



TECHNOLOGY ADVISORY COMMITTEE

Draft Minutes

Meeting of October 6, 2016

Present:

Councilman Carl Chisem, Councilman Sebastian Giuliano, Marie Norwood, Tina Gomes and Salvatore Micciulla. For the record Nelson Rivera arrived late. Staff: Eldon Bailey and Michael Skott.

Absent:

Councilman Grady Faulkner

Call to Order:

Councilman Chisem called the meeting to order at 7:03pm in the Municipal Building room 208.

Approval of Minutes:

Councilman Chisem requested a motion to approve the minutes from April, May, June and September. Marie Norwood made the motion Tina Gomes had an amendment to the June 2nd minutes that her last name was spelled wrong. Councilman Giuliano seconded the motion to approve minutes with the changes and approved unanimously.

Public Comments:

No one from the public was in attendance.

Old Business:

Helpdesk Tickets

Eldon went over tickets for the September meeting with the committee. There were 107 closed tickets. A question was asked if the department is getting any better with the tickets and Eldon said that it has been consistent. That the easy day to day tickets are getting done but there is no progress on the outstanding tickets because they are the harder ones that need to be researched, planned for and implemented or just put aside in the hopes of getting to it. Tina asked if there is any area that is a problem i.e. AUC, e-mail, network, PC. Eldon said it is all over the place. Councilman Chisem asked how many tickets are open that are your average every day ticket that the department cannot get to. Eldon said that 10% can be managed daily and the remaining ones would take significantly longer to address and that's part of the problem because the department can't get to them. Eldon also stated that the report he shared is only a portion of what the department deals with on a daily basis, referencing other daily activities which are not helpdesk issues but rather projects or events. Mike asked what the 3 oldest tickets were. Eldon said 2 tickets are regarding servers that are approaching end of life and need to be decommissioned and services moved, and 1 ticket for cleaning up the active directory. There was a discussion regarding these tickets; should they be included in the number for open tickets or not. Councilman Chisem asked if there are systems that still need to be upgraded and Eldon stated yes but not doing the upgrades does not prevent anyone from doing their jobs. Councilman Chisem asked Tina what she thought since she works in the

Municipal Building. She said that she thought the city should be doing more to help the citizens with technology and not the city employees. She stated that the IT department in being pulled in many different directions to help departments implement new software and programs and feels that the time and resources should be used to make it easier for the public to do business with the city. The discussion continued about prioritizing the demands that are placed on the IT department. Councilman Giuliano pointed out that the committee should be doing that. The discussion continued on what should be done and how the committee can make it happen. Councilman Chisem asked Eldon how the process works now and he pointed out that some of them are initiated by the Mayor's office.

Councilman Chisem wants the committee to come up with a plan or strategy to get the helpdesk tickets completed once a director is hired.

Previous agenda items

No one had anything to share regarding previous agenda items.

New Business:

Technology Advisory Committee Ordinance

Councilman Chisem asked Marie what she had regarding this matter. She mentioned that there are two vacancies and do we want to replace them or reduce the number of members assigned to this Committee. She also indicated that this committee doesn't have a term and there should be a term. Eldon asked what is a typical term and was told it is anywhere from 3 to 5 years. Councilman Giuliano suggested that the Common Council member's term is 4 years, so it should be 4 years also. Eldon mentioned that in previous meetings it was suggested to have nominations for the vacant positions and that it was going to go to the Mayor and has that happened. Councilman Chisem stated that once a decision was made he would submit it for approval. Eldon asked if this committee's recommendation was to reduce the required members. Councilman Chisem asked the members what they wanted. Marie stated that since there have been meetings without a quorum reducing the members would be okay. Councilman Chisem asked Sal if he wanted to remain on the committee and he stated yes. The question was asked do you want to reduce the number of members from the public. Eldon stated that there are 3 city employees, 3 council members and 3 members of the public. Tina would like to see it remain the same 3 public members. Marie pointed out that they don't come and if the city employees don't come there is not a quorum. Councilman Giuliano stated that it should stay as is and get members that what to be on the committee. Marie said that the Mayor is having a hard time finding someone from the community to volunteer. The committee agreed to keep 3 members of the public. Nelson suggested having members from the public who don't necessarily have public technology management experience. Councilman Giuliano recommended changing the wording in the ordinance to read 3 members of the public and remove the reference to having technology experience. Councilman Chisem will submit changes of the ordinance to the Mayor and once the changes are approved request that 2 additional members of the public be nominated. Marie suggested that the committee look at the General Purposes and Duties portion of the ordinance. Eldon suggested waiting until the changes were approved and the new members were on the committee to look at this. Carl asked for a motion to accept the changes to the ordinance. Councilman Giuliano made the motion and Tina Gomes seconded and it was accepted unanimously.

Administrative Assistant for Technology Job Description

There was a discussion regarding making the part-time Administrative Assistant full-time for the department. The members had a copy of both the job description for the BOE Technology Department and the Administrative Assistant III job description for the City. Carl asked Eldon if he could take both job descriptions and come up with one for the IT Department. It was suggested that the job description include technology duties as well as administrative duties. Eldon agreed to do a job description that would suit the needs of the department.

Shared Services – Nutmeg Network Discussion

Nothing much has changed since the last meeting. Lighttower did the primarily site survey and Eldon was given the contact information for their network operations team to work out what is needed to proceed. It will be at least 3 months before it is complete.

Helpdesk Software

Marie mentioned that this was an item that Councilman Faulkner wanted to discuss but he was not in attendance.

Mile Lane Data Center

Eldon shared that the not much has changed, work is being done to clean up the building and video cameras are installed. There is a temporary data center there to give the building some presence on the network. There is a plan to put a wireless link from the building through the Cromwell 1 Tower back to the dispatch tower for increased broadband connectivity. It is a work in progress.

Job Descriptions and Duties

There was a discussion regarding how to get the help the department needs. Going over the job descriptions and having the staff write what they do. Eldon mentioned that this was already done when the Segal Waters survey was completed. He still has the department copies. The discussion went back to the helpdesk tickets and Eldon pointed out that the tickets could be used to see where the needs of the department are. Marie asked if the tickets could be sorted by hardware, software etc. Eldon stated that it could be done and that is why he has it in an excel spreadsheet. Marie asked Eldon to send her a copy of the spreadsheet so she can break it down.

Items for next meeting's agenda:

Technology Advisory Committee Ordinance changes

Job Description for Administrative Assistant for Technology

Helpdesk Software

Adjournment:

Councilman Chisem asked for a motion to adjourn the meeting. Committee Member Marie Norwood made a motion to adjourn. Councilman Giuliano seconded the motion, approved unanimously.