IT STEERING COMMITTEE MINUTES
May 25, 2016

The IT Steering Committee met on Wednesday, May 25, 2016, at 3:00 p.m.

PRESENT: Chair Rebecca Grill, Chris Botsch, Joe Burtch, Jim Jandovitz, Audrey Key, John
             Kuzma, Ed Lisinski, Jon Matte, Chuck Ruud, John Stibal, Dave Wepking, Pat
             Walker, Jeanette Wardinski

1.   Tickets
       Ms. Grill reported there are 155 open tickets in Spiceworks. Some of these items may not
       be needed. Mr. Jandovitz said we've kept all tickets open for historical purposes/uses;
       however, Ms. Grill felt if the user doesn't want it open any longer, it should be closed.
       After additional discussion on this matter, including requests becoming projects and
       prioritizing of projects, it was decided that Mr. Jandovitz will go through the list of
       tickets/requests and flag any that will take longer than three days to accomplish. Ms. Grill
       will then address these items with the appropriate department(s) on whether they should
       become projects, and then this Committee will need to prioritize them. Mr. Wepking said
       it sounds like we are starting from scratch again on projects and Mr. Jandovitz said that is
       the case. Additional discussion ensued about BP Logix (BP) taking on more projects, and
       Mr. Jandovitz said the ideas of prioritizing are also about whether IT can get to a project
       in the next seven years.

2.   Spiceworks
       Ms. Grill said significant problems continue with Spiceworks and it keeps going down.
       Mr. Jandovitz said there are commercial packages we can purchase that will be more
       reliable and provide better reporting. Ms. Grill is looking to this Committee to see if we
       should get a different system. Mr. Kuzma said the main issue is Spiceworks was not built
       for our size and he discussed the problems we are having. A new program would initially
       cost around $10K with $2,000/year maintenance cost. Mr. Jandovitz said the long-term
       solution is the work order system, which will be created for DPW. He recommends
       putting this matter on hold while he gets started on the work order system, and he will
       have more information once that is accomplished to help decide on a course with
       Spiceworks. The Committee concurred with this approach.

3.   BP Logix Update
       Mr. Jandovitz conducted a Power Point presentation on BP Logix (Transforming City
       Government). He noted that through BP and various IT initiatives, transforming city
       government means to get leaner, to improve customer experience, to change the way we
       interact with our citizens, and to improve transparency. His presentation continued by
       explaining how we are going to do this, and he reviewed certain processes being done
       with BP in this effort. He provided many examples of processes that have been instituted

and are working well, like the grass and weed system, and plans for further expansion into other areas. In conclusion, Mr. Jandovitz said this process system will keep growing with more and more processes being added.

Mr. Wepking talked about the micro cell units provided by Verizon for on top of light poles. Discussion ensued on the benefits of the units, ability of poles to structurally support the apparatus, and the fact that Verizon is paying us to do it. We need to find out from Mr. Lewis and the City Attorney where this is at. Mr. Stibal said his staff can facilitate this work, and he asked Mr. Wepking to have Mr. Lewis and City Attorney contact them to get it going.

Mr. Jandovitz continued to provide updates on various BP projects, including the overnight parking permits, rain barrels, business occupancy permits, etc., and other processes that are in the works. One item of substantial impact is the use of credit cards for payments and the 2% fee the City incurs on each transaction. This is starting to cost us significantly more as credit card usage increases. Mr. Jandovitz then mentioned future BP projects, including the work order system; State Fair, dumpster, and daytime parking permits; smoke alarms; property owner registration; etc. He also mentioned that he will be meeting with BP Logix representatives on the code enforcement program. Mr. Botsch spoke to the success of projects, like parking tickets which interface with other areas of work, which is saving staff time and the potential for eliminating clerical and ability to hire officers.

4.   New Project Requests
        Ms. Grill said we've had four new project requests, three of which are for the Police Dept. Some discussion ensued on the camera project and funding for this and other Police projects, along with a continued review of their projects. Mr. Jandovitz also mentioned the yard waste compliance notification project, similar to the code violation project, which should be ready by next fall.

5.   Review of Outstanding IT Steering Committee Projects
        Ms. Grill stated there are 34 outstanding ITSC projects. Mr. Jandovitz offered comments on certain projects and their status, and he specifically mentioned 911 and the County System. He said BP Logix is going to save the City a lot of time and money.

        Ms. Grill then asked Mr. Jandovitz to discuss the division of duties in the IT Dept. Mr. Jandovitz explained how the IT Dept. has been reorganized to be able to address all the issues it faces as we move forward with our business process management system. Specifically, the Center For Excellence (CFE) has divided into different divisions. Jon Kuzma oversees the Digital Services section of the department. Mr. Jandovitz further mentioned that he is planning to retire sometime next year, and with his emphasis on CFE and the BP Logix system, he wants to be able to transfer his knowledge and get the City in a good position before he leaves. Ms. Key commented that this is a good plan to create a path for succession; this is something the private sector does and we need to be working

in a similar fashion. The ITSC confirmed its support for the reorganization of IT and CFE. Mr. Botsch said it allows us to focus more on BP and getting things done. He agreed the two objectives to focus on are the succession planning and getting another person working with Mr. Jandovitz before he leaves. Mr. Jandovitz also commented that BP can be used for anything that involves data and processing.

Mr. Botsch then commented on the Police Dept. reorganization and that Mr. Coffey, IT Specialist assigned to the PD, is working on all software/computer changes in this regard. Mr. Kuzma offered IT tech assistance with the computer moves and told Mr. Botsch to call on them if needed.

6.   <u>Next Meeting</u>
The Committee is scheduled to meet next on July 27 at 1:30 p.m. This Committee meets bi-monthly on the fourth Wednesday.

The meeting adjourned at 4:06 p.m.

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