



IT STEERING COMMITTEE MINUTES October 28, 2015

The IT Steering Committee met on Wednesday, October 28, 2015, at 10:00 a.m.

PRESENT: Chair Rebecca Grill, Joe Burtch, Jim Jandovitz, Mike Lewis, Ed Lisinski, Kris Moen, Mason Pooler, Chuck Ruud, Monica Schultz, John Stibal, Jonathan Kuzma, IT Dept., Ald. May, Jeanette Wardinski.

1. BP Logix Update

Jim Jandovitz provided an update on BP Logix projects. The main projects are occupancy permits, forestry complaint system, snow/sidewalk complaints, overnight parking, Fire C-Pac, pet licenses. He demonstrated the online occupancy permit process, and Joe Burtch asked to get the storm water portion included; Mr. Jandovitz said it will be added into the process. Work is also starting on handicap and loading zones and day time parking permits and municipal lot permits. He noted that some projects are not really BP Logix related but a by-product of the process. Additionally, Kathryn Perrone is re-focused on public works projects. He commented everything that goes into BP Logix goes into ESRI (GIS), per further comments from Mr. Burtch on engineering and public works needs. In closing, Mr. Jandovitz commented that things are really starting to come together and coming out quickly.

2. Phone/Cameras/Panic Alarm Updates

Mr. Jandovitz said there is a lot of equipment coming in that needs to be installed. He listed the many items/projects that need to be addressed including: cameras for police, downtown, public works, senior center and health; panic alarms; video storage room arrays; server room re-wiring; upgrade access points (farmers market, parks, senior center); upgrade Fortis scanning computers; wiping and disposing of old servers; new phone PRIs (main phone lines); new 911 system; Phoenix Fire RMS; phone system upgrade; moving phones to POE. Most IT personnel are working on all of this and there are some hard deadlines on some of these. In response to Ms. Grill's question about getting outside help on some of these issues, Mr. Jandovitz said that is possible—cost is around \$125/hour, and we'd look for help on cameras, access points, and Fortis. The

Committee agreed that we need to use outside vendors to get some of these accomplished. Mr. Jandovitz said a cooperative effort is required on some, e.g., AT&T on moving phones to POE.

3. Novatime Update

Kris Moen reported that City Hall continues coming online with Novatime and some Library staff came online with the current pay period. We have approximately 111 employees on Novatime at this point. Engineering and Development are not on yet until we get system design done for project reporting. Discussion ensued on engineering projects and its work order system and whether the reporting is more appropriate in this system vs. Novatime. She noted that we are in a holding pattern with the Dept. of Public Works on their work orders and tying into Novatime. Ms. Moen also commented that police and fire departments use their own time keeping system (Zoll) and will be moving into ProPhoenix. Their systems work well for them and there haven't been any conversations yet with either department about Novatime.

4. ProPhoenix – Fire Update

Mason Pooler said there has not been much progress made, and there have been a lot of vendor issues coupled with the fact that their IT person isn't working with them full time on this; he's supposed to be there 5 days a week but is away frequently on other projects. He reports having to wait for vendor input so therefore nothing is getting done. Mr. Jandovitz mentioned that there were supposed to be weekly Monday meetings with Fire and IT, but Fire has not attended or cancelled meetings; these need to get going again. Mr. Pooler mentioned the most recent situation with the QA not working, so dispatch couldn't provide CPR instructions on an emergency cardiac arrest call. They are working with Police Lt. Beldin who is in charge of dispatch, but without knowing what the problems are, they continue. Mr. Jandovitz said from an IT standpoint, it is two vendors pointing fingers at each other and this is typical with vendors, it happens all the time. Mr. Pooler said they were told that the upgrade to ProPhoenix has all the fixes in it. Discussion continued. Ms. Grill suggested that Fire and IT meet on Monday to discuss the major issues. Staff concurred.

5. Project List Update

Ms. Grill provided an update on the project list. She first reviewed the fire items and Mr. Pooler responded on the status of those mentioned. Other project updates reviewed included Novatime, online occupancy permits, online building complaint referral system, etc. The updated project list will be sent to the Committee. Mr. Jandovitz said the complaint system has been brought online but it has not been advertised yet because certain departments will be inundated with calls and the system isn't fully functioning; it will evolve into the work order system. Right now, all complaints go through him and he manually sends them out to the departments for response. This project has been in a

holding pattern for about 9 months but is now on the website. Before we can get it fully functioning, he would like to meet with everyone before we roll it out to the citizens.

Review of the project list continued, and Mr. Jandovitz asked that the work order system be moved up on the list. He also suggested that code violations be farmed out to BP Logix even though there is a financial component to doing this. The Committee agreed with staff that we need to get outside resources involved in this, and Ms. Grill said we can also do this with the work order system. Discussion ensued about funding for these projects. Mr. Pooler inquired about the police IT position included in the budget, and Ms. Grill said we will talk about it at our next meeting as it moves through the budget process. She said it is probably going to be a more generalized IT position at City Hall and the ITSC will be allocating that resource. We need to know what's happening first before we can recommend where the person would be assigned, and that direction will be coming from this Committee.

6. Next Meeting

Ms. Grill said the Committee will meet on November 18 at 1:30 p.m. rather than November 25 due to the Thanksgiving holiday.

The meeting adjourned at 11:10 a.m.