



City of Middletown

Records Management Commission

Minutes of April 20, 2017 Meeting

Present: Sylvia Morello, Program Budget Analyst, Finance; Chris Holden, Deputy Director, Public Works; Brig Smith, General Counsel; George Dunn, retired Director of Emergency Management; Bryan Skowera, Director Information Technology; Linda Bettencourt, City & Town Clerk; Joe Samolis, Director Planning, Conservation and Development (1:10)

Absent: Tayna Oliver-Perry, Assistant Director, Finance; Library representative

1. Linda called meeting to order at 1:05 pm
2. No public present, no comments on the agenda

For the record, George asked Brig for confirmation that he and Joe can both remain on Commission as representatives of the Mayor's Office and of Emergency Management. This question based on the membership requirements in Records Management Commission Ordinance 24-7. Brig confirmed this was acceptable.

3. Approval of February 16, 2017 minutes
 - Chris motioned to approve the minutes and was seconded by George
 - All in favor
 - Bryan abstained
4. ERG - Emergency Relocation Group
 - George gave synopsis of purpose of Records Management Commission to Bryan (first meeting); IT is last step of Continuity of Operations (COOP); stated IT is last to receive department COOPs to review, research, and address recommendations from Commission
 - Linda stated George wanted a vote regarding ERG members:
George, Chris, Rob Kronenberger (Fire Chief), Bryan, and Linda
 - Bryan asked for clarification of purpose of ERG; George stated that the group facilitates, oversees, monitors, advises Mayor of procedure when a department(s) has emergency situation requiring move of department
 - Brig motioned to accept the 5 above named members of the ERG and was seconded by Joe
 - All in favor

5. COOP (Continuity of Operations) - Next Phase

- George expressed concern that many directors & dept. heads don't comprehend the process involved or that certain aspects of the COOP aren't applicable to each department; stated the benefit of bringing in small groups of directors/dept. heads to the Commission meetings to provide guidance and direction in overcoming the unfamiliar concept of the COOP and how to begin and accomplish the process
- Discussion of relocation areas included moving a department within the building and relocation of the entire building; noted that chosen facilities must be equipped with the necessary infrastructure for operation of the departments being moved
- Linda suggested that ERG compile a list of suitable relocation sites; Joe stated the potential problems finding large-scale space for a City Hall move; Bryan suggested looking at vacant call center-type facilities, which are likely out of town; Joe recommended identifying in-town locations for "core" departments like Tax Collector & Town Clerk that would provide the least impact on residents/taxpayers; George cited the 12-hour turn-around for relocation and expressed the need to identify facilities both in-town and out-of-town
- George suggested that circumstances may deem it necessary to temporarily share services with other towns/districts, such as Health Department; one of the primary concerns of ERG when an emergency move occurs is for residents/patrons and employees to get back to normal
- Linda discussed the Commission contacting directors before offering the education sessions regarding the COOP:
 - Joe - Planning, Parking & Mayor's Office
 - George - Police, Fire & Health
 - Chris - Public Works and Water & Sewer
 - Brig - OGC and Office of Equal Opportunity
 - Bryan - IT
 - Linda - Town Clerk, Registrar and Common Council
 - Tayna & Sylvia - Finance (all divisions) and Tax Assessor
- Bryan asked for clarification regarding what the commission perceives IT is doing and capable of doing for data retention; George stated that most departments believe IT has everything backed-up and that it is restorable
- Bryan stated that back-ups are currently performed at City Hall on a majority of known servers; there is no means to quickly restore an entire service; IT is researching multi-location systems that replicates data from City Hall to emergency location in event of "failure" or "emergency" making relocation necessary
- Linda questioned the status of the BOE regarding COOP; George asserted that the BOE needs to be a part of the process; Linda asked if the BOE has addressed specific COOP issues; George stated that BOE has been working on general safety plan that likely incorporates these concerns; suggested that the Superintendent and Facilities Director consult with Commission

For the record, Brig left at 1:40 pm

- Joe suggested that the members present their own department COOP to the Commission first, to resolve problems, before bringing in other departments; COOP plans to be discussed at May meeting will be Town Clerk and PCD; George will compile list of move actions and recovery that need to be addressed
- Discussion continued regarding relocation areas, mentioned were the Mile Lane facility, CVH, and private enterprises with generator or microgrid
- Discussion regarding the "Go Bag" for each department; Bryan stated that some information cannot be transported (ex: AUC); asked does the City have financial resources to build level of redundant electronic records recapture off-site; discussed the costs and components associated: hardware, cloud based storage, on-going maintenance

6. Other

- Linda will email Commission the list of specific departments to contact regarding COOP preparation
- George will call Marco Gaylord (BOE) to discuss COOP

7. Adjournment

- Sylvia motioned to adjourn and was seconded by Bryan
- Meeting adjourned at 1:58 pm

prepared by Michelle Leone