



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of June 11, 2015

Present:

Council Member Sandra Russo-Driska, Council Member Grady Faulkner, Eldon Bailey, Nelson Rivera, Michael Skott, Salvatore Micciulla and Tina Gomes.

Absent:

Council Member Carl Chisem, Mike Gaudino, Marie Norwood and Edward Finkle.

Call to Order:

Council member Sandra Russo-Driska called the meeting to order in the Municipal Building Common Council Chamber.

Approval of Minutes:

Council Member Sandra Russo-Driska requested a motion to approve the minutes from the May 7th meeting. Council Member Grady Faulkner made the motion to approve the minutes. The motion was seconded by Michael Skott and approved with one abstention from Tina Gomes.

Public Comments:

No one from the public was in attendance.

Old Business:

Review of Help Tickets with Departments Added

Eldon did not have reports with the departments because he wasn't able to edit the Structured Query Language (SQL) for this report format. He mentioned that it probably could be done, but he does not have enough knowledge of SQL. Tina asked if there were any observations that were made and Eldon explained what was discussed at the last meeting regarding this subject. Eldon discussed using the help desk system at the directors meeting. He will be sending an e-mail out reminding everyone to use the help desk system. Tina also asked if any items were categorized to identify where the issues are. Eldon stated that it has not been done and some members of the committee thought that was the whole objective of the reports. Eldon agreed it would be good information to have but right now with the staffing issues there are more pressing issues with open or stalled tickets that need to be addressed.

Eldon stated that the Help Desk icon has been placed on everyone's desktop and is encouraging them to enter support requests using the icon, rather than sending an e-mail. He also walks them thru the process when helping them. He feels that progress is being made. Gary Faulkner asked Eldon if he thought that categorizing the tickets was not worth doing. He said it may be worth doing but right now he does not see the benefit of knowing which department has more help desk tickets.

There was a long discussion regarding the way the help tickets are filled out, assigned as well as getting people to fill out the tickets correctly. Eldon also stated that the process is working better and they are educating users as they go along. Eldon is going to send an e-mail explaining the process.

Three reports were handed out; open/stalled tickets, closed tickets and issue resolution. The committee would still like a report each month with departments included. How many were put in system, closed and still open monthly. The question was asked about using MS Access for helpdesk tickets, Eldon does not think that switching to MS Access is a viable alternative. It was decided that an MS Excel file in report format would be sent to Committee members.

Access Database List

Eldon handed out the report that listed 24 MS Access database programs that may or may not be in use. It was determined that most of them are still in use. There was a lengthy discussion regarding keeping a consultant or hire someone with the Access database knowledge or both.

Eldon handed out the past six weeks of the consultant time sheets which averages about 12 to 14 hours. It was pointed out that the Access database being used is Access 2000 and there are newer versions out there.

Nelson explained that the Police Department uses SharePoint and he explained how it works. He is going to share with the committee a screen shot of how it works.

DBAR Group

Sandra read the Ordinance regarding the DBAR and it was decided that she would e-mail Carl to provide an update from the meeting, and ask him if he discussed the items from the May meeting with the Mayor.

New Business:

Sandra asked about the status of the two open positions in the IT Department and Eldon informed the group that only position recently posted was for the Network Coordinator. Eldon explained that the HR department went through the applications and filtered out the ones that did not meet the minimum qualifications. Some of the qualifications that were not met were a Bachelor's degree and at least one technology certification pertaining to the city such as Microsoft, Cisco etc.

Only three of the applicants met the requirements so interviews were set up. One applicant did not show up and both of the other applicants had the educational experience but did not have certifications. The interview committee determined that either of these candidates could have done the job and done it well. An e-mail was sent to the HR Director with the notes from the interview and the committee clearly identified one person out of the three that could move forward. Tina asked who was on the committee. The members on the committee were: Eldon Bailey, Nelson Rivera, Rob Kronenberger, Wayne Bartolotta and Ann Gregg. Tina and Sandra wanted to know why two of these members would be on the committee when they have no technology experience. Eldon explained the reasoning behind who was picked and it was apparent that some members of the committee did not agree with that decision. Eldon stated that after he informed the Human Resources Director of the results of the interviews, nothing has happened. There was a suggestion to repost the position to a larger audience. Eldon suggested offering the position to one of the candidates with the understanding that the candidate obtains a certification within a certain timeframe as a possibility but has not gotten a firm answer. Eldon also stated that there is an applicant who did not meet the minimum requirements of a Bachelor's degree but has an Associate's degree as well as professional experience. This individual was not granted an interview and filed an appeal with the General Counsel. General Counsel granted the appeal. The discussion then centered on why this occurred and will the position be reposted and will other applicants that were disqualified be given an interview.

Some members of the committee thought that the Network Coordinator position was not going to be posted until these issues were resolved. Eldon stated that the position was posted some time ago and that the Technology Department needs to fill this position. Sandra asked if the job description that was posted is accurate, and Eldon suggested that a four year degree should be a requirement but not necessarily the certifications.

Monthly Meeting

There will be no meeting on Thursday, July 2nd. Next meeting will be the regular scheduled meeting on August 6th.

Items to be placed on the next agenda:

Review the help desk ticket report that will be sent to Grady and Tina.

DBAR Records Group – Sandra will follow-up with Carl Chisem.

Network Coordinator Position -

Committee Members - What happened to Committee members Edward Finkle and Mike Gaudino? Tina will look into it and report back next meeting.

Adjournment:

Council member Grady Faulkner made a motion to adjourn. Tina Gomes seconded, approved unanimously at 8:20 p.m.