

"Draft"
June, 23, 2010
8:30 - 10:30 a.m.
Room 326 - City/County Building

INFORMATION TECHNOLOGY & SERVICES STEERING COMMITTEE

Members Present:

Kelly Blake, County Community Development
Nancy Everson, County Administration Services
Sharon Haugen, City Community Development
Tim Magee, City Finance
Melanie Reynolds, Health Department
Steve Larsen, Public Safety
Nancy Sweeney, Clerk of Court
John Rundquist, City Public Works
Kim Sell, Frontline Representative

Absent:

Roger Johnson, Public Safety
Kyle Thomas, County Public Works

Others in Attendance:

Eric Bryson, County Chief Administrative Officer
Art Pembroke, IT&S
Chris Sinrud, IT&S
Bernie Miles, IT&S
Ellen Bell, IT&S

Approval of Minutes - John Rundquist made a motion to approve the minutes of the February 10, 2010 meeting. Sharon Haugen seconded, motion passed.

New Replacement Programs

Art reported the PC and printer replacement cycle has been put on hold for fiscal year 2011. He disseminated a talking point sheet on how to handle the PC and replacements for fiscal year 2011, 2012, and beyond. He said at this time mission critical and failing devices would be replaced. Also, if a department wishes to have equipment replaced on the FY11 list, the procedure will be to send Art a request. He will review it and forward them to either Ron Alles or Eric Bryson for final approval.

Art said he has been charged by Eric and Ron to make the replacement program more cost effective. Plans for a PC and Printer replacement will be reviewed at the September Steering Committee meeting. At this time some of the suggestions are:

- Printers will be based on page counts and maintenance, being replaced at the end of their life cycle.
- PCs will go to a five-year standard replacement. Departments will choose what classification they wish to have; low, standard, and high usage machines. Art asked the committee to review the guideline worksheet, and cost information (soon to come) and comment back to him by the end of July.

Discussion: Steve Larson asked what was being done with the funds that were to be used for this year's replacement cycle. Art said the savings will cushion the rate increase next

year. Steve said if rates are the same this year, and no PC's are being rolled out, people are now paying five years. Steve suggested not collecting money for the equipment not being installed. Nancy Sweeney said those PCs would just be the first of many who would go to the five year plan. Eric Bryson added if a computer doesn't need to be replaced we don't want to spend the money to replace it. He said, next year, if the five-year cycle works for the vast majority of the machines then we can look at adjusting the rates. It can't be done now because we don't know if going from four to five will be problematic. It is a year buffer. Tim Magee also commented, saying the city and county share an overall cost to an overall system rather than single piece of equipment specific. John Rundquist said he didn't feel he had much say as a Steering Committee Member. He felt there should be no payment to IT for machines not being installed. Steve Larson added he didn't have enough information at this point to make an intelligent suggestion regarding the replacement plan. Nancy Everson replied the savings will keep the rates constant. Nancy Sweeney said she supported the five-year plan. Art noted the new plan would give departments more say as to how long equipment stays.

Art said IT Staff will closely track equipment problems and the amount of time it takes to fix them.

The committee agreed to send Art comments regarding a five-year plan by July 30th. Sharon requested that all comments be copied to the committee so everyone knows what comments are being sent to Art. All agreed.

E-mail Attachment Size - Art reported the attachment size limit (15 meg) has caused little or no problems. DocXchanger has been working very well for those needing to share large files. Sharon Haugen said she would be interested in the usage of DocXchanger and requested the training be offered again. Ellen Bell, IT&S Trainer, said she has been meeting with individuals and departments upon request.

Social Media Tools - Many governmental organizations are using Social Media today. County departments using it are Fairgrounds and Sheriff's Office, with the Health Department gearing up to use it as well.

Melanie Reynolds told the committee her department would use it to announce events at the Health Department, and perhaps developing a "friends of public health page." The page would be "fan" based rather than "friend" based. It would be informational more than interactive. Tim Magee's concern is staff time to maintain it, reply time, etc. Melanie said the process and use has been very well thought through. Information being posted would be the same as a press release or what is being posted to the web. Nancy Sweeney said it is the wave of the future; it comes with pros and cons. Even though the Court would not use it, controlled it can be a powerful tool. Kim Sell added policy is very important. Sharon Haugen said it could be a good tool for the Growth Policy.

Art stated IT&S does not want to control content; departments will manage their own pages. Art said he, Ellen Bell, and Leslie Kemp have put together a guideline document. He also found a great document from the State of New York, it is short and simple and with the help of Ellen, would fashion a document after it. The document will be ready for the Steering Committee's review by Wednesday June 30th; it will then be presented to the IT Board on July 8th, 2010.

Eric Bryson spoke on behalf of the county saying if a department wishes to use social media, a request would be made justifying why they want to use it, the amount of manpower dedicated to it, internal controls, and communication chain, all these things will need to be developed before Eric gives a department approval to engage in the use of social media communication. It is two steps; over arching policy direction from the IT Board, but the rest of it would be worked out by the department and authorized.

Migration to MS Office 2007 - Chris Sinrud reported the roll out will be done department by department. IT Staff will work with each department; the training and roll out will be done in conjunction with one another. Tim Magee said he would like to get his department scheduled. Ellen Bell said the main difference between 2003 and 2007 is the quick access tool bar, ribbon, and button. She offers a one hour familiarity class about the ribbon and the button.

Projects Updates

Telephone - Wrap up is being done at Law Enforcement and the Court House. Tony is in the process of interviewing each department in the City-County Building now with July and August telephone installs anticipated.

Novus Agenda - Both city and county departments are using it. Questions regarding the software should be directed to Carole Byrnes or Debbie Havens.

PC Management Software - Upgrades will help distribute computer software more efficiently. If a machine does have to be rebuilt, it will cut the down time from say four hours to half an hour. It will also help with the management of security patches.

Meeting adjourned.