MINUTES OF THE TOWN COUNCIL TECHNOLOGY STUDY GROUP MEETING HELD ON TUESDAY, JANUARY 22, 2013, AT 6:30 P.M. IN ROOM 207, TOWN HALL, 84 SOUTH MAIN STREET, CHESHIRE CT 06410

Present
Study Group Chairman Steve Carroll; Town Council Member Patti Flynn-Harris, Study Group Staff Members – Town Manager Michael A. Milone, Vincent Masciana, Director of Management Services, BOE; Arnett Talbot, Exec. Assistant to Town Manager; James Jaskot, Finance Director
Guest: Anthony Verrill, The Apex Technology Group.

1.   ROLL CALL
The clerk called the roll and a quorum was determined to be present.

2.   PLEDGE OF ALLEGIANCE
The group Pledged Allegiance to the Flag.

3.   TECHNOLOGY INITIATIVE UPDATE and NEXT STEPS
Town Manager Milone stated that the last meeting of the group was held on October 17, 2012, and at that time it was hoped that the $750,000 technology appropriation would be approved by the voters in November.   He thanked the group members for the letters written in support of the $750,000 referendum item, which was approved by the voters.

At this meeting, Mr. Verrill will get into more detail on how the money will be spent, and he will review the activities of the last few months, the spending timeline, and areas which will be impacted.

Mr. Verrill distributed copies of his power point presentation.   A copy of the information is attached to these minutes.

Help Desk Ticket Summary – October 2012-January 2013.
The initiative was to start implementation of the ticketing system to for all I.T. related issues, and have a benchmark on what is being done.
359 total tickets on I.T. related issues; 304 tickets closed; 126 hours spent by engineers on non-project support tickets.   The process is for every engineer, Apex and on site engineers, to track tickets being worked on and the where I.T. efforts should be focused.

I.T. Project Summary – October 2012-January 2013
252 hours spent on project work; 27 major and minor projects implemented.

Mr. Masciana commented on the Dept. of Education side, stating that there is a DOE engineering system in place. 919 total tickets; average of 300 per month while school is in session.

Of the 27 projects, Ms. Flynn-Harris asked whether they were related to what has been discussed and noted under the project highlights.

Mr. Verrill said that anything discussed will have a project.

Ms. Flynn-Harris asked for information on the number of man hours spent on old equipment.

It was stated by Mr. Verrill that this specific report has not been done yet.   There are weekly meetings with I.T. staff, Apex staff, Police and Fire Departments, DOE and municipal staff.   There is a review of the projects planned for the month, status of projects, every issue to be worked on, and they work as a group to resolve issues.   The next step is tying the municipal reports into the monthly study group meeting, and there will be management reports reviewed on the projects.

Major Highlights – October 2012 – January 2013
Some of the highlights were reviewed with the group, and Mr. Verrill noted there were network upgrades to the Parks and Rec Department, Yellow House, and Pool – all part of Phase One.   There are projects going on at the Police Department which will make the department one of the best technological units in the State.   These included the upgrade to the wireless modems, set up CPD mobile units to access state judicial system, lighting the entire CPD building including outdoor spaces, installation of applications where officers can come into the parking lot and input information into the system.   Mr. Verrill noted there were some problems with the New World System, with some things to be worked out.
Other highlights were VDI production pilot implementation – Highland Lab, Munis System Access and IPAD application access; upgrade internet edge connections to one gigabit, Aruba wireless at Senior Center and Fire Department, wireless at all the schools, create new virtual server for school files and shares, wireless build out at Town Hall.

Mr. Carroll asked about CPD past storage problems and whether this has been resolved.

This is in process and Mr. Verrill advised it will be moving to video storate onto the SAN. There will be a vendor who is knowledgable in video surveillance coming in to fine tune the existing system.   Work is also being implemented on a new IP enterprise video surveillance system, and it is important that this system be expandable and intergrated with the rest of the network at Town Hall and in the school system. These projects are in the research and design phase.

Mr. Verrill said that using virtual desktop there can now be access to the Munis system, off-site.   The new internet system was upgraded to full gigabit at the Library, Town Hall, and in the schools.

The group was informed by Mr. Masciana that as of Wednesday, January 23rd, Dodd Middle School and Cheshire High School will have full BYOD for students to access the wireless network. Apex staff will be on stand-by.   The high school wireless usage is up to 800 people.

FY2012-2013 $750,000 Capital Allocation
The breakout on how the funding will be used was reviewed by the group. Network Infrastructure - $350,000; Enterprise Wide-Wireless Network $125,000; Virtual Desktop - $125,000; Additional Metro Backbone Build Out $45,000; and Messaging Exchange Upgrade (private cloud) $99,000.

Some capital projects are already underway. The goal is to get all the wireless network at the schools underway, and then do the wireless at CHS.

Mr. Carroll asked about the upgrade of the virtual servers.

According to Mr. Verrill, 70% of the environment is virtualized; there are 12 virtual servers including CPD; within the 12 servers there are 32 virtual machines; there are another 15 to 18 to complete.

The likely risk of failure and where these servers may be was raised by Mr. Carroll.

Mr. Verrill said that all Town Hall servers are being replicated at the Police Department, and CPD is being replicated at Town Hall.   The risks have been substantially mitigated, but there are some physical machines which need to be virtualized. Most of those have been incorporated into the disaster recovery plan. The goal is to virtualize the rest of the machines, and then begin to consolidate or eliminate them.

PUBLIC
Joe Loda informed the group his business builds military grade communication systems. He asked about the hardware being changed and whether the traffic management issues are being managed.

In response, Mr. Verrill said we use Aruba wirless applied form and the manage the traffic.   From an engineering perspective, Apex tends to over engineer the wireless network.   This is usually engineered for a 33% to 40% growth over the next few years.   Most buildings are on the fiber optic backbone, with some upgraded to 10 gigs.   The new video being deployed will be compressed.

4.   PERSONNEL MATTERS (possible executive session)

MOTION by Ms.Flynn-Harris; seconded by Mr. Masciana.

MOVED that the Study Group enter executive session at 7:00 p.m. to include all group members and Mr. Verrill to discuss personnel issues.

VOTE   The motion passed unanimously by those present.

MOTION by Ms. Flynn-Harris; seconded by Mr. Masciana.

MOVED to exit executive session at 7:15 p.m.

VOTE   The motion passed unanimously by those present.

Mr. Verrill reviewed the Phase One Upgrades - Infrastructure, Wireless Network, Virtual Desktop information with the study group.

Mr. Verrill reviewed the Phase One Upgrades - Metro Backbone Build Out and Messaging Exchange Upgrade.   There is metro fiber to the Garage, Parks and Rec Dept.; Cable VPN to the Bus Depot, Fire Stations 2 and 3.

Additional New Goals – Non Capital Projects
The goals were briefly reviewed with the study group, and this includes the Active Directory rebuild and consolidation; finish server virtualization and relocation; CPD scheduling system, E-tickets, wireless video, new IP video system to start at CPD, wireless network configuration, Clear Pass authentication, completion of Phase Two of DR recovery plan and tests; enhance web site video and forms use; and SharePoint test phase for municipal users.

Wastewater Treatment Plant Upgrade – Mr. Verrill said that this is a construction project, and he wants to aske the architect to take a piece of the building and build a data center from the ground up.

It was noted by Mr. Milone that the Town made a major investment in the CAD/RMS system, and is investing in the GIS system.

5.   ADJOURNMENT

MOTION by Ms. Flynn-Harris; seconded by Ms. Talbot.

MOVED to adjourn the meeting at 7:25 p.m.

VOTE   The motion passed unanimously by those present.

Attest:

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Marilyn W. Milton, Clerk