



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of September 1, 2016

Present:

Councilman Carl Chisem, Councilman Sebastian Giuliano, Councilman Grady Faulkner, Marie Norwood, and Nelson Rivera. Staff: Eldon Bailey and Michael Skott.

Absent:

Tina Gomes and Sal Micciulla

Call to Order:

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

Approval of Minutes:

Councilman Chisem requested a motion to approve the minutes from April, May and June. Eldon stated that there were not enough members present to approve the minutes. Two members were absent, two vacancies and the two staff members who cannot vote.

Public Comments:

No one from the public was in attendance.

New Business:

Executive Summary and a Mission Statement for the Technology Plan.

Marie stated that she did not have anything for the strategic plan. Marie would still like to see what systems are used and the staff that supports the systems. She would like to see it on paper so the committee can get a grasp on where the department should go and what direction the city may want to move regarding technology. Marie handed out a form that could be used to keep track of the equipment that is being used. Eldon stated that City Hall has at least 40 servers on 3 host machines as well as servers at PD, Water and Sewer and Central Communications. He also mentioned that the Network Administrator is documenting what type of systems are in use, where they are located and what kind of resources are allocated. The form is not as detailed as the one handed out but the details needed can be added to the one the Network Administrator is currently using. This information is not in list form but if one is needed for the committee it can be made available. Eldon also stated that the department has started monitoring internally the hardware and servers. There is a system that will monitor various devices and when they are no longer available an alert will be sent. There was a discussion about doing a time study regarding the percentage of time that is spent on a task or project. It was also mentioned that a time study would help the committee make a decisions on where the help would go. Eldon asked the committee if making decisions for the department was the director's job not a committee who does not know what is happening on a daily basis. Marie stated that the committee is there to advocate for the department. Marie stated that in order for the committee to make recommendations to the Council they

need to have documentation of what the department needs are. Eldon asked if other departments have to do this and Nelson stated that the Public Safety Committee gets a monthly report from the Fire Department and Central Communications regarding the amount of calls for the month. He also said that there are other programs that can be used to keep track of help desk tickets and hours. Councilman Chisem agreed that the TAC committee needs to be more structured and it needs to know about the number of hours spent monthly on various tickets in order to show the department's needs. Councilman Giuliano explained that the Common Council is there to get the departments what they need if it is personnel, equipment etc. Eldon stated that the Technology Services Department needs additional staffing. The department had a vacancy for a very long time and it was a struggle. Recorder shut off at 7:24.

When the meeting resumed Councilman Giuliano asked Eldon if the 12 million dollar bond was approved for the communications project would it have an impact on the department. Eldon said no that the Director of Central Communications was handling the project and if he requested help from the Technology Services Department he would offer it but did not see that as an issue. Councilman Giuliano asked a question that was inaudible and Eldon's response was that they have tried to decentralize but it has not worked very well. People are trained but still reach out to the Technology Services Department for help. He did mention SeeClickFix is being implemented and this program would be a test. This program is hosted by an outside vendor. The Technology Services Department did help a little but did not take ownership of that implementation. Eldon explained what SeeClickFix was to the committee. Eldon pointed out that when other departments have issues for example the Fire Department or Water/Sewer Department, even though they are separately funded they rely on the Technology Services Department for help. Marie asked if hiring a technician for those departments would help. Councilman Giuliano stated that if that did happen how it would be funded. Those departments are funded separately and how would you divide the funding. There was some discussion regarding the issue of implementing a charge back program. It was suggested that if a position was created that 1/3 gets charged to fire, 1/3 gets charged to water/sewer and 1/3 to the Technology Services Department to cover the salary. Marie indicated that she believes the Technology Services Department needs a full time clerical position.

There was another discussion regarding the importance of providing reports to the committee. The reports would help the committee to provide feedback to the Common Council and the Mayor. Marie would like to see additional training or a manual for maintaining the website. Departments should be trained to do their updates not the Technology Services Department.

Mike explained that he uses his reports at the end of the year to show where the needs of the department are. He indicated that there is a need for a full time technician at the High School. Marie asked him how many are on his staff and what is the criteria for his technicians. Mike stated that there is a Curriculum Specialist, Technology Coach, Network Manager, 2 technicians and 2 clerical "Techretary". Marie requested a copy of the job description for the Administrative Assistant position.

Marie suggested that an agenda be set before the next meeting.

Councilman Chisem asked the status of the offsite backup. Eldon explained that a second appliance was purchased and moved to the water and sewer department. He is going to check with the Network Administrator who has been working on getting the device to replicate to the device at the Water/Sewer Department. He believes that there are some issues with the capacity for these devices. He also stated that this is a temporary fix. Eldon also mentioned that the server room should be moved currently it is located in the basement it is in a bad spot because there are water pipes running through the room. The room will still be used for the switching equipment because that is where all the cables are. There is talk of it being moved out to the Mile Lane facility if a data center can be built there. This location would be ideal because it will be secure.

Marie asked about the Nutmeg Network contract. Eldon stated that the contract was just signed and he will be meeting with a representative from Lighttower to look at site surveys. The commitment date is early next year but it might be sooner. Eldon explained once the City is on the Nutmeg Network the concept for shared services with other municipalities comes into play because we have the same network as the municipalities and the bandwidth is there. It could also connect the Municipal Building to the Public Safety Data Network (PSDN) which will provide a routable connection to Police, Fire and the BOE. He pointed out that it would be easier to have an offsite back up in another town with this network. Mike shared that the BOE is working with the PD to have a direct connection from the High School to Central Communications for the camera systems so Central Communications will have access to the cameras to see what is going on. Marie asked if Central Communications should have all the camera systems and not the Technology Services Department. Eldon said it has been an ongoing conversation between the Mayor's Office, Central Communications and Public Safety. There was a discussion regarding what department should be responsible for the system, what software to use for tracking activity on the cameras.

Councilman Chisem asked what else was going to go on the agenda for next month Marie said that she had 5 things; Ordinance of Committee, "Techretary" Clerical Position, Shared Services, Help Desk – Software, Mile Lane.

Councilman Chisem suggested the job titles and what the people in the department actually do. Marie suggested that it was a good idea to see just how much time they spend on activities generally. Eldon wanted to know how the department was supposed to track this information. Suggestions were to ball park it, generalize it, Councilman Chisem stated that by getting this information it would be helpful in narrowing down where the department's needs are.

Councilman Giuliano suggested a mini Segal-Waters approach; are they working within the job description or outside of them.

Eldon said he understood why they wanted to go down this road but it was going to be burdensome for the department. They can't keep up with the daily tasks and this is going to take away from working on current issues that remain incomplete. Councilman Chisem said it is something that needs to be done and Eldon stated that there needs to be a tool for it. Marie suggested a general task list. Councilman Giuliano suggested that each employee goes back to their own job description. Are they doing things that are not in the job description or are they not doing things that are in the job description? Mike suggested doing an excel spread sheet that had a drop down that included tabs for daily, weekly, monthly or yearly items.

Adjournment:

Councilman Chisem asked for a motion to adjourn the meeting. Committee Member Marie Norwood made a motion to adjourn. Councilman Giuliano seconded the motion, approved unanimously at 8:36 pm.