem, Lauren Middleton, Roger Palmer and Councilman Sebastian Giuliano

Staff: Bryan Skowera

Absent:

Councilman Grady Faulkner, Salvatore Micciulla and Tina Gomes

Staff: Mike Skott

Call to Order:

Councilman Chisem called the meeting to order in the Municipal Building room 208.

Approval of Minutes:

Councilman Chisem asked for a motion to approve the minutes for the September meeting. Councilman Giuliano made the motion and Roger Palmer seconded the motion and it was approved unanimously.

Public Comments:

There were no public comments.

Old Business:

Kace Trends – The overdue tickets for September, October and November were reviewed. The critical issue in September was for the Tax Collector the staff had to access the refund system which is on the old Admin Program the target for critical issues is 6 hours and it took 8 hours to resolve. The committee was reminded that new applications are being developed to replace the old admin system. In October there was one critical ticket overdue because a public facing computer had a power supply failure and had to be re-built. The target is 6 business hours and it took 6 hours and 21 minutes to repair. The overdue high priority was for the Tax Accessor a PC failed and had to be replaced. The computer was ready within the targeted SLA but the employee was working on a spare computer and wanted to wait until the next day which is what caused missing the SLA.

Departments – In September there was a spike in tickets because there was a new user which involved a new location, new wiring and setting up a new computer. The Fire Department had a higher volume of tickets in September because the Firehouse System was upgraded and new IPADS were deployed in the vehicles. Common Council had a number of tickets because the Granicus System was not working for all users in the United States. The Tax Collector had a problem with the printers which was resolved by beginning an upgrade and reconfiguration of software on the print servers in September. In October the PCD office had renovations, new users and new accounts that had to be setup. The OCG was part of the print migration issue that began in September for the Tax Collector issues.

November PCD had a computer that failed, there were requests for assistance with email and OnBase. There was a spike in tickets for the Health Department due to the migration of the printers. .

Affected Systems – Printers were high in both September and October. Hyland OnBase is high across the board. Most people who had the Hyland OnBase training are feeling comfortable with it. There are some departments that have shifted responsibilities to other employees which require one-on-one training and referring to the manual. The desktop computers are usually a catchall but in October there were new hires and promotions which meant deploying computers. The exchange server had a very high number of calls in November because a number of the mailboxes were getting full.

Instructions by System - Microsoft Office the help that is needed is usually not covered under a basic Microsoft training so it would not be beneficial to spend the money. There were a high number of tickets for OnBase in November.

Project Pipeline:

Bryan explained that the items to be discussed are in blue, the items in gray are going to be suspended and the items that are fully in green have been completed since September.

Replacement of AT&T ISP and CEN Address Space Migration - It has been a goal to move away from AT&T to fully land on CEN as an ISP. We are waiting on some 3rd parties to complete their migration and then complete the migration. Bryan will update the committee when the migration takes place.

CC VmWare Network Improvements and Cross Street Core Switch – These projects were on hold but with the CNR approvals we can complete work with Wayne at Cross Street to reconfigure their network, free up a lot of space and eventually use Central Communications as a second point of presence for ISP.

CDBG Grant Application and Radon Scheduling Application – These projects not need to be completed there is the possibility that the new website will absorb them.

XenApp Migration to RDS, Retire Terra and Retire Venus – Cannot move forward until the retirement of the Old Admins and the development of the replacement application.

Human Resources Onboarding Solution- Waiting for Human Resources to scope out what they need. Two vendors have been identified but we are not moving forward with either vendor until all of the requirements and workflows are written.

Redundant CEN Connections – It is our hope that once the work is completed at Cross Street that we provide a completely redundant set of connections to the Mile Lane EOC using microwave transmitters that are currently in place at both Mile Lane and Cross Street. The goal is to make Cross Street the new hub for the citywide network.

Byran told the committee that the as of today (12/6) the full data replication at Mile Lane is done.

Remote Desktop Deployment to VDI - We are looking into leaving our Citrix platform we have been working on an upgrade to our virtual desktops. We are not satisfied on were the platform is going and that there are multiple layers of software that have to be added to make it work. It is built on Microsoft virtual desktop so we are going to investigate redeploying our Microsoft virtual desktops we have until March to see if this works. If it does Citrix will not be renewed.

Vision Upgrade – With the CNR approval we will be working with the Tax Accessor’s office implement to a Vision 8 upgrade from a Vision 6.5 this will allow us to be on a supported version and off the old Oracle data base going into the next fiscal year.

AUC Printing Changes – This was a project to help some of the branch offices such as the Library and the Youth Services bureau. We were looking at a 3rd party printing software but the amount of time and effort to change AUC for just a handful of people was too great considering the demands of the department.

Centralized Permitting/Licensing – Having looked at Vision Point and other online permitting applications the cost is very steep anywhere from \$60,000.00 to \$140,000.00 in startup fees to adopt any of these solutions. With the Vision upgrade, GIS upgrade and the Website we do not see a value in pursuing it right now.

Central Communications ProQA Upgrade - The upgrade is almost complete waiting on Bobby Grauer to deploy new work stations. The telephone software was upgraded for both city hall and the police department with the help of Telecommunications which went smoothly for the most part.

GIS – Bryan mentioned that the Technology’s part will start in March and asked Roger to explain the status of the project. The 2016 and the 2017 parcel edits have been distributed and 1/3 of 2016 is complete and 2017 has been started. 2018 will be given next month and once the QUAC.

Website Redesign – As of October 19th all the information on the old website has been migrated over. Training will start the week of 12/10/2018.

CIS Controls – Still working on Asset management and as part of CIS 17 we have rolled out a new batch of training and will doing some testing with some users over the next year to see if the training is taking. With the CNR approval for vulnerability scans we will start knocking out a number of other CIS controls to make sure we are constantly aware of needs to be done in our environment.

Vinal Technical High School – The event was held in November there were about 14 students and only a couple members from the public and a handful of city employees and their family members took advantage of the service. Even though it was lightly attended by the public the students found it valuable and the teacher Rose Ann Vaughn who put this together thought it was a very positive experience for the students. Bryan worked with the students and felt that is was a positive experience and with the help of Rose Ann to do it again in the spring. They are going to reach to the Chamber of Commerce asking them to share with their members to take advantage of this opportunity.

New Business:

Adoption of Calendar for the 2019 - Lauren Middleton asked if a motion was made a while ago to move the time of the meeting to 6:00 p.m. Bryan stated that there was a discussion regarding switching the time but a motion was not made. There was a discussion regarding changing the time of the meeting from 7:00 p.m. to 6:00 p.m. Councilman Sebastian Giuliano moved to adopt the Calendar for next year with the amendment that meetings be scheduled for 6:00 p.m. Roger Palmer seconded the motion and it was approved unanimously.

CNR – Most of the items on the list for this year’s CNR have already been discussed with exception of the Mile Lane Telephone system Bryan will be working with Chief Kronenberger to implement this. The goal of this project is if anything happens downtown and the area between downtown and Mile Lane is affected we will be able to restore not only servers but services at Mile Lane.

5 year CNR - This plan was submitted in October 2018. For fiscal year 19 we were able find funding in the city CNR for everything but the wireless replacement. As we get closer to next year wireless replacement will be shifted down to fiscal year 20. This does need to get done at some point. This project is necessary because the network in this building and many of the other municipal buildings were not scoped for modern influx of tablets and phones.

This 5 year CNR represents the things that the department can anticipate such as replacement cycles of hardware. There will always be projects that come up or new investives that the city will bring up and will have to be pursued. Bryan went over the list of items and asked for the committee’s input on whether some of the items on the list could be bonded. Roger asked a question regarding printers he noticed that there was a computer refresh on the plan but there is not one for printers. Bryan explained that the CNR money is not used for the printers and that the city is working with a vendor who would be responsible for the printer as well as the monthly supplies and service if needed.

Items for Next Agenda:

- Kace Trends
- Project Pipeline
- Website Redesign
- |GIS
- Center for Internet Security

Councilman Chisem asked for a motion to adjourn the meeting, Councilman Giuliano made the motion, Lauren Middleton seconded the motion meeting was adjourned.