MINUTES OF THE TOWN OF CHESHIRE TECHNOLOGY STUDY GROUP MEETING HELD ON TUESDAY, JUNE 28, 2016, AT 7:00 P.M. IN ROOM 207, TOWN HALL, 84 SOUTH MAIN STREET, CHESHIRE CT 06410

Present
Steve Carroll, Chairman; Town Council Members Patti Flynn-Harris and Peter Talbot.
BOE Chief Operating Officer Vincent Masciana;
Staff: Michael A. Milone, Town Manager; James Jaskot, Finance Director; Arnett Talbot, Exec. Assistant to Town Manager.
Absent: Ramona Burkey, Library Director; Tony Perugini, BOE Member.
Guests: Apex Technology Group - Anthony Verrill, Blaise Heltai and Corey McQuade.

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.

Prior to the start of the business of the meeting, those present visited the I.T. Center.

3.   TECHNOLOGY CONSULTANT SUCCESSOR CONTRACT
Moved to end of the agenda.

4.   TECHNOLOGY INITIATIVE STATUS REPORT

5.   CAPITAL BUDGET - TECHNOLOGY RESERVE FUND PROJECTS.
Mr. Verrill reviewed the five year history of the technology initiatives, progress and status with the committee.

2011- cyber attacks, worm attack, outages, Munis application server crashed, CPD loss of user data and critical files, weekly email outages with no backups, no backups of application and file servers at Town Hall or schools.

2016 - May 6, 2016 one of the primary Dell host servers running 30 virtual machines had a hardware issue and crashed; virtual machine replicas were started in the CPD disaster recover data center; and no one in town or the schools experienced any outages or downtime.

Mr. Masciana commented on this being a great year; schools are sophisticated in providing education; there are 5,000 WIFI users connected, google applications are consistent; and it was a near perfect year in terms of up time. He expressed thanks to the Apex staff.

Help Desk One Year Summary - July 1, 2015 to June 27, 2016. 845 total tickets; 819 closed; level one & two -618; level three and four - 227; 2,697 support hours on projects and non-projects.

IT Project Summary - 1,378 hours spent on major project work, with work performed on 12+ projects.

IT Workload Summary - Cheshire Schools & Departments = 1,012 hours; Town and departments = 1,685 hours.
Alerts & Alarms handled by Apex; 24/7 network monitoring; most handled by help desk staff.

Projects Past Year - Mr. Verrill highlighted some of the projects which included: replacement of wireless controllers in selected schools/school system wireless access design (Clearpass); school Gmail migration completed; new URL filtering and reporting appliances implemented; Cheshire WWTP voice & data installation completed; IP Phone System Town and WWTP; CPD mobile network bandwidth and VPN upgrades/mobile unit installations & connections to NWS; BR/DR new storage and archiving additions; video surveillance & door access control, phase one implementation; virtual server upgrades to VMWARE v6.o.

Benefits/Public Safety - Police call recording system is integrated into the new phone system; new dispatch applications on CFD and CPD vehicles; CPD automatically off-loads video data from cruisers to systems; new one-touch felony interview & recording system; recording system integrated into new phone system; implementation of scheduling and performance tracking software; CPD can add body camera application and use wireless network.

Benefits/Municipal - WWTP all equipment available over high speed network; maintenance staff manages systems remotely; permitting software allows for remote management of building, permits, fees and applications; electronic registration & access to Park and Rec programs; GIS software integrated and used by most departments; new phone system enhances call quality; can add new applications without overloading the network.

Town Manager Milone pointed out that Apex is acting at the intermediary with purchases of new software (Building Department), and does testing to understand what will work.

Benefits/Schools and Library - all students & staff on Google (Docs & Gmail); cloud applications enhance teacher/student communications; all students on wireless now authenticated, regardless of devices; schools have reliable network to accomplish academic mission; Library patrons pleased with fast wireless service; Library staff now mobile-enabled; Library provides enhanced instruction in technology to the public.

Mr. Masciana noted that all building management systems are in the system, and BOE is dropping Microsoft Enterprise licensing next year, with $40,000 annual savings.

Upcoming IT Focus: Infrastructure - file server consolidation in progress; replace wireless network E-Rate grant funding in schools; advanced threat detection/Email &

firewalls; security project for town and schools video surveillance & door access control replacement.

<u>Focus Applications & Administration</u> - update three year strategic plan; develop budget for three year equipment replacement plan; CPD body camera software and hardware implementation; software upgrade Parks and Rec Dept. is in progress; review Microsoft licensing and make recommendation; Microsoft office 365 migration-Town; redesign & upgrade Town website; internet training for public through Library.

<u>Capital Funding Update</u> - Total available allocation FY 14-15 - $327,000; expended from capital budget allocation - $279,721; balance $47,279.
Budget allocation for new municipal telephone system - $200,000; expended $198,369; balance $1,631.
Mr. Masciana advised there is $60,000 coming back on the video surveillance upgrade project, and it is hoped this money can be earmarked for the technology budget allocation.   The total of $90,000 in capital funding, not yet spent, will be re-appropriated.

Due to loss of revenue to the Town, Mr. Milone said three projects were frozen…Park and Rec Improvements, Technology and GIS System.   The funding will be restored next year.

<u>On-Going Support Estimates</u> - total licenses and maintenance - $340,000; total data and voice services - $127,940.
Estimated Annual Capital support - total for five years $2,078,000; estimated on-going capital replacement - 10%, $207,800.
Past year's capital budget allocation was $210,000 in each of the five years of the CEP.

Mr. Verrill stated Apex will develop a replacement plan with actual dollar numbers, what needs to be replaced, strategy and schedule.

It was stated by Mr. Carroll that the key is to maintain smooth spending every year. The money must be spent; downtime causes problems; and we must think of high availability.

Mr. Milone commented on the fact that Mr. Verrill has talked about the next step in the capital program…expansion of the security project is a major piece to the puzzle.

The committee was told by Mr. Verrill that an RFP went out, a vendor was hired, and the original plan was to replace current equipment which is inadequate. The door access control system is a priority, and he said we are not comfortable with any of the systems on the market. The vendor looked at everything in the town, schools and public buildings, and what should be done with a door access control system.   The estimated cost for total door access replacement is $1.3 million.

Phase 1 - $256,000 has already been expended out of the capital funds allocation, and there is $60,000 coming back from the grant.
Locations include all the schools and CPD.
Other locations would be Bartlem Park, Cheshire Park, McNamara Park, Mixville Park, Lock 12, Jarvis Street (prison), West Main Street and Marion Road; estimated cost is $107,435.
Phase 2 - 2016-2017 required funding is $567,583.
Phase 3 - 2017-2018 required funding is $481,433.
This includes major new initiatives such as outdoor space lighting.

Security Project Benefits - Mr. Verrill highlighted some of the benefits, stating a fully activated system can get alert for the cameras; CPD officer in a cruiser can lock down an area and provide access for emergency personnel. This is only possible with a fully integrated system.   This is the next major project to be completed.

Mr. Masciana reported the school side has cameras, live monitoring, and with an upgrade would have unlimited ability to add cameras. The software allows for doing more of the sophisticated things.   The schools could wait for an integrated door access system, with town buildings being done first.

According to Mr. Carroll, the integrated door access system is important at the high school, which is a large building and most logical place to start. He is certain the public understands school safety is a priority versus the parks and Linear Trail.

Mr. Verrill noted CPD does not have door access controls, and this should be done this year, before other municipal buildings and fire department locations.

With the current door access system, Mr. Masciana explained that doors in a school are locked electronically.   The Dept. of Education is working with Security Plus Company to get a system in place to alert administration if a door is "propped open". There should be an upgrade to the system, but he said the schools will use what is already in place, only more effectively.

3.   TECHNOLOGY CONSULTANT SUCCESSOR CONTRACT

Mr. Milone informed the committee that the Town is looking at a two year contract extension with Apex Technology.   The firm has held its annual fee at $240,000 for the last two years, and has agreed to hold to this fee for the first year of the two year contract extension.   The following year there will be negotiation for a fee increase.   If the committee is in agreement with this fee structure, it can recommend and forward the matter to the full Town Council for approval.

Mr. Carroll commented on the relationship between the Town and Apex which is a model for success. He also noted that the $240,000 fee is not a net addition, as three staff positions were eliminated which equaled $180,000 without benefits.

At this time, Mr. Milone said the Town is not ready to wean off the relationship with Apex.

Ms. Flynn-Harris expressed appreciation to Apex and Mr. Verrill for making the gesture of holding to the same fee for the 1st year of the two year contract extension.

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

MOVED that the Technology Study Group recommends and forwards to the Town Council approval of the extension of the Apex Technology Group contract for two (2) years; with Apex holding the current fee of $240,000 for the first year; and negotiation of this fee in the 2nd year of the contract extension.

VOTE   The motion passed unanimously by those present.

Mr. Milone commented on the benefit of nothing going wrong, and said we cannot put a price on this.

There are challenges going forward and Mr. Carroll said getting continued funding for replacement of software and equipment is one of them.   He noted user expectations are higher than they were five years ago.

6.   ADJOURNMENT

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

MOVED to adjourn the meeting at 8:07 p.m.

VOTE   The motion passed unanimously by those present.

Attest:

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Marilyn W. Milton, Clerk