

**CITY OF MENASHA  
IT STEERING COMMITTEE  
February 19, 2014  
MINUTES**

**A. CALL TO ORDER**

Styka called the meeting to order at 9:02am.

**B. ROLL CALL/EXCUSED ABSENCES**

Committee members Ald. Nichols, Director Keil, Director Nett, Director Steeno and Chief Styka were present. Also present was IT Supervisor Patrick James and John Teale, Menasha Utilities.

Excused absence of CA Captain

**C. MINUTES TO APPROVE**

Motion to approve the December 18, 2013 minutes was made and seconded by Nett and Nichols, respectively. There was no discussion. Motion carried.

**D. PUBLIC COMMENTS ON ANY MATTER OF CONCERN TO THIS AGENDA**

None

**E. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS**

1. **Recent Accomplishments:** Director Steeno provided commentary on the "Recent Accomplishments" report. Of note the switch replacement project is now complete, all patches are now up to date, the ISP changeover is done, exchange connectivity issues have been fixed and the old 2003 Exchange Server is almost completely decommissioned. There is only one program left on the server which will still need to be moved.
2. **Current Status of IT Operations/ Support Items/ Workload:** Per last meeting discussion, IT is operating under the model of being down one City staff position, but has contracted for IT serviced under block time which was used to complete projects listed in the report. Internal staff has been working through the open issues in the BOSS system going from 111 open BOSS tickets to 78. A total of 1,520 have been generated since inception. Ald. Nichols expressed "good job" for the reduction of open tickets and was pleased that the work being completed is tracked more thoroughly. The goal will be to maintain a level of 50 open items, which can include projects. Staff at the PD has been transitioned to "Technicians" to allow for items which can be fixed by technical people at the PD to document their break/fix work. Styka noted with additional techs, this could increase the goal of 50. Director Steeno discussed how the SAN system which began to fail in 2013 did completely fail on 12/17/2013. No data was lost and a short term solution is in place to allow for new data as well as archive the old. Options are being explored for the long term solution for data storage going forward.
3. **2014 Projects & Initiatives, Timeline for Completion:** Director Steeno went through the 2014 Project list and Timeline. An in depth explanation of managed services was provided. For a cost of around \$1000/mo the network would be monitored 24/7 by an outside service. This would eliminate the need for City staff to monitor the servers and reports would be generated on a regular basis by the vendor. . We can try this out in 2014 without a commitment to continue on over a long period of time. While no formal action was taken, the Committee did express support for this option.

In a review of the 2014 Timeline John Teale noted the wireless implementation and ISP backup was not listed. Director Steeno stated she would add the wireless project to the end of Quarter 1/beginning of Quarter 2. Director Keil suggested in 2014 options are looked at for the data collaboration type of system between City databases be looked at in 2014 for a possible solution to be budgeted for in 2015. This will be looked at in Quarter 2 so that it can be included in the 2015 budget plan. Director Steeno had also suggested in the timeline that when the website project is rolled out a workgroup be established with various stakeholders from each area or department. This will allow for the website to be built with the features and tools beneficial to internal and external users.

#### **F. ACTION ITEMS**

**1. Resource/Staff Plan 2014:**

Director Steeno presented the 2014 staffing plan. Based upon the project work and goals for 2014 it was recommended that the hybrid approach of staff and consultants be used for 2014. The committee agreed this option does provide for the greatest flexibility and still allows for a full time staff person in 2015, should this be the recommendation later.

Motion by Ald. Nichols, Seconded by Director Nett that, "IT continue with current staff and supplement with contracted services by reallocating the Manager of IT position's (approximately \$92,000 in salary and benefits) to fund managed services, equipment upgrades, and consultant services to accomplish the 2014 goals". The motion was unanimously approved.

- 2. Committee discussion and action on next IT Steering Committee Meeting date:** It was suggested by Director Steeno that perhaps the meetings could be moved to quarterly to provide ample time to provide meaningful updates and results. The decision was made to hold the next meeting on April 30, 2014, at 9 AM, in the Council Chambers.

#### **G. ADJOURNMENT**

Motion by Keil, seconded by Keil and Nichols to adjourn . Motion carried.

*These minutes have NOT been approved.*