**MINUTES OF THE TOWN OF CHESHIRE TECHNOLOGY STUDY GROUP MEETING HELD ON THURSDAY, AUGUST 8, 2019, AT 6:30 P.M. IN ROOM 207, TOWN HALL, 84 SOUTH MAIN STREET, CHESHIRE CT 06410**

Present
Committee Chairman Steve Carroll; Town Manager Sean M. Kimball; Asst. Town Manager Arnett Talbot; Finance Director James Jaskot; Patti Flynn-Harris, Vincent Masciana, COO, Dept. of Education;
Guests:  Anthony Verrill, Corey McQuade, Michael Arndt, Apex Technology
Adam Reiser, Director, Nucleus Augmented Reality, LLC.

Chairman Carroll opened the meeting at 6:35 p.m.

**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.     PRESENTATON ON AUGMENTED REALITY AND
         REPRESENTATIVE SERVICES**
Adam Reiser represented Augmented Reality LLC (AR) and gave a short presentation on the company's representative services.   Mr. Reiser stated that Plainville CT recently signed a contract with AR for its services.   The company would represent the Town of Cheshire in all matters related to advertising and marketing, seek out and establish relationships with ad networks, negotiate deals on behalf of the town, receive a 12% commission of all revenue collected by the town through AR advertising deals.   The agreement between AR and the town can be terminated for any reason by either party, and terminating party must provide 30 days written advance notice.

According to Mr. Reiser the AR ads will be more inactive, can be displayed anywhere, anytime, anyplace…on the web site, town property, roads, library, school buildings, with everything done in compliance with zoning regulations.   He cited an example of an AR ad – Coca Cola ad on town property; Coca Cola pays for the ad; there is proper compensation and control by the AR, with revenue to the town.  AR is like an "agent" that would work on behalf of the town; negotiate with ad networks; insure fair compensation to the town; and comply with town laws and regulations.  AR could be a zoning consultant.

Mr. Masciana mentioned a vending machine at the high school, and asked about an ad showing up on the device.

The committee talked about the town having control over the ad content, and BOE not wanting cigarette ads on town property.

Mr. Reiser said it is important to do what the town wants and not what a technology company wants to do.

Regarding "zoning regulations" Mr. Flynn-Harris asked how this would work.

This could relate to "signs" and Mr. Reiser said they would not take up the entire road or have adult content.

Town Manager Kimball questioned other similar platforms and agreements.

Mr. Reiser said the biggest platforms are through Facebook, and similar companies are out there.

Ms. Flynn-Harris asked about having an "app" on the phone that pops up.

An example was cited by Mr. Verrill of someone looking for new furniture, checking out the furniture and how it would look in their house, using an app on their phone.

This is not location based, and Mr.Kimball said it relies on people holding a screen in front of them, seeing the information, and reviews, and the ad sneaks in.

The "contract" or agreement was raised by Mr. Carroll who asked what it would look like if the company wants to represent the town and put a network in place.

Mr. Reiser said the contract includes time, content, dollar differences based on population, number of users over 10 years, and projections out 10 years.

Mr. Carroll is unsure of the town controlling the content on the network, and the need for more control at the high school.

At CHS, Mr. Masciana noted there are no vending machines with soda.

Mr. Carroll summarized the information presented.   There is no cost to the Town for AR services; these services are contingent upon the deals made; the agreement has 30 days termination notice by either party.   He asked about the revenue stream.

With regard to revenue stream, Mr. Reiser cited $1M to $1.5M to the town over 10 years.   He informed the committee that Ellington CT, and New London CT are reviewing a proposal from AR, and Mansfield CT put out an RFP for the AR services.

This program is early on, and if the town decides to not enter a contract with AR,  Mr. McQuade asked about exposure to risk that may have been caused on the town or school property without their knowing.   He asked examples of lawsuits filed.

Mr. Reiser said this was a concern of Plainville…someone seeing an ad on town property, falling, getting hurt, and suing the town.   Their town attorney said there is no such risk.

Mr. Carroll thanked Mr. Reiser for his presentation to the committee.

If there are any further questions or comments on the AR proposal, Ms. Talbot asked that people contact the Town Manager's office.


**4.      TECHNOLOGY PROJECT STATUS REPORT**

**5.      REVIEW OF PROPOSED CAPITAL PROJECTS**

Mr. Verrill submitted a report to the committee on the technology initiatives, progress and status.   A copy of the report is attached to these minutes.

Page 2 – Ticket Summary May 2018-July 2019.     1073 total tickets; 1049 closed; '3,567 hours on all support (project and non-project).

IT Project Summary – 500 hours spent on major project work; work performed on 28 major projects.

IT Workload Summary – Cheshire Schools & Departments – 1,109 hours
Cheshire Town & Departments – 2,458 hours.

Page 3 – Monitoring Alerts & Summary – Mr. Verrill reviewed some of the non-ticket alerts and alarms…Switch 539, Domain Controller 15; UPS 296; Server 202; Wireless 5; Firewall 25; Storage 2.

Regarding back-up issues, Mr. McQuade advised the recent restoration of video footage for the Police Department took a long time due to the amount of data involved.

Pages 4 and 5 - Projects Completed 2018-2019.   21 projects were cited in the report, including --  Network Core Upgrades; Upgrades to Town Clerks record management; Arts Place and Library Audio/Video upgrades and replacements; Outdoor wireless at CHS sports complex; Door access control replacement at Town Hall; School wireless upgrades; Public Safety network switching & firewall upgrades.

Page 6 – IT Initiatives On-going & 2019-2020.   Mr. Verrill reviewed some of the initiatives (between now and summer 2020) which include – Email to Saas migration – Office 365; Town collaborative communication; Continue town-wide radio system upgrade support; Video surveillance for all Town buildings; Door Access control replacement School and Town buildings; Begin Hyperconvergance Town Hall data

center servers; On-site VDI replacement with Cloud solution.  Long term strategy for the town is to have all buildings on the same door access control system.

Mr. Masciana commented on the importance of the Wi-Fi upgrades for the schools, and said it is critical infrastructure for the schools.   All access points have been upgraded, and are good for the next 4 or 5 years; there is more capacity; the school district gets 40% reduction of its costs through the e-rate program.

Mr. Carroll talked about people outside looking in (not technical) and learning about school security, ransom ware, etc.

The committee was informed by Mr. McQuade about "Clear Pass" the product used by Apex.   "Clear Pass" is an authentication and guest management platform.  It keeps very detailed information on what gets onto the network, with an intricate level of control as to who gets on the network and their level of access.  For the schools there is a set of five different access levels, depending on who you are and your position, and your route membership on the network.   For students and guests there is no access to anything on the network; they can only get out to the internet on a small set of protocols. People (temp workers, contractors, consultants etc.) who come in  have a separate level of access.  Faculty and staff have a separate level of access.   There is another level of access for full time administrators, tech assistants and others at a school.

Mr. Carroll asked, with 100% certainty, about the municipality being hit with ransom ware, the whole network is down, and must be rebuilt.   He asked if Cheshire is prepared to do this at any time.

In response, Mr. McQuade said "yes" and it has been done several times.   He is confident in stating that Cheshire is protected, and has products (mechanisms of safety) and will knock down several different threats on a daily basis.  There are all kinds of threat notifications (real time alarms) in place which alert IT tech staff about activities going on, and they can respond.

All services mentioned are subscription based, and Mr. McQuade said they must be kept up or they are lost.

Ms. Flynn-Harris said the licenses are in the capital budget.   After Apex came in and massive upgrades began the list in the budget was extensive.   The Council knows and accepts the importance of keeping up with licensing.

The committee was told by Mr. Verrill that Cheshire is good about supporting technology, and what Apex recommends is taken seriously by town staff.   The town is using the best recovery product available.

Mr. McQuade informed the committee that there are a minimum of three (3) separate copies of all the data in town at any time.

When Apex first came to Cheshire, there were no backups and Mr.Verrill said it was a major issue at the time.

Page 7 – Capital Funding Expenditures.   Technology Reserve - $304,000; Town and School Security $291,000.

After spending on items cited on page 7, Mr. Verrill said the Technology Reserve is at $34,000 and Town and School Security reserve is at $17,000.

Page 8 - FY 2019-2020 CEP Request – Technology Reserve $210,000; Town and School Security $309,595.   The major expenditure is access control for the schools; want to get schools on same system as town; this would be an enterprise wide system that integrates with video surveillance; and outdoor locations video surveillance.

On the Council level, Ms. Flynn-Harris said there were some cutbacks on the outdoor locations…i.e. trail path, certain parking lots to have video surveillance.

Town Hall Data Center - $107,000; hyperconvergance similar to Police Department, which is more efficient and reduces the foot print.

Mr. Verrill said Apex has a spread sheet with every piece of equipment, when put in service, when it needs to be replaced…and this information will be used for replacement of equipment.

Ms. Flynn-Harris commented on this going together with Council/BOE discussions on where schools will be 3 to 5 years out, buildings status, reconfiguration of the school district.   The technology issues must be part of the discussion because of money being spent in the next 3 to 5 years.

## 6.    ADJOURNMENT

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

MOVED to adjourn the meeting at 7:35 p.m.

VOTE        The motion passed unanimously by those present.

Attest:


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Marilyn W. Milton, Clerk