



IT STEERING COMMITTEE MINUTES JUNE 24, 2015

The IT Steering Committee met on Wednesday, June 24, 2015, at 1:30 p.m.

PRESENT: Chair Rebecca Grill, Steve Bane, Chris Botsch, Joe Burtch, Mike Koszalka, Ed Lisinski, Kris Moen, Mason Pooler, Chuck Ruud, Monica Schultz, Dave Wepking, Jeanette Wardinski.

1. Review of Subcommittee Progress (Novatime, BPLogix, Public Safety, Projects)
Chair Grill commented that we have now established these subcommittees and work progresses as follows: Thirteen (13) projects have been completed; 18 projects are in progress and ongoing and work continues as time permits as there is no urgency to them; 10 projects are waiting for input (outside vendor, etc.); 45 projects have no status at this time, 42 of which are related to BPLogix.

BPLogix. Ms. Grill reported this subcommittee has been meeting weekly on occupancy permits. Mr. Lisinski said once this falls into place, others will follow.

Novatime. Ms. Moen reported that this work is on two parallel tracks right now. First, they are dealing with DPW concerns and waiting on vendor input to be able to move forward. Second, IT and Finance Departments are testing the time reporting. Once this test group is done, then the project will move on to other City Hall Departments; she anticipates this happening in the next two weeks or so. Ms. Grill asked Ms. Moen to appear at the next Clerical Task Force meeting in August to talk about Novatime.

Public Safety. Mr. Pooler and Mr. Botsch reported that work continues with ProPhoenix data migration.

Projects. City Clerk Monica Schultz commented that a mock election will be conducted in August/September and 27 sites will need to be monitored.

2. Non-Business Hour Support Options

Ms. Grill commented that between February 2014 and May 2015, there were 241 midnight to 8 am requests for IT support and 74 requests between Friday 5 pm to Sunday 8 am. Most of these support calls are police and fire issues. It is apparent we need to address getting timely support on the weekends. Some options include using flex time for IT staff or having watch duty coverage like DPW uses. Cross training has started in IT so we do not rely on just one person.

Mr. Botsch said some sort of weekend coverage is needed; however, he doesn't think there is a need for someone to be there from midnight to 8 am. He suggested having an on-call person if there is a specific need. From the Police Dept. perspective, a combination of second and some third shift and weekend coverage would work well. Mr. Pooler said an on-call person would work well for the Fire Dept., and Chief Bane suggested having the ability for an IT person to remote in if needed. Ms. Schultz wondered if outside help, like the Geek Squad, could be considered. Mr. Botsch felt we needed someone with the institutional knowledge of our operations. Mr. Lisinski also suggested having someone available at 6 am to cover those departments that start early. Further discussion ensued on ideas for non-business hour support.

Mr. Lisinski asked about the status of the proposed reorganization of the ITC Department and how that works with this issue, along with the filling of the vacant position because of Kim Gill's retirement. Ms. Grill said she and Mr. Jandovitz continue to work on this, and they are aware there is a big need to fill the vacant position. Some changes in resource use have started with Cable staff helping with communication items.

3. Cost of outside resources/vendors, etc.

Ms. Grill asked if anyone has information to share with her on this matter. Mr. Wepking said DPW and Engineering are looking at three or four vendors. Preliminary figures are in the range of \$50,000-\$100,000 for outside resources plus a \$20,000/year maintenance fee thereafter. Mr. Pooler said Fire has asked Pro Phoenix for a quote on their project, and he hopes to hear back from them within the next month. Chief Bane added that most Milwaukee County communities are using Pro Phoenix. Mr. Botsch said the same applies to the Police Dept, and they are using Pro Phoenix for many things. They have no reason to look for someone else; they are happy with what they have. No further input from any other departments.

4. IT Steering Committee Report Development

Ms. Grill said she is working on this report, which will be submitted to the Common Council. The report will address the goals of the IT Steering Committee, including reporting on the use of outside vendors and cost. The report will include recommendations for moving forward with the IT Steering Committee (ITSC) work and

will address the Center for Innovation, Performance Excellence, and Support Services. She acknowledged that other major projects will be mentioned in the report. Additionally, she wants to look at ITC policies and update where needed and also create a new policy on how the ITSC will operate in a maintenance mode going forward. Ms. Moen asked if the report will make a recommendation for more IT staff, and Ms. Grill thought at least one new position in addition to filling the vacancy. No other suggestions were offered.

Ms. Moen then commented on our discussions about support needs and that it appears we are talking about two different aspects. One is the basic IT support needed for departments and the other is BPLogix, and she sees these as two different needs. Ms. Grill commented that what we need is a project manager and a support person for BPLogix. Discussion ensued about whether we are going to design our whole infrastructure around BPLogix and the commitment to do so. Further discussion ensued, including comments about the original direction with BPLogix as approved by the Council. Mr. Koszalka spoke about the product research and in-depth study the Library conducted for what they needed to get their projects accomplished. Comments were also made about other communities wanting our IT services.

In conclusion, Ms. Grill said she will be sending out a draft of the report for review and feedback by this Committee about a week or so before our next meeting on July 22.

The meeting adjourned at 2:35 p.m.