City of Menasha
Information Technology Steering Committee
Gegan Room
Menasha Public Library
Wednesday, June 20, 2012
8:30 A.M.
Minutes

A. Call to Order

Meeting called to order at 8:35 AM by VICE-CHAIRMAN Langdon.

B. Roll Call/Excused Absences

Present: VICE-CHAIRMAN Langdon, COMP Stoffel, DPH Nett, ES Montour, ITMgr Lacey, PC Styka, and PP Homan

Also Present: ITSupv James

C. Minutes to Approve – Approval of Minutes of April 10, 2012 IT Steering Committee meeting.

Motion by ITMgr lacey, seconded by COMP Stoffel to approve the minutes of the April 10, 2012 IT Steering Committee meeting as submitted. ES Montour questioned his title in the April 10th minutes, which was incorrect and will be changed. Motion carried.

D. Public Comments on any matter of concern to this Agenda (**Five** (5) minute time limit for each person)

NONE

E. Report of Department Head s/Staff/Consultants – Committee monthly update on status of projects/operations/costs

ITMgr Lacey reviewed his monthly handout concerning the 2012 budget and status of projects and hardware installation. PC Styka raised concerns on when the RSA Security system will be in operation. The County could contact the City at any time and say it must be ready in X number of days or the City will be cut off from using the county wide dispatch network. ITMgr Lacey estimated it would be a 40 hour project, including training of officers and it is very difficult to find that large a block of time when the rest of the current City network needs daily

attention. His priority is to keep departments active and move to specific department projects when time is available. This comment will be addressed further under Action Item # 3.

F. **ACTION ITEMS – (1)** Committee update and discussion on using "Twitter" for expanding social media outreach into the community

PC Styka stated that "Twitter" is working very well. It is being used more to "tell a story" than was anticipated. He spoke of the destruction of the trees in Jefferson Park and how, using "Twitter" was able to get more people involved and even raise funds to offer a reward to anyone that could provide information. PC Styka is of the opinion that there should be a general City account so information on moving of polling place or dog license renewals could go out to the general public faster and not having to rely on TV or newspapers to spread the word. He would envision four people having access to the account on the City side-Police, Health, City Hall and Public Works, so information could be more easily disseminated. Motion by ITMgr Lacey, seconded by PP Homan to have Police Officer Zemlock give a presentation on how "Twitter" could be used by other departments at the next Department Head meeting in July. Motion carried.

ACTION ITEMS – (2) Committee discussion and action on implementing a document imaging system for City Departments (ITMgr Lacey)
And
ACTION ITEMS – (4) Committee discussion and action on purchase of a web-based program called IWORQ for Community Development and Code Enforcement (PP Homan)

ITMgr Lacey asked that these two items be discussed simultaneously. Both items are attempting to provide a database for departments to have a centralized file that can be accessed by any department to provide information.

PP Homan started the discussion by explaining the IWORQ is a product from a company in Utah that is for code enforcement and permit management. It is web based. ITSupv James joined in the discussion by disclosing that you cannot easily do a query of the database although the product has some potential. It would cost $500 for setup and an annual fee of $3,200. If all modules were purchased the annual fee would be $8,000.

At this point ITMgr Lacey moved the discussion to document imaging. He spoke highly of the software which is in a trial use in the Health Department. The software can retain documents, index the documents, can pull data to automatically fill in standardized forms and can be searched. He believes this has a potential for City-wide use. DPH Nett spoke favorably of the trial run, noting that access to confidential records can be controlled by user rights and

permissions in order to comply with HIPPA. The system would be maintained and information stored by the vendor. VICE-CHAIRMAN Langdon questioned if it would be better for the City to own the system outright, but ITMgr Lacey thought that with technology changing so rapidly it would be better to work with a vendor, rather than having to invest in new technology as it comes out. Questions about how it works, what if the company would go out of business, open records, etc. were brought up. It was suggested that the Mayor be asked to call a Department Head meeting, with mandatory attendance required, to demonstrate how the software works and answer any questions from all departments. If this is a solution to developing a centralized data base, then it will be included in the 2013 budget request and each department will be expected to do its part in keeping the data base accurate and up-to-date. Cost is projected to be under $40,000 with an annual maintenance charge of $8,000.

ACTION ITEMS – (3) Committee discussion and action on need for an additional staff member in the IT Department to help with the backlog of projects in 2012 (ITMgr Lacey)

ITMgr Lacey opened the discussion, stating he knows that departments are frustrated with the response they are currently getting from the Information Technology Department. Projects are not getting completed on time, and in some cases never started on time. This week Monday he had to deal with an HTE printer issue that came up, followed by a lightning strike at the City Garage on Tuesday which needed to be fixed to get them back on line. To do that, required scavenging some equipment from the swimming pool, which shut down their collection software and IP telephones for one day. Mr. Teale from the Utilities volunteered to help with getting the City Garage back up and running and the IT Department was very appreciative of his assistance. However those things happen and there is not a way to say I will fix it when there is time, it has to be done now. It is these types of incidents which just push projects back farther,

When ITMgr Lacey first came to the City, he had to manage about 150 devices (computers, printers, copiers, laptops, scanners), that number has now grown to approximately 500. Monday night the Personnel Committee approved adding another police office to expand the school liaison program. That person will need email access, a cell phone, a computer and access to the City information system; all of which will be provided by IT.

A problem that Menasha has is that it is not a small city nor is it a large city. However the software that is desired by departments is normally the same as that purchased by Appleton or Neenah. Our departments want to provide at least the same level of service as our neighboring cities do, if not better. And that type of software, from research to purchase to installation to maintenance, requires more staff to manage it.

VICE-CHAIRMAN Langdon then asked for input from the various departments represented and there was general agreement with what ITMgr Lacey had stated. However the members present also had concerns about how this will affect individual budgets. If the total department budget is up because of additional staff in IT, does that mean reductions in other areas of their budget to get it to a no or low increase.

The real point of the discussion, however, is if a department is not getting the service or installation of software it needs, eventually it is the public that suffers by not receiving the information or service requested in a timely manner or maybe not at all. The Committee took no action on this item and the IT Department will try to prioritize projects better in the future.

ACTION ITEMS – (5) Committee discussion and action on next IT Steering Committee meeting date – July 18th - third Wednesday

DPH Nett was the only committee member that would not be available for the next scheduled meeting of the Information Technology Steering Committee, so the date of the next meeting remained as listed.

G. ADJOURNMENT

Motion by PP Homan, seconded by ITMgr Lacey to adjourn. Motion carried. Meeting adjourned at 10:54 AM.

Respectfully submitted,

Thomas Stoffel
Committee Secretary