"Draft"
IT Board Meeting
November 16, 2017
Room 207, City-County Building
Chair ~ Ron Alles

Present: Ron Alles, Roger Baltz, Dan Ellison, Andy Hunthausen, Scott Buswell, Art Pembroke, and Bernie Miles

Approval of Minutes: Scott Buswell made a motion to accept the minutes of the February 9, 2016 meeting. Andy Hunthausen seconded the motion, motion passed.

Updated IT&S Policies: Art reported the IT Policies were last updated in 2012. IT Staff has updated the policies 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 passphrase will have a minimum of 12 and up to 64 characters. Passphrases will not expire for the bulk of the enterprise users. Security guidelines at the Federal and State level would still be adhered to such as Law Enforcement, PureView Medical Center or in IT. Art gave examples of how easy passwords were to hack, and how much more secure a passphrase would be. Another significant change is the activation of "time outs." If a machine is inactive for 20 minutes it automatically "times out" locking your machine. Art said exceptions can be made by machine or group. Art said the policy updates had been approved, recommended, and passed forward by the Steering Committee. **Commissioner Ellison made the motion to approve the changes as outlined by Art. Scott Buswell seconded the motion. Motion passed.**

New Cost Allocation Plan: At the IT Board's request; Art, Nancy Everson, and Glenn Jorgenson were tasked with producing a new cost allocation plan. Art presented the cost model explaining it consisted of two parts; services and endpoints. IT now has the ability to more accurately track users and associate the costs directly to the service being used. There will still be a per FTE charge for any remaining budget requirements for the department; Nancy and Glenn use this charge to offset the remaining revenue requirements. Endpoints being PC's, Virtual Desktops, and Zero Clients will pay less with this plan. Art reported he has meet with several departments and said the new plan has been well received. There are departments such as Sheriff and Police who will see a significant increase. He used Law Enforcement Services as an example saying several users are associated with one computer or endpoint. The shift to users will more accurately recoup cost. Some those departments will pay more, but there are also departments who will pay less. Ron said the City will see an increase next year; but the plan more accurately

reflects the services. He recommended proceeding with the new cost allocation plan. Dan Ellison said it seems logical.   Scott Buswell pointed out a few other departments that would see increases. Art said the base infrastructure (network) cost would also be rolled into the FTE fee with the new plan. He said everyone benefits from it, whether they use a computer or not; everyone depends on the base infrastructure for phones, connectivity, paychecks, etc.

Andy Hunthausen made a motion to approve the proposed allocation plan. Dan Ellision seconded, motion passed.

Customer Satisfaction Survey: Art reported he would be putting together and disseminating a customer service survey. There have been concerns about service levels and he would like to gather input, and focus on improving our relationships and processes with our customers.

IT Technology Assessment: Art also reported he would like to go out with an RFP to get an IT Assessment done. He said he has been researching and has reached out to various entities to gather examples of RFPs. He has examples from The City of Worthington Ohio and the City of Savannah Georgia. He said the rates varied from $11,000 up to $160,000. Art asked the Board's permission to put together a committee to pursue an RFP for an assessment. He encouraged representation from PureView and Law Enforcement. He would like a plan in place for the next budget year.   Roger Baltz said he appreciated the way Art has responded to these concerns. He said there is real value in an assessment and suggested the assessment be done on the Administrative Level, not the IT level. He also recommended the process begin right away. Dan Ellison said it may be a good topic for a Joint-Commission Meeting in December or January. Ron Alles agreed.   Roger said the County Commissioners are aware of the proposed assessment and they are supportive. Andy also agreed saying he liked the idea of the assessment being conducted at the administrative level. Scott Buswell suggested the Customer Survey be rolled into the Assessment. Ron said he would like to see what the survey and RFP looks like before it goes out. He also suggested the assessment be added to the December Joint Commission meeting agenda. The Board agreed and gave Art direction to submit his examples to the committee and assist with research, but the committee would complete the RFP Process.

Project Updates:
MS Migration/Licensing Changes: The migration is complete. The customers are using 0365 in the Cloud, most of the feedback has been positive.   Licensing for next year is being reviewed and assessed. Art noted PureView qualifies for a not-for-profit licensing and he is working with them.

TRAKiT: TRAKiT is going well on the city side and should be complete by calendar year end. We are waiting on the e-TRAKiT component. The county permits, with the exception

of the approach permit, are up and working now.   The county side should be complete by January or February.

Wide Area Network Updates: Key links have been updated at the Airport for Law Enforcement and Wastewater Facility to the City-County Building increasing bandwidth. The Courthouse is slated to be next.

Disaster Recovery Site Status: The site is in the final stages nearing completion.

New Business: The IT Board thanked Commissioner Ellison for his service on the IT Board.

The next IT Board Meeting will be late January or early February.