"Draft"
IT&S Steering Committee
October 4, 2017
Room 326, City-County Building
Chair ~ Sharon Haugen

Members Present:
Glenn Jorgenson, City Administrative Services
Nancy Everson, County Administration Services
Nikki Johnson, City Municipal Court
Sharon Haugen, City Community Development
Melanie Reynolds, Health Department
Mark Emert, Fire Department
Curt Stinson, Public Safety
Audra Zacherl, County Public Works
Jill-Marie Steeley, PureView Health Clinic

Absent:
County Community Development (No appointed Representative at this time)
Randall Camp, City Public Works

Others in Attendance:
Scott O'Connell, HPD
Art Pembroke, IT&S
Chris Sinrud, IT&S
Jennifer Carlson, IT&S
Bernie Miles, IT&S

Roll Call: Sharon Haugen opened the meeting, Bernie conducted roll call.

Approval of Minutes: Jill-Marie Steeley made a motion to accept the minutes of the January 11, 2017 meeting, Nancy Everson seconded the motion, motion passed.

Updated IT&S Policies: Art reported the IT Policies were last updated in 2012. The policies have been updated with current technology terminology, references, and URL's. He said one significant change is IT&S will be changing the security system from a password based system to a passphrase. Instead of eight characters, a pass phrase will be a minimum of 12 and up to 64 characters. Passphrases will not expire. Security guidelines at the Federal and State level would still be adhered to such as Law Enforcement or perhaps HIPPA.   Art gave examples of how easy passwords were to hack, and how much more secure a passphrase would be. Audra Zacherl asked if the AS/400 would remain password and would it still expire? Art said he would look into changing the 400 as well as look into

Active Directory Links as well. When a password is changed it would change the login on the AS/400. Sharon asked when the passphrase change would happen, before or after the AS/400 change; she also asked if it would affect TrakIt. Art said it would be before, and Trakit is based on Active Directory. Scott O'Connell asked if the change would affect passwords for social media (ie Facebook or Linkedin). Art replied it wouldn't, they are considered outside the system. The recommendation would remain to use complex passwords or passphrases.   Mark Emert asked about EMS. Art said it would be the same as the LEC, it is maintained outside of the enterprise system.

Art asked the committee to make a recommendation to the IT Board to accept the updates. Audra Zacherl made the motion, Jill-Marie Steeley seconded. Motion Passed.

Proposed Cost Recovery: Art stated last year he was tasked to review the cost recovery model used by IT&S and the City, and County Finances to recoup technology charges. The guiding principles were accountability, identifying services, and providing departments the choice of services.   He introduced new services and infrastructure.

Service Based
- If you choose to have a 0365 account you will pay $84 a year for email, archiving, and MS Office products.
- MS Office loaded on desktops verses accessing it via the Cloud would be a different rate. Departments will choose (E1 or E3 license).
- User Accounts - If you want to have a user log into the system and have file, print, storage, archiving, etc. User accounts are not associated to devices. If you have a user account you will be billed whether you have a personal computer or share one.

Staff Based/FTE
- Cost recovery for the base infrastructure links will now be a flat enterprise cost like GIS is.
- Everyone in the enterprise benefits from services provided by the base infrastructure whether they use a computer, phone, or collect a paycheck.
- There will no longer be separate fees for various network connections such as port charges for servers, printers, various devices. New cabling will remain a departmental cost, but no annual fee.

Departments will have the ability to manage their cost and services more than they have in the past.

Art introduced the new proposed cost recovery. He referred to endpoints as PC's, Virtual Desktops and Zero Clients. He said they were easy to identify, calculate, and departments would have a choice. Services associated with endpoints then become Active Directory

Services; such as storage, backup, MS Client Software, Outlook, etc. The Cost Recovery also includes Active Directory, FTE Count, and Telephone Costs.

Art said this is important as with O365 and Active Directory reports are easily available giving departments the ability to manage their number of licenses. It truly does make the billing, from a standpoint of accountability much more justifiable, you pay for the services used. Nancy Everson referred to the worksheet she disseminated noting some departments will see an increase, others a decrease. Sharon Haugen asked what the process is to change services, and what the time frame is.   Glenn Jorgenson said FY18 charges would not change. Updates and changes would be in place for the FY19 budget, so December time frame. Art said changes would need to be in place before January/February to fall into line with the Microsoft true-up and annual licensing purchase.

Scott O'Connell asked if there was a time variance for vacancies. Art said the licensing is for one-year at a time. Whether purchased in March or October, fixed fee/annual license and cannot be prorated.

Art then reviewed costs associated to VDI, PC, Active Directory Accounts, FTE Accounts, and Phones. He said there has been some discussion regarding Virtual Desktops and said they do not work for everyone, especially those with large Excel files. People will have the option to have a PC or Virtual Desktop. Different scenarios were discussed.

Nancy explained the FTE Costs saying it is the total budget minus the computer based charges and the GIS budget. The FTE Charge is the number of employees divided into your share of the cost. Glenn added, if you are a Street Operator and you don't use a computer, you still collect a paycheck and benefits. He said he realized Police and Fire were getting hit hard as they have the most people and licenses, it will hurt the general fund, but there is no choice. Jill asked if the FTE was prorated. Nancy said it was.

Scott O'Connell asked about port charges and MDT Charges. Art said it will all be part of the FTE charge now. Installation of ports will remain a departmental cost, but no annual cost.

Melanie Reynolds asked if the costs would be neutral, Nancy replied, yes. Same budget, just a different way of allocating. Nancy also said she expected a rate increase for FY19. **Nancy Everson asked the committee for a recommendation of the Cost Allocation Plan to the IT Board.**   Sharon said there were departments not present that would be affected by the new plan. The committee recommended Art take the information to the City and County Directors meetings**. They also agreed to take a vote via email, the week of November 6th.** Art agreed, he would talk with the IT Board and request their meeting be pushed back.

Project Updates:
TrakIt: TrakIt went live this week. Jennifer Carlson reported the trainers have been onsite for the past two-weeks, the project is going well.

MS Migration/Licensing Changes: The migration is complete, and again there will be choices.   When setting up a new employee departments will determine if they would like an E1 license ($84 per year); which is Cloud based, or an E3 license ($179 per year) which is installed on the desktop as well as accessed via the Cloud (E3 may be associated with up to five devices). Art said if anyone has questions regarding the licensing to please let him know.

No new business reported at this time.

The next meeting will be held December 13, 2017.