City of Menasha
Information Technology Steering Committee
Gegan Room
Menasha Public Library
Wednesday, December 19, 2012
8:45 A.M.
Minutes

A. Call to Order

Meeting called to order at 8:48 AM by CHAIRMAN Klein

B. Roll Call/Excused Absences

Present: CHAIRMAN Klein, COMP Stoffel, DPH Nett, ES Montour, ITMgr Lacey and PL Bouchard

Excused: PP Homan

Also Present: MAYOR Merkes, DTreas Sassman and ITSupv James

C. Minutes to Approve – Approval of Minutes of September 19, 2012 IT Steering Committee meeting.

Motion by ITMgr Lacey, seconded by ES Montour to approve the minutes of the September 19, 2012 IT Steering Committee meeting as submitted. 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 briefed the Committee on the projects on-going in the IT Department: searching for new parking ticket software, the present system has been kept functioning but needs to be replaced, working with Finance and the City of Neenah to get property tax bills disbursed, developing virtual desktops so the need for PCs in the future is minimized, acknowledging the successful deployment of the I Pad in the Health Department, allowing for data retrieval in

the field and providing a visual display to clients in their homes, moving police squad cars from 3G to 4G protocol, preparing for training in the BOSS tech ticket tracking system. ES Montour inquired about the special assessment software change and ITSupv James explained that there is a slow migration from the City's old A/S 400 to a program developed by the City of Neenah. ES Montour suggested that since Engineering already creates the special assessment information, would it not be a good idea to just use that data instead of keying it in again in the Finance Department for billing? ITSupv James will investigate if that would be possible and it so would work to get that time-saving idea developed.

F. **ACTION ITEMS – (1)** Committee discussion and possible action on credit card functionality for City Departments

ITSupv James opened the discussion by explaining which departments currently make use of credit card collections. He stated that Sungard, the City's current financial software provider could set up an integration program to allow for credit card collections at $400 per month. The Parks and Recreation Department is going live with new software in 2013 that would allow credit card payments on line. The concern is with the fee charged by the credit card companies, if the City were to go this direction, how many swipe machines are needed, how is the data recorded in the city's financial records, how much over the initial charge is the convenience charge to be set at. Cash receipting by other departments directly into the Sungard software was also mentioned so funds collected go to the correct account. After further input from DTreas Sassman, PL Bouchard and PHD Nett, CHAIRMAN Klein suggested that other communities be contacted to determine what they are doing for credit/debit card collections.

ACTION ITEMS – (2) Committee discussion on department projects that will/will not be accomplished in 2013 following adoption of the 2013 Information Technology Department budget

ITMgr Lacey handed out to the Committee a listing of projects he wishes to accomplish in 2013. The listing is prioritized by quarters of the year. MAYOR Merkes has suggested that all department heads be consulted at the next department head meeting on how the projects should be prioritized. The Mayor also noted that two projects, Health Department Charting and building wireless conference rooms were not on the list. Credit/Debit card payments could also be a discussion point although there are no funds specifically budgeted for that purpose. But if that is a priority then some other project may need to be eliminated for 2013

ACTION ITEMS – (3) Committee discussion and action on training of departments in BOSS tech ticket system

ITMgr Lacey informed the Committee about the advantages of using the BOSS tech ticket tracking system and how, at a department Head meeting in November, .he had asked for cooperation from department heads in setting up a training schedule. He has had little response from department heads and expressed his frustration with the lack of cooperation on moving this project forward. If people learn how to report IT problems using BOSS, it will speed up the time to solve the problem. But until they learn how to report, the new software is not of much assistance to IT. MAYOR Merkes suggested just setting up the training sessions and telling people to sign up. ITMgr Lacey thought it would be better to have the Departments tell him when staff could be available for 90 minutes and then create the time slots. As an example, Finance is now collecting taxes and would not have time for training until mid February. ITMgr Lacey would like to have the training complete by end of first quarter, PHD Nett suggested that a spreadsheet with training slots be sent out and if people do not sign up, perhaps their IT problems will fall far down on the priority list, because they would not be logged in with a complaint.

ACTION ITEMS – (4) Committee discussion and action on next IT Steering Committee meeting date – January 16th, third Wednesday

After brief discussion, by consensus of the Committee members present, the next Information Technology Steering Committee meeting will be held on Wednesday, January 16th at 8:45 AM in the Gegan Room of the Menasha Public Library

G. ADJOURNMENT

Motion by PHD Nett, seconded by ES Montour to adjourn. Motion carried. Meeting adjourned at 9:46 AM.

Respectfully submitted,

Thomas Stoffel
Committee Secretary