

***"Draft"***  
**IT Board Meeting**  
**October 10, 2013**  
**3:30 PM**  
**Room 211 City/County Building**

**Roll Call**

Attending: Eric Bryson, Ron Alles, Dan Ellison, Andy Hunthausen , Art Pembroke, Nancy Everson, and Bernie Miles

Absent: Scott Buswell,

Eric Bryson opened the meeting.

***Minutes – Ron Alles made a motion to approve the minutes of the July 11, 2013 meeting, Andy Hunthausen seconded the motion; the motion passed.***

**IT&S Project Updates**

**FY 2014 PC Replacements**

The PC Replacement cycle has been put on hold pending discussion and decision on the virtual project. A few workstations have been replaced as they are not candidates for virtual desktops.

**SunGard ONESolution Project** - Art reported he and staff would soon be reporting the project status to directors involved with the OneSolution project. He said the first training session for business licenses has been held. During this training there were many errors discovered with the software. The iSeries will need to be upgraded before the next version of OneSolution, this version is supposed to fix a lot of the problems. There will not be a live product this fall. We are at the same spot we were in last year. Art said he would like to stop putting staff time into a product that is not usable. Staff has done a lot of trouble shooting for this vendor. Art recommended holding off on any further investment until such time as there is a working product.

Ron said the commission and staff would like to get eGovernment up and running; OneSolution was part of the package to get it done. He asked Art if he recommended waiting for the fixes or looking for another software. Ron said he would visit with the city directors regarding which direction to go. Eric agreed, he said were two and a half years into a project that was supposed to be implemented in a twelve month period. Art said it is frustrating, city and county staff have invested months. Andy asked if there was a strategy to relay to the vendor that we are at the end of our rope. Art said it was conveyed to them in the October 9<sup>th</sup> teleconference. If there is not significant improvement, Art will report to Ron, Eric and the directors on the project with a recommendation to put everything on hold and start looking into other systems. Eric asked if there were plug and play options. Art said there are, but he hesitates to say anything is plug and play, this is a complex system. Art added the enterprise has a five year agreement with Sungard, the current system works well.

**GroupWise 12 Upgrade** – Art said the e-mail system will be upgraded in the next three to six months. The WebAccess will be much more user friendly. It will provide a staging point for e-mail archiving.

**Enterprise Core Switch Upgrade** – The main central core switch will be replaced in the next month.

**Virtual Desktop Recommendation** - At the July IT Board meeting Art brought together the preliminary findings of the virtual desktop. He reported pilot results were positive and he disseminated a cost sheet with the two products being considered; VMView and Citrix in a box. Analysis has been completed on hardware and licensing costs. The results were cost neutral based on a ten-year time frame. Art placed importance on support and maintenance as it would save staff time and promote a more standardized stable environment. He said the desktops would become less personal in the process, but the advantage is a user could use any machine, in or out, of the system to pull up their desktop giving them roaming ability.

The projected energy savings of replacing desktops with virtual boxes would be approximately \$46,000. The Steering Committee did request Art make note the energy savings would not be a direct IT&S savings.

The staff recommendation is the VMView product. With this product the existing IT&S VM environment and VMView could be leveraged in terms of disaster recovery replication. Disparate systems could be moved temporarily to the VM configurations giving additional leverage. In three years if the technology goes away, everything could be repurposed back into our existing environment. Art said he was comfortable with staff recommendation, Mike Glass has done a great job with it.

Nancy Everson reported fiscal year 2013 ended with a cash surplus of \$330,000. Capital, the GIS reserves, the pay period savings, and operating cash were all fully funded. Budget year 2014 will have \$433,000 more in expenses than revenue coming in, but the reserve and capital needs are a bit less. She said this changes every year because costs change so rapidly in the technology world. The reserves do not need to be as big as the prior year and she estimated a cash surplus for fiscal year 2014 would be about \$90,000. She added there has not been a rate increase since 2000 (14-years).

Art said a classic example of savings is the GIS Aerial Imagery Update Project last year. The project budget was approximately \$100,000 which is done every five years. There were project partners this past year with National Guard, USGS, and the MLIA so the actual budget expenses were \$8,000. On the flip side, partnerships are not guaranteed so the project is put into the CIP. Another example he gave is the central switch replacement; this year the cost was \$43,000 and in 2003 it was \$54,000.

Ron referred to cash flow and savings; he noted the end of year six is when we break even. Hard dollar savings would be about \$80,000 over ten years, those funds would not

otherwise be spent without the project. Soft savings or personnel savings would be an estimated \$117,000. Art said yes, hopefully not having to request another helpdesk position. Ron said he thought it was worth it.

Eric said in his mind the available budget is \$90,000. Nancy said the project cost is \$199,000. Art added \$95,000 had been budgeted for PC replacements, and \$35,000 specifically for the virtual project. Nancy said she would spend out of the capital, not the operating budget.

Ron asked why only 50 users would migrate to virtual desktop the first year. He also questioned whether PCs be replaced in the meantime. Art said the conversions would happen as replacements are up and as staff grew into the technology.

***Eric Bryson stated the motion would be to authorize an expenditure with budgeted cash reserves for the upfront costs for the virtual desktop project. Andy Hunthausen accepted the motion. Dan Ellison seconded; the motion passed.***

**Email Archiving Costs** – Art reported GWAVA is currently being used for the e-mail system. The software seems to be the most cost effective solution for 100% archiving. He said the existing SAN would be used as storage, however, the current backup will not be able to handle 100% e-mail archiving. Once 100% archiving is implemented all e-mail will be kept. Users will be able to customize or organize e-mail to be kept for a certain length of time (i.e three years, seven years, or indefinitely) according to the city records management policy or for the county, the state records management policy.

Ron inquired about duplication, he asked if several people receive the same big file if it would be saved ten times. Art said no, it is saved once, the system is currently capable of doing this. Ten copies would not be archived. Ron also asked about spam. Art said some would still get through, but staff continues to work to keep the amount of spam down.

Andy asked if personal actions on the PC would matter; for instance deleting an e-mail as soon as it came in. Art said all mail would be archived, it becomes user independent. Art said once records management policies are in place users would sort e-mail to comply with policy or the desired time the user would like it kept.

Ron and Eric agreed the backup was needed. Andy said he would like users to have guidance on categories and how to save things. Art said it would be driven by Records Management Policies. The projected cost for archiving is \$16,000. Nancy said vacancy savings would cover the cost. ***Eric Bryson made the motion to approve the archiving system and purchase of software in the amount of \$16,000. The motion passed.***

### **Enterprise Data Backup Capacity and Limitations**

Art said backup capacity would increase with virtual desktop. The window for backing up data is narrowing. Current backup capacity and data recovery is one week. He said the backup package is his number one priority. The cost would be approximately \$53,000 to

purchase the product and it comes with five years maintenance. The software file reporting would also allow an overall assessment in real time monitoring of storage across the enterprise. For example if a file is being saved in multiple places, the report will identify it and the file will only be saved once. It also gives staff the ability to stale date files that have not been used for years. It can be archived and not saved on first tier storage, saving disk space. ***Ron Alles made the motion to authorize the purchase of the backup system as outlined by staff. Motion passed.***

**Enterprise Emergency Notification software** – The tool the enterprise has been using to provide emergency broadcast/notification is no longer being supported. Staff is recommending a product called Informacast which runs over Cisco. It will work on phones, computers, and has the capability to truncate into the 911 system. Groups can be set up for assistance requests, medical emergencies, and 911. Eric asked why this would be an IT function instead of a building security function. Art said he would be happy to turn it over the building department. IT staff would assist the building departments, it would still run on the system so IT would need to be involved. ***Ron Alles made the motion to authorize implementation of the emergency notification system. Andy Hunthausen seconded the motion. Dan Ellison proposed modifying the motion to request the managers work out the funding. Motion passed.***

**Building Wireless Implementations** - Art reported there would be three levels of wireless access installed; public, contractor/auditors, and an employee wireless to be used with the approval of a director.

Currently a wireless access point is being installed by Motor Vehicle for public use, they will be allowed 30 minutes before they are disconnected. Andy requested the public access be given enough bandwidth to make it worth their while. Art said it would be enough for email or basic Internet browsing, but not recommended for streaming video. Eric reiterated the building wireless is a building cost and a service provided by each building.

**Overall Project Dependencies** – Art reported the router replacements are nearing completion. The next priority will be the GroupWise upgrade followed by the backup project. He said the archiving project with the virtual project being rolled out early next year (Feb/March timeframe). The Board requested the virtual project be done before the archive project.

### **New Items**

Ron requested some assistance for the League of Cities and Towns website. Art said staff would offer assistance to them.

### **Adjournment**

**The next Board Meeting will be held January 9, 2014.**