

"Draft"
IT Board Meeting
October 11, 2012
3:30 PM
Room 211 City/County Building

Roll Call

Attending: Ron Alles, Scott Buswell, Eric Bryson, Dan Ellison, Andy Hunthausen, Art Pembroke.

Absent: Bernie Miles

Ron Alles opened the meeting.

Minutes - Dan Ellison made a motion to approve the minutes of the July 12, 2012, Scott Buswell seconded the motion; the motion passed.

IT&S Policy adoption (Action item)

All IT&S Policies are now consolidated into one document and have been reviewed and recommended by IT Steering Committee for adoption. Once adopted by the IT Board they will be added to the city and county personnel policies. Art said the one significant change made to the document was in the introduction. There is now one single place referencing exemptions to the various policy sections, it states exceptions may be given upon IT Board approval, or their designated representative which historically has been the City Manager or the County Administrative Officer.

A section has been added to address mobile technology as far as guidelines and applications of existing best practices to the mobile environment. He also hopes it will make it easier to incorporate upcoming technologies. Ron asked Art to keep a running list of any upcoming changes that may need addressing.

Eric made note that at the last board meeting there was discussion about a records retention policy.

He said it is a county initiative and would try to follow the city's lead putting policy language in place for what needs to be retained by as far as emails. Art said once a records management program in place IT&S would put the guidelines and policies in place. Ron said the city could be involved in the process as a refresher and maybe update their policy. Art noted that attorneys have to be involved.

Dan Ellison moved to approve the policies, Andy seconded. Motion carried.

IT&S Building Wireless Update

Commission Chamber Wireless Ready

Art reported the Commission Chambers now has wireless network available for the public. He asked the board's guidance regarding use times. He said the network is currently turned on from 5 p.m. to 11 p.m. on Monday; 8 a.m to noon Tuesday and Thursday for County commission meetings and 3 p.m. to 6 p.m. for Administrative Meetings Wednesday. The network address is COMM_MEET. Ron said the address could be added to agenda and the Mayor would make an announcement in regards to the wireless address. Art suggested having it projected as a Powerpoint screenshot at the public

meetings so citizens can select the network on their wireless list.

Art said the volume of use, not citizen correspondence; would be monitored. Especially during Tuesday and Thursday time frames as bandwidth will be being shared between city and county staff. He added the wireless would range 10 to 15 meters from exterior of building, but wouldn't reach neighboring buildings. On and off times can be adjusted for special meetings, or as needed. If use times were to be adjusted, Art asked for advance notice of a day or two so network personnel is available.

Contractor Wireless

The contractor wireless is up and currently being used by the auditors. Art said there has been a spike in traffic and it is being monitored. This service has been nice for the auditors and the county personnel working with them.

Employee work wireless in progress

The project is in design, but not a high priority. Employee's will be allowed to register a device not attached to the network, to be used for work related purposes - i.e. LEC and Courthouse will be able to get rid of non-secure Bresnan wireless.

Mobile Device discussion

Art noted mobile devices are on the increase. He asked the board for guidance on how to approach mobile devices on the network. He said governments and corporate America and private businesses are dealing with "Bring Your Own Device." The work wireless internet will be a safer way to use mobile devices and not take up a lot of internal resources. He said the question is bigger than just capacity, there needs to be guidelines for the use of personal mobile devices for city/county business.

Ron likened the devices to cell phone use. He said city and county employees used to carry two cell phones, one for work and their personal phones. Policy was implemented to reimburse employees for use of their personal phone if it is in the interest of the employer, and depending on the amount used for work. He believes money is being saved by doing this. An employee's request is vetted through the supervisor and HR. Eric agreed, he likes the current policy for phones. Where it becomes problematic for him is with notebook type devices. There have been situations in county where iPads have been authorized for purchase, but the registration requires an account creation. IT&S is not currently helping with purchase, maintenance and acquisition of iPads. Eric said for now the hands off approach may work, but as technology migrates, there will be more request for these type devices, and it will be become more problematic. Art suggested treating devices like the phones. Everyone will have iPads, Nooks, Samsung tablets with work e-mail. His fears trying to manage the procurement and maintenance of these devices, if they are eventually managed through IT&S he would like to focus on a standard device IT staff can support or synchronize.

Ron said what he heard Art say is: There is a smorgasbord of technology; ie iPads iPhones, Android, etc. each of personnel preference. IT staff doesn't have knowledge or expertise to maintain all of them. Art agreed. He added these devices are have become disposable assets.

Art added in order to allow them on the enterprise network requires preauthorization.

Eric agreed. He said IT&S was helpful in selection of Commission purchasing an iPad and they will maintain it. The Health department also purchased one, but IT&S took a hands off attitude. He said there needs to be consistency with work related applications; IT&S should have some responsibility for helping in selection, acquisition and maintenance.

Art said IT&S told the Health Department to purchase the device they wanted and then IT&S assisted in synchronization and walked them through registration, the Health Department was the first iPad. Asset purchases with public funds that are to be used for department purposes, must go through IT&S. Eric said he would inform departments that city/county purchased devices have to go through IT&S. Andy suggested that if someone wants to negotiate for their own device reimbursement, Ron and Eric would deal with it on a case by case basis. Recommendations depend on what applications are needed by the department (i.e. an iPad would not work for the Fire Department, they need a Droid, so Samsung was recommended). If IT&S can track what devices and applications are being used, those end users can work with and help one another.

Cyber Security Month

Resolution / Proclamation discussion

October is national Cyber Security Month, the theme this year is "Stop, Think, Connect." Tips and tricks have been added to the IT&S web page. Art said we have a resolution through NACO for the city. Art asked what the process would be for getting a proclamation to the commissions late in October. Art said a proclamation would be a way to share with our customers resources for internet, I.D., personal, and banking security. There are two resolutions drafted, he asked if the board would recommend the reorganization of Cyber Security Month. The commissioners agreed to have it added to the commission agendas.

IT&S Project Update

FY 2013 PC Replacements

The PC replacement cycle is at 90% complete and should be done by December. Dan asked if the replacement was still every 4- years. Art replied yes. He added servers have been extended from a 3-year to 5-year cycle, which will positively affect the CIP.

SunGard ONESolution Project

The project was moving along well until it was discovered the license templates or addressing templates wouldn't work with Novell. Art said SunGard has known all along our network is Novell. The training was set to begin on land management and business licensing; the trainer is here and waiting for conference call with SunGard in the morning to determine if training will continue. More news to come.

Funding distribution discussion

Three new products have been purchased for city and county planning and zoning and code

enforcement. Art said Nancy Everson will invoice the County Planning Department \$100,000. Payments will be split $\frac{1}{2}$ this year and $\frac{1}{2}$ next. Art has not talked to Tim Magee regarding the city's plan for payment. The cost will not be subsidized by entire enterprise.

Ortho Imagery Project

The project went very well. It was budgeted at \$100,000 but because of partnerships with the federal government and National Guard the cost was \$33,000. Eric noted that the board authorized payment out of reserve funds which were to be paid back over the next 5-7 years. He would like it paid all in one year; the project would then not be subsidized by rate payers. The data has all be received and is being reviewed. The server the data is housed on, is being replaced and the data should be installed and ready to use within a month. All new planimetric and aerial imagery data will be on the storage area network (SAN) and not at the state.

Wide Area Network Upgrades

Work is being done at the clinic and wastewater. All wireless upgrades and maintenance for this year and carryover items from last year will be finished by the end of October. The significance of this is in the past we were unable to keep up with our wireless updates. A contract with Montana Internet for them to do the physical work made that possible. Art he would like to keep this type contract in the ongoing budget. He said the benefit is employees do not have to be certified for tower climbing and harness work. Insurance is also a factor, the contract has been well worth it.

IT&S Organizational Changes

The network staff position has been filled. The vacant helpdesk/telephone position is being reclassified to a Microsoft Server Administrator position. The telephones have been transferred into the network as telephone infrastructure, and is tied into data infrastructure. Administration of telephone system billing has been absorbed by Bernie. Departments are purchasing Microsoft server based applications driving the need to hire a qualified Microsoft Server Administrator. The position would take care of the seven critical Microsoft servers currently operating between County Attorneys' Case Management, Clinic Electronic Medical Records, One Solution and two more systems coming on board. Currently fixes are handled by calls to the state and some contracting with Morrison-Maierle.

Microsoft will be recognized as a substantial force in our environment, maintenance and management can become a significant draw on resources and funding. The two network positions will remain Novell. The FTE reclassification of the position will be at the same level as those positions.

Skype Video

Since approval, there have been several more requests; city court, justice court, county attorney's office. Art agreed Skype is a great tool for the courts as it saves time, money, traffic. He said the enterprise network was built for data, and has since added telephones. With the advent of streaming commission meetings, YouTube training videos, Skype and video conferencing there are now instances where phones unregister and go dead. This is because there is too much traffic and not enough operational bandwidth. Recently bandwidth was taken up with streaming audio and phones couldn't keep registration..

Ron asked how state handles Skype. Art said the state has call managers by building; within a building and may have two or three. Scott added some of which has been contracted out. Video at the state is mostly VisionNet and has connectivity on almost every floor of every building; but there are still a lot of job interviews conducted with Skype.

Art said immediate requirements will be met, but ask that until traffic could be prioritized internal to the network, it is not implemented. Traffic will continue to be monitored, but without the purchase of more bandwidth internal capacity is limited.

Scott suggested using the cost savings from travel, mileage, hotels be reallocated to the video resources. Art said it would continue to be monitored.

Eric asked what a Plan B would be? If we open to three courts, is there an option to go to a commercial line? Art noted that it would still have to plug into our network to get to the various devices. He said we can buy more external capacity, for about \$10,000 would double our bandwidth, but it's the internal capacity that is impacted.

How do we become more of a multi-function network, i.e. your video goes out these ports, its' dedicated to you. Quality of service would resolve the phone issue and would always be a #1 priority, it requires a constant connection with the call center.

We're going to gather the metrics; be proactive with tools to watch trends and work with courts to monitor and determine how we can support over the long term? We could pipe Bresnan into the courts, but is it the cost effective means? Staff will continue to monitor the network and use education when necessary.

Adjourn

Next Board Meeting ~ January 10, 2012 (FY14 Budget)