Members Present:
Tim Magee, City Finance
Nancy Everson, County Administration Services
Sean Logan for JR Feucht, Fire Department
Melanie Reynolds, Health Department
Phil Hauck for John Rundquist, City Public Works
Kyle Thomas, County Public Works

Absent:
Sharon Haugen, City Community Development
George Thebarge, County Community Development
Torey Keltner, Public Safety
Nancy Sweeney, Clerk of Court

Others in Attendance:
Claudia Bagley, Frontline Representative
Art Pembroke, IT&S
Chris Sinrud, IT&S
Bernie Miles, IT&S

❖ **Approval of Minutes**

Melanie Reynolds made a motion to approve the minutes of the June 27, 2012 meeting. Sean Logan seconded the motion; motion passed.

❖ **IT&S Staffing (Temporary/Intern/Network)**

Art reported Ryan Bell, temporary Helpdesk staff, will be leaving at the end of the month. The department is in the process of doing final interviews and reference checks for the CHC HelpDesk position.

The Helpdesk position descriptions are currently being updated.   Art will bring back information to the December meeting as part of the budget. Intern, Kirsten Querna, is working out very well.

❖ *IT& S Policies (adoption)*

Art noted the new IT Policy format is more compatible and readable by users.   The policy has been reviewed by IT staff, the Frontline Group and Steering Committee. He has received a few comments, but nothing significant.   IT staff is still working on the mobile device, cyber security, and Hippa sections.   When complete the policy will be incorporated into city/county HR policies. They will also be posted on Intranet and Internet.

Kyle asked what type of additions were being made to the policies. Art said mobile device security guidance had been added and updated references to technology have been made, but the content is mostly the same. The goal was not to change but to consolidate existing IT policies.

Tim Magee asked about Information Technology Procurement policies on page 26.   Art noted Appendix B reference in policy. He said he hoped not to be in the business of managing the procurement and configuration of tablets and cell phones.

Kyle asked if the changes would affect day to day operations. Art answered no, not if you are following the existing policies as adopted and approved.

Kyle Thomas moved to adopt the draft version of the 2012 consolidated policies as presented. Sean Logan seconded the motion; motion passed.

❖ *IT&S Projects*
ONESolution (ERP) Project
The business licensing module and the Land Management module are scheduled for implementation in November. Permitting, planning zoning, and engineering will follow next spring/summer.   A formal business analysis will be conducted in December/January. City and County Community Development planners and engineers will discuss work flow and ITS staff's role in the process. The next several months staff will be learning how to use the land management system.

Building Wireless
     Staff is ready to roll-out some wireless networks in the City-County building. Currently the

Commission Chamber wireless is active during city and county commission meetings with limited bandwidth and is available to public with no password.

Staff is also working on managed wireless that would be available with director approval, and wireless network outside of Internet. If a device is not registered, you won't get on the network. So there will still be some approval and management accountability. Wireless is currently available in various areas and conference rooms in the City-County Building. A managed wireless will allow employees a more secure faster bigger pipe not fettered by outside users. The focus would be for work related areas such as the law enforcement center where there is a demand for outside access not filtered. This may also help the Health Department, auditors, etc. to have reasonable access without endangering network security. City-County Building wireless was proof of concept. The cost of each device is between $400 and $600. This type access is and would continue to be approved by the City Manager and County Administrative Officer and would be an IT Board decision.

The Clinic/CHC currently has a protected wireless network, it has to be because of health related information. Kyle said they will need help coordinating a wireless network for the new building addition. Some management tools will allow creation of virtual private networks, configuration monitoring, security – clinic helped us get started.

Tim asked about dropping hard wire in the future. Kyle said wireless signal ebbs and flows. Art noted it has been documented in trade magazines that speed is the same; wireless as hard wired. The loss of speed comes with the amount of people using the wireless, the more people, the more disruption.

GIS Ortho-Imagery/Award

The project is complete and information will be available in 3-4 months, once data is loaded. Kudos were given to the GIS Staff, Eric and Jason. The project is well under budget costing less than a 1/3 of what was expected due to partnerships with the National Guard, Bureau of Land Management, and USGS. Art added, because of these partnerships lidar was possible. Lidar helps with elevation modeling.

FY13 PC Replacement Schedule

>Art said the roll out is approximately 75% complete. There have been a few problems with machines running special software or program specific applications. He encouraged everyone to talk with vendors to make sure the software they are using is compatible with upgrades. Melanie asked how people would know that. Art said he sent letters to departments receiving new machines and asked them to report any applications other than the standard enterprise software.   Also, he said Chris and the Helpdesk staff did an initial outreach asking recipients if they used software besides Office, AS400 or GroupWise on their machine. If they said they did, they were asked to contact vendor to make sure the software is compatible with Windows 7 (64bit).

>Tim noted that Firefox needs an update users and don't have administrator rights; software industry is trying to force us to buy upgrades. Melanie says Frontline people need to be really knowledgeable; Art noted that IT&S tries to keep Frontline people updated. He added, if staff knows software won't work with a new machine, the old machine in place until such software upgrades are available.

URL Name Change

>The new URLs have been tested and a plan is being put into place for the roll out. Art used Tim Magee (tmagee@helenamt.gov) and Melanie Reynolds (mreynolds@lccountymt.gov) names as examples for the new addresses. Kyle asked how long the business cards are good. Art said the old addresses would be in place for 3 to 5 years.

❖ *Other Business*

Mobile Devices

>Art noted IT&S is seeing more and more mobile devices such as iphones and iPads and will be asking for Steering Committee guidance as to what devices will be used with our network, how to best protect data, and how to manage it all.   We're in the discovery stage and will be talking to the committee about it.   Melanie asked if there was an inexpensive option for getting GroupWise on cell phones now that Blackberry would be discontinued. Art says it works wonderfully.

Virtual Desktop

>Virtual desktops will consist of a monitor, keyboard, and a box on the desk . All software

would reside on a central server so there is no managing each desktop. When a user logs on it brings up their profile. It does not require hands on reconfiguring; similar to logging on someone else's machine. One version of a product will be maintained. It is easier to keep up with patches and updates that are all in one spot instead of updating on over 450 machines. The market is going this direction, an example being Missoula County who is projecting a $90,000 energy savings the first year.   IT&S will be looking at a virtual pilot project and associated budget next year for the Steering Committee's guidance.

Web Page Discussion

Kyle asked to have web page discussion added to the agenda for the next meeting. He would like the committees to come in and do a presentation. He would like to address complaints of usability of city and county websites. He asked if there was a way to make the website a better tool for employees and the community; it seems pretty stale and not at a professional level for a city and county of our size.   He sent Art some examples for us to learn from; some may cost a lot of money. Kyle said he'd like to see public works maintenance items incorporated so public could access information rather than picking up the phone.   It is hard to find which department to go to find things; 1 or 2 clicks to get the information needed.   Art noted there is a city and county web committee who meets quarterly and they report to the IT Board. The committees determine the look, feel, and functionality of the websites. IT&S provides the underpinnings; enhanced functions may require new tools.   IT&S has a limited role in look, feel and functionality other than support; the committees have done some heavy lifting, we need to be cautious about making them feel that we didn't recognize that. Bernie noted that none of the committee members are professional web people and are doing the best they can; if we want something more dynamic or interactive, maybe there is need to look at a consultant. Kyle feels we might need to hire a consultant to look out 10 years.   Claudia said that the information that is posted comes from the departments; if you want more, then the departments need to express that.

Tim said there are contradictory opinions about what a website should look like. Staying consistent helps people access data, the webpage should evolve carefully and stay consistent.

Art will meet with web committees and put together a demonstration for the December/January time frame.

Melanie noted that her web person brings to the management meeting what web pages are being accessed. She wondered how much it would cost to hire a consultant. Health department has a complicated website and has different needs than many other departments; enhanced functionality adds management costs.

Kyle noted that ecommerce functions could help Public Works save money by offering online permits, paying water bills; Art noted that ERP programs are being purchased for online permitting, paying water bills, it is all being looked at.

❖ *Adjourn*

The next IT Steering Committee Meeting will be December 12, 2012. This is a budget meeting. If you have things impacting IT budget, please contact Art ahead of time.