



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Special Meeting of February 4, 2016

Present:

Council Member Carl Chisem, Council Member Grady Faulkner, Council Member Sebastian Giuliano, Eldon Bailey, Marie Norwood and Nelson Rivera. For the record Salvatore Micciulla arrived late.

Absent:

Tina Gomes and Michael Skott

Call to Order:

Council member Carl Chisem called the meeting to order at 7:05 p.m. in Room 208.

Approval of Minutes:

Council Member Carl Chisem requested a motion to approve the minutes from the January 7th meeting. Sebastian made the motion to approve the minutes. The motion was seconded by Marie and approved unanimously.

Sebastian asked if the minutes from the October meeting needed to be approved. They did and Sebastian made a motion to approve the minutes from the October 8th meeting. The motion was approved unanimously.

Public Comments:

No one from the public was in attendance.

Old Business:

Bullet List of Items: Eldon explained that in addition to the help desk tickets he has been maintaining a list of projects. While this came up in a previous meeting it was not his intention to have the list be a point of discussion for determining work flow or necessarily priorities in the department. He did share that the department's new Network Administrator entered tickets in to the help desk system. He went on to explain that the system has four queues; the first one is for IT Support which most people will submit a request to, and a second one is IT project queue which was set up for the IT department's internal use and only the IT department can enter tickets.

Eldon did share that he has cleaned up many of the old tickets to get an accurate representation of the remaining support requests. He also stated that he is prioritizing the tickets. The list is fairly accurate for the issues that are still outstanding in the department. Moving forward the tickets will be prioritized to try and take care of as many issues as possible. He shared that on a day to day basis the department addresses as many tickets that come in because it could involve someone in a department not be able to do perform their job. The remaining tickets stay in a queue until they can be attended to.

Grady questioned why the previous reports were different than this report. Eldon explained that the report that was handed out in this meeting was a little more streamlined and show things in a more concise

manner. Eldon also shared that the Helpdesk system is being used as a knowledge base. If there is an issue, users are able to refer back in the tickets and see what was done to resolve it.

Grady indicated that he has read the reports and is going to share his thoughts in writing. He did say that he feels that the users need to be guided a little bit more in terms of getting uniformity of the complaint. Eldon shared that there are reports that can show different categories. Grady asked if Eldon could send him a report that has all the fields. Eldon said he would see what he could do.

Marie asked Eldon if hiring the Network Administrator has freed his time to work on some of the other issues. Eldon stated that the new team member has only been here a short time and he is working with him to get him up to speed. He also said once the Network Administrator is working on his own there are higher level items in the queue which will be handled by both of them and some of the lower level items will get done but not all of them. He also stated that when working on the lower level items the larger projects are not getting done. Eldon pointed out that the Network Administrator has already started working on some of the projects in the queue.

Marie asked if there was any movement on the backup plan. Eldon shared that the appliance that is in use now is over three years old and is out of warranty and not supported by the vendor. A new appliance was purchased and the department is in the process of migrating from the old appliance to the new appliance. A secondary device was also purchased and it is replicating from itself to a replicating partner. Once the migration is done the replicating partner will be moved to another location and at that point the data will be backed up on site and replicated to another off-site location. It was mentioned that CNR money was used to purchase the appliance which was originally not planned for in the current budget. The question was asked how much longer it will take for this to be completed and Eldon stated 2 weeks maybe a little longer.

Marie asked how some of the projects on the list are going to affect the budget. Eldon said that it would not affect the budget, he did share that there was some uncertainty regarding the upcoming budget. He also explained that a lot of the projects are time intensive and additional personnel is needed find a resolution and implement the solution. It is not so much budgetary, but lack of personnel that is the Department's major concern. Marie asked if the department is getting more, less or the same amount of help desk tickets. Eldon said easily the same and that the list does not include everything. The Department still gets calls and sometimes the tickets do not make it into the system. Marie commented that everyone should be putting in a ticket and not calling. Eldon explained that not all requests are a service request. If a call requires a ticket they try to put it in but not all of them get entered. There was a lengthy discussion about how to handle the tickets should there be more training, get someone in each department that can do it or push back. Eldon explained that there has been training, the IT department has pushed back and that it is faster and easier at times just to do the work, rather than retrain users how to perform some of these tasks. Eldon shared that the help desk tickets are only a portion of what goes on daily. The subject of making the reports more accurate came up and Eldon said if anyone had ideas to modify some columns they could be modified easily.

Carl asked if there was anyone who had items and Marie mentioned that she thought that the committee was headed in the right direction, the help desk tickets seem to be improving and progress has been made in regards to the backup plan. She suggested that the Committee look at the strategic report for the IT Department. Copies of the last strategic report from 2000 were handed out for everyone to read. It was suggested that the Committee work on a vision and a goal for this plan. She asked Eldon if he could provide a flow chart of the infrastructure so there is a better understanding of what we have and what the needs are. She also stated that putting a plan together will give a better understanding of the staffing needs. Eldon shared that the Network Administrator is working on getting an overall view of what the infrastructure is. There was some discussion on what needs to be included in this plan. How other

departments are using technology, and having a go to person in each department. Sebastian asked if there was someone already doing this plan or is someone going to do it in the future.

Marie gave some examples of what might be helpful for the IT Plan and Eldon asked how doing this was going to help with the current staffing issues. Marie explained by doing a plan it will show the City that there is a need for additional staffing. Eldon said he has been stating this need for over a year through this committee and through the Mayor's office and there has not been a resolution. The result is that a year has gone by and the IT department is still struggling. We can generate documentation but without additional staff we will continue to flounder and will always be reactive and we will not get everything done. We are not going to be more efficient unless the amount of service requests is reduced. There was some discussion that part of the plan should include that each department has a go to person to handle the technology needs for that department and not rely on the IT Department, Eldon again shared that every department has someone trained in updating the City's website and there are some departments that still come to him for help for many reasons. It was also suggested that the Mayor do a resolution holding each department responsible for some items and if they don't it is on them. The committee would like to see that the users held more accountable.

Sebastian asked what a reasonable expectation of what a staff member should be able to do. Marie requested that Eldon keep a list of all calls or requests for help that he thinks they should be able to do themselves so the committee can work on putting a policy in place.

There was a suggestion that the committee goes to Human Resources to provide training in the areas that are needed so departments do not depend on the IT department. It is the feeling of this committee that the IT Department needs to say no more often. Eldon explained that the department does not spend the majority of the day helping people with Microsoft Word or Excel. He also said that there are not enough people available in other departments that are trained to help with Word or Excel. He also said that if the department no longer helped with Word or Excel problems, there is still a lot of support requests that are not getting addressed. There is not enough staff to handle the tasks on hand. Eldon also reminded the Committee that it has been over 2 years that his position has not been filled and 9 months that the Network Administrator position was not filled and the Department was down 2 full time positions. He has presented the Mayor's Office as well as the Committee an organizational chart and still no changes. Eldon stated that if this was a business he would not run it this way and Sebastian asked how he would run it and his reply was with more staffing. Marie asked Eldon if he was the Infrastructure Engineer what on the list would he do. He would be addressing most of the items on the IT policy queue. Marie asked why he is not addressing them and it because he does not have time because he is Acting Director and helping with the help desk due to the amount that come in on a daily basis, talking to vendors and trying to do some planning. Marie mentioned that the time spent with vendors should only be 20% even as a Director. Marie also wanted to know why he is spending a lot of time with vendors. Eldon again explained that with the shortage of help he is working with the vendors and purchasing to get thing done. Grady asked why a Director has not been hired and Eldon and Marie both stated that they did not know and to ask the Mayor. Carl said he would talk to the Mayor and/or Chief of Staff. Nelson was asked how things at the PD are handled and he stated that he has had a plan in place that goes to 2020.

Items to be placed on the next agenda:

Documentation of the systems

Review the strategic plan and bring ideas of what members want.

Eldon to provide report of tickets closed that required service for work that should not be done.

Monthly Meeting:

Next regular meeting is scheduled for March 3rd.

Adjournment:

A motion to adjourn was made and Marie seconded the motion and it was approved unanimously at 8:37 p.m.

DRAFT