"Draft"
IT&S Steering Committee
September 25, 2013
Room 309, City-County Building

Members Present:
Sharon Haugen, City Community Development
Tim Magee, City Finance
Nancy Everson, County Administration Services
Melanie Reynolds, Health Department
Randall Camp, City Public Works
Kyle Thomas, County Public Works
Torey Keltner, Public Safety
Nancy Sweeney, Clerk of Court
Sean Logan , Fire Department

Absent:
George Thebarge, County Community Development

Others in Attendance:
Scott O'Connell, Frontline Representative
Art Pembroke, IT&S
Chris Sinrud, IT&S
Bernie Miles, IT&S

Kyle Thomas acknowledged Randall Camp, City Public Works Director and newest member of the IT Steering Committee. Introductions were made around the room.

❖ **Approval of Minutes**
  Nancy Everson made a motion to approve the minutes of the January 9, 2013 meeting. Nancy Sweeney seconded the motion; motion passed.

❖ **IT&S Project Update**
▪ *Building Wireless Project*
  Art reported progress is being made on the wireless project . In the next few months wireless access points will be installed at the City County Building, Courthouse, Law Enforcement Center, and the Dispatch Center. Budget dollars for the projects fall under County Public Works as it is a building expense.   Options for wireless are: 1) Public Wireless Access which will require no additional credentials to get on. Access will have limited bandwidth, and located in front of Motor Vehicles in the City-County Building for the community at large;   2) Non-Employee Internal (guests/contractors) Wireless which would be used for visiting attorneys, audits, presenters, etc. 3)

Employee Wireless. If employees wish to use this wireless, they would request approval from their director, use their employee log in, and have the device being used registered.   Art said he hoped to have the wireless up and running by the first of the year.

- *One Solution Project*

Currently staff is in the first phase of go live training on the City Administration side. Training includes business accounting licensing, the land system, and cash receipts. The go- live date is December 2nd. City permitting, code enforcement, planning and zoning will be next on the schedule and is expected to go-live late this year. If all goes well, next summer discussions will begin on finance.

- **Desktop Virtualization Project**

Virtual desktop pilots and tests have been done and people who participated loved it. The IT Board has approved the project, but asked Art to bring back costs and recommendations before proceeding.   Art disseminated a cost solution worksheet for the committee's review and discussion. Art said the worksheet would be presented to the IT Board on Oct. 10th.

Staff is leaning toward the VMView, it gives more internal flexibility, but takes more on the set up. Art added savings would be operational as IT Staff would not have to maintain as many disparate machines. Three to four IT Staff currently supports 600 plus users and close to 500 devices. New applications and programs add another layer of complexity, whether it is multi function printers, specialty software, imaging or scanning, etc. It is overwhelming. This type of technology will be helpful to staff.

Virtual desktops will allow users to access their desktop from anywhere. Workstations will have a standard image and will be easier to maintain.   Computers will become dumb terminals and when a machine dies, it will be replaced with a virtual box.   Art said he is anticipating half the workstations on the replacement schedule would not be replaced, they would become dumb terminals with a virtual desktop installed on them.

Art said people need to know if they are chosen for virtual desktop, they will not be getting new monitors and PCs. Chris added, the desktop will look different too, because workstations would not have a hard drive (c:) there will be less personalization such as pictures, music, etc. Art said people will have limited personal space on the share drive. Limited space will encourage folks not to store their vacation photos or screen savers on their machines.   Melanie said her department uses pictures for work.   Art said those are the type of thing that should be stored on the network. Kyle suggested the use of an external hard drive or a thumb drive for the storage of pictures and data. Melanie also made note that some of her staff have been having trouble with their machines. She said those machines are on the replacement plan and wanted to know if they would have to wait for the virtualization? Art asked if they used eClinical and Melanie said no, Art said people who use Office, e-mail, AS/400, or online applications, would go the virtual desktop.   Certain

areas or users would never be virtual, such as workstations using AutoCAD, GIS, Dispatch, and the Scada system.

Kyle referred to the cost sheet asking how the energy savings would be factored into the savings. Art said it is not an IT savings, it is an enterprise savings. Kyle said the line item is not a direct payment, it shouldn't be factored in. Art also said Microsoft licensing will change and the process has been a challenge.

Sean asked about mobile technology, he asked how to engage IT to see how it may fit into the discussion. Art said it would be an option for public safety.

Scott asked about advanced authentication for outside of the network. Art said not yet, it has to do with implementation. Torey said it has to be in place by October of 2014.

E-mail Archiving
The Board has requested the cost for 100% e-mail archiving. If implemented, all e-mail coming in and being sent out of the system it will be saved. Software for the project is $16,000, additional storage will also be needed.

Art said a seven year retention is being considered. The city and soon to be county records retention committee will be involved. Melanie asked about the county records retention. Art said the county follows the state records retention guidelines by default Sharon said not all records require seven years and not everything has to be saved according to state law. Art said it will be the records retention committee who recommends what is saved for how long. Tim said the list for records management are prohibitively long, you could spend your whole day classifying your e-mail. Art said that is why organizations are going with 100% for 7-years. Chris said it will be discoverable upon request, Art agreed.

Art said categories can be implemented. Tim asked if structure could be put in place such as Maia Mailguard blacklisting. He also asked if email that is not accepted could be rejected from the system? Art said if e-mail is being blocked by Maia or GWAVA it does not make it into our system. Nancy Sweeney asked if e-mail can be screened by individuals or senders? Art said no it recognizes categories. Nancy S. asked how categories are recognized. Art said some of that will be the user identifying it. Melanie asked how to deal with HIPAA. She said once in awhile her department receives patient information via e-mail. Chris said e-mail is not in any way confidential, once it is sent outside the network anyone can get it. Same for incoming mail, it can be intercepted before it gets to our network. He recommended patients do not send personal information via e-mail, it is not confidential, period. Bernie said her insurance company requires information to be sent through a secure website, not via an e-mail. Melanie said it would be a good time to review e-mail etiquette.

Sean asked Art when the training would be available for staff? He said the product would be implemented and training will come after that.   Sean said for now, tell staff all incoming and outgoing e-mail will be saved.

Tim asked about existing archives, would they be pulled in? Art said yes. Tim recommended asking people to clean up their mailboxes and archives. Some of the documents are redundant. Kyle asked when this would happen. Art said December or January time frame. He asked what direction the Steering Committee would need to give the IT Board? Art said, the Board is ready to do it. He said he would relay the Steering Committee feels training should be part of the process, said he didn't think there was necessary action from the Steering Committee at this time.

Chris recommended an e-mail be sent once the IT Board approves it.

❖ *Office Alert System (Informacast)*
Art said some departments had been using the Alert Icon which was part of the Novell messenger. If the Icon was used it would send a message to a group of people letting them know the sender needed assistance or help. This was not a 911 alert, it was simply a request to co-workers for assistance if a member of the public was harassing someone.   It worked well, once for a medical emergency. Melanie asked if it was similar to the panic button used at the clinic? Art said yes. The product being used is no longer viable.   Staff has found a product called Informacast. It will work via phone and computers, it could be set up to be used with a button.   Informacast can be set up to send an e-mail, text messages, or turn on a siren and it can be configured a number of ways. This was requested by some of the departments and will go to the Board for approval to move forward either this year or next through the budget process.   Sean asked if the system could notify 911, Art said it could be used for that purpose. A few ideas and scenarios were shared. Art said he did not know exactly how the product could be configured and encouraged departments to meet with Tony Manicke. The cost for Informacast is approximately $4,000.

❖ *Cost Recovery Conversation*
FY15 Budget planning is already in the process. Art encouraged the committee to be in touch with him if they had projects or departmental needs that could impact the IT infrastructure.   He said if the enterprise moves to the virtual desktop environment, he would like the Steering Committee Cost Recovery Group to meet. If PCs are not being replaced every four years the cost recovery and rates would need to be adjusted.

Sharon Haugen is the lead on the Cost Recovery Subcommittee, she said they had not met yet. The committee was unsure who was serving on the subcommittee. Below is a paragraph from the January minutes.
> *IT&S Cost Recovery Subcommittee notes from January 9th minutes.*
> *A subcommittee was formed to discuss costs, factors, etc. The members of the committee will be Sharon Haugen, Melanie Reynolds, Torey Keltner, Nancy Everson, and Tim Magee.   Sharon will be the subcommittee lead.   Art requested Phil Hauck or Audra Zacherl be included in discussions so the public*

❖ ***Adjourn***
The next IT Steering Committee Meeting will be December 4th, 2013.