

MENASHA ALDERMEN OCCASIONALLY ATTEND MEETINGS OF THIS BODY. IT IS POSSIBLE THAT A QUORUM OF COMMON COUNCIL, BOARD OF PUBLIC WORKS, ADMINISTRATION COMMITTEE, PERSONNEL COMMITTEE MAY BE ATTENDING THIS MEETING; (NO OFFICIAL ACTION OF ANY OF THOSE BODIES WILL BE TAKEN).

CITY OF MENASHA
IT Steering Committee
Gegan Room, Menasha Public Library
April 16, 2008

8:15 AM

AGENDA

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1. CALL TO ORDER

A.

2. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

A. Approval of Minutes of March 11, 2008 IT Steering Committee meeting.

[Attachments](#)

Communications:

A. Letter from One Communications of April 4, 2008

[Attachments](#)

3. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. Committee monthly update on status of projects/operations/costs

4. ACTION ITEMS

A. One Communications presentation to Committee concerning telephone outages of March 26th, 29th, and April 2nd, 2008.

[Attachments](#)

B. Committee update and discussion on eBay sales inquiries/time commitments.

C. Committee update and discussion on NOVUS AGENDA software.

D. Committee discussion and recommendation on next IT Steering Committee meeting date - May 21st, third Wednesday.

5. ADJOURNMENT

A.

Menasha is committed to its diverse population. Our Non-English speaking population or those with disabilities are invited to contact the Clerk's Office at 967-3600 at least 24-hours in advance of the meeting so special accommodations can be made.

CITY OF MENASHA
IT Steering Committee
Gegan Room, Menasha Public Library
March 11, 2008

MINUTES DRAFT

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1. CALL TO ORDER

Meeting called to order at 8:15 AM by CHAIRMAN Wisneski.

Present: CHAIRMAN Wisneski, AP Beckendorf, CLERK Galeazzi, COMP Stoffel, ITMgr Lacey, PC Stanke and PWD Radtke

Also Present: ITSupv James and PL Brunn

2. MINUTES TO APPROVE-MINUTES & COMMUNICATIONS TO RECEIVE

A. [Approval of minutes of January 16, 2008 IT Steering Committee meeting](#)

Moved by ITMgr Lacey, seconded by Clerk Galeazzi to approve the minutes of the January 16, 2008 IT Steering Committee meeting.

Motion Carried on voice vote
Results:

3. REPORT OF DEPARTMENT HEADS/STAFF/CONSULTANTS

A. [IT Steering Committee monthly update on status of projects/operations/costs](#)

ITMgr Lacey distributed a bar graph showing a comparison of budget to actual figures for 1998 through 2007 (2007 not complete at this time). He also handed out the Department's monthly activity sheet and comparison to budget. Actual compared to Budget is at approximated 20% through the end of February. This is because some of the capital items have already been purchased which explains the higher percentage. ITSupv James explained the ten year Budget to Actual comparison, noting the increase in units being maintained since 2001 and also noting that more is being done with less. He and ITMgr Lacey are concerned that in the future, if additional resources are not allocated to this department, the level of service will decrease. ITMgr Lacey notes that over the past several months he has had to say "no" to more and more project requests. Not that they are not worthwhile, but priorities for time and resources have to be managed.

4. ACTION ITEMS

A. [Committee update and discussion of NOVUS AGENDA software](#)

ITSupv James explained to the Committee that training on the new NOVUS AGENDA "minutes" was not yet complete. This will be a department by department process so all staff are comfortable with the new update. Clerk Galeazzi and ITSupv James explained

what had changed and responded to questions from Committee members. ITSupv James discussed the concerns with “closing” an item in the agenda creation process. The City of La Crosse is also using NOVUS AGENDA and has written some programs which could make the agenda creation process easier. ITSupv James stated that there is a need to get all minutes, which have been created in the WORD format for some time, into the NOVUS AGENDA format so they can be searched and archived. This will be an on going project. There was also discussion on how to get the word “draft” onto the minutes so people know these are not the final, approved minutes of a committee.

B. Committee update and discussion on content and design of City website

ITSupv James informed the Committee of his attendance at a basic class on “Dreamweaver” which is the software that supports the City’s website. He will be going for additional training so he can better manage the website. He stated that the City will benefit by this because hiring an outside source for this work would still require almost the same amount of in-house staff time for discussing changes and ideas. He will be determining the look of the website and bring in those major changes for discussion and direction but not for approval.

C. Committee update and discussion on installation of video recording equipment

ITMgr Lacey informed the Committee that there is asbestos present above the ceiling in the Common Council chambers. The City is coordinating with Camera Corner on when the installation of the video recording equipment can be completed, pending removal of the asbestos to create lanes for laying the wiring. There is no set timetable as to when this will be accomplished.

D. Committee discussion and recommendation on next IT Steering Committee meeting date - April 16th, third Wednesday

After discussion, by consensus of the members present, the next Information Technology Steering Committee meeting will be held on Wednesday, April 16, 2008 at 8:15 AM in the Gegan Room of the Menasha Public Library.

5. ADJOURNMENT

A. -

Moved by PC Stanke, seconded by ITMgr Lacey to adjourn at 9:12 AM

Motion Carried on voice vote
Results:

Respectfully submitted,

Thomas Stoffel
Committee Secretary



COMMUNICATIONS®

April 4, 2008

Patrick James
City of Menasha
140 Main Street
Menasha, WI 54952

Dear Mr. James:

I would like to take this opportunity to apologize for the recent service interruptions that occurred in the early morning of Wednesday, March 26, the evening of Saturday, March 29 and on April 2, 2008.

During these time periods, voice services outside of the One Communications' local calling areas were affected. After initial investigation, it has been determined that the root cause of the interruptions was related to a software processing malfunction in the platform that manages the communication between switches. The software malfunction resulted in a series of rare cascading failures that affected both primary and redundant databases.

These software problems were resolved through a "reboot" process. We are diligently working with several equipment vendors for a permanent solution. Until such time as we have been ensured that all software issues have been resolved, we have implemented a procedure to quickly identify precursors to future problems of this type so that future interruptions, if any, can be mitigated.

Again, I apologize for any inconvenience that this may have caused the City of Menasha. We take all service outages very seriously and will work tirelessly to reaffirm your confidence in One Communications.

Sincerely,

A handwritten signature in cursive script that reads "Amy Miller".

Amy Miller
Regional Manager
Premier Account Support
One Communications

Patrick James

From: HelpDesk
Sent: Sunday, March 30, 2008 11:42 AM
To: Police Lts/Chief; Joe Laux; Jeffrey S. Brandt; Thomas Stoffel
Cc: Jeff Lacey; Prosser, Tom [TProsser@OneCommunications.com]
Subject: Recent phone line outages update and current emergency plans.

The Phone line outages that occurred on the early morning of Wednesday March 26, 2008 and again on Saturday late afternoon March 29, 2008 were not a result of any equipment that City of Menasha own or controls. One Communications had hardware failures in their call routing equipment. Their issue was statewide for all of their Wisconsin customers.

The City of Menasha has taken many precautions to have redundancy built into our phone system.

A few of them include:

- Splitting our PRI Lines that come into our phone system to go to two separate physical locations. One termination point is as the Police Department and the other is the Menasha Utilities. We did this to have two entry and exit points to our phone system in the event of a physical line cut/break.
- Setting up over flow line routing to go to the 2nd PRI of all circuits are in use or otherwise unavailable. This flows both ways from the PD PRI termination to the Utilities PRI termination and Vice Versa.
- We have analog lines that are connected to most fax machines and they also serve as the power outage 911 phone.
 - Locations:
 - PWF in main office by Fax Machine (the RED Emergency phones)
 - Library fax machine in the Reference Area has a handset to be used in a power outage emergency.
 - Health the Fax machine is analog and the (the RED Emergency phone is located in the clinic).
 - Senior Center the fax machine is analog and has a handset for use. In addition to the fax machine the senior center has three cordless phones spread throughout for the senior citizens to use in a non power outage emergency. In power outage emergency use the Fax machine handset.
 - Police Department the Fax machine is analog and a handset was not placed anywhere in this building because they have the radios that are direct to the 911/dispatch center.
 - City Hall has (2 the RED Emergency phones)
 - 3rd floor on top of the refrigerator in the “Panic Room” otherwise known as the Personnel file room.
 - Basement in the Lunch room/ Emergency Shelter the Red Emergency Phone is on the wall to the left of the candy machines. (look behind the open Kitchen door).
 - Elevator emergency phone on right hand side behind the silver door. When you pick it up it immediately dials 967-3500 the Complaint Clerks Phone at the Police Department.
 - Pool has 2 separate phone numbers in 5 separate Analog lines locations throughout the pool facility. There is one non cordless phone located under the front counter. The others are cordless to allow the phone to go to the side of the victim.
 - Parks Pavilions and Facilities Each *park grouping* that has a Parks & Recreation employee running activities has at least one analog line phone. I reference *park grouping* because the phone for Smith Park is in the Memorial Building and Jefferson Park it is in the pool area.

In an extended power outage the main Phone extension(s) can be forwarded to these Fax Lines and Emergency Phones.

Also note that all Department Heads, Managers and Supervisors and select others carry a City provided cell phone.

With all of these options available to us the type of hardware failure that One Communications had they were unable to forward any extensions to the analog lines because it was their call routing that was not working. The analog lines and the PRI lines are both provided to us from One Communications. If we had our analog lines provided to us from

another vendor that would NOT have helped us since One Communications was unable to do any forwarding because it was the switch that was not working so it could not switch.

To prepare for this type of emergency contingency I am not sure has a solution.

- Even if we had 2 completely independent PRI's one from one company and a second from another we would have outgoing lines. (Cell phones are our back up right now for that.) However, like in this situation they are unable to forward our numbers to the second provider's lines. The incoming calls would not get thru if call routing fails.
- Even if we were to switch to another primary PRI Provider I can not guarantee a Call Routing failure could not happen with any other provider. I am asking of One Communications to provide to us in writing how they intend to prevent this situation from happening. I will keep you informed as I know more. I'm sure we will discuss this situation at our next IT Committee meeting.

Patrick James