CITY COUNCIL TECHNOLOGY COMMITTEE STUDY SESSION
MINUTES
February 17, 2022
5:30 PM

Virtual Meeting (Zoom-Only)

Committee Members: Councilmembers Brendan McGoffin (Chair); Joe Burns; and Nick Lavacca

Lead Staff: Bill Chambers, IT Director

1) **Call to Order:** All members present. Chair delegated meeting operation to Lead Staff.

2) **Approval of Agenda:** Motion to approve as written (Nick), seconded (Joe) and approved (unanimous)

3) **Approval of Minutes:** No prior meeting minutes to approve.

4) **IT Director Succession Plan:** Major Components and Current Policy: Don't really have anything specific for IT. City Administrator and Attorney are working on a City-wide policy. However, IT department has only two employees. Woody would be a good candidate to apply for the IT Director position when the time comes. Nee to identify job requirements to facilitate additional training, build competencies, and assess progress. Bill will be retiring within 3.5 years.

Brendan asked how much time would be a good recommendation for transitioning. Bill recommended six months. Nick asked if there was a "backup plan" if both Woody and I are unavailable. Bill mentioned that we used to have an Interlocal Agreement with another City, but it did not work well. Bill recommended an additional employee and suggested that contracting would not be a good fit for our security needs and culture.

Bill asked if Janicki hires IT contractors. Brendan said they mostly operate with full-time staff and only contract IT services for some very specific projects or needs. Nick observed that Janicki has many more IT staff than the City does.

Brendan asked if there was a wiki or similar way of documenting and searching for tickets or solutions by IT staff. Bill shared that IT is doing this with HelpDesk tickets submitted via Outlook. IT looked at several other HelpDesk solutions, but most seemed overly complicated for a team of two. More detailed

documentation is stored on our fileserver.

Nick asked if we use screen-recording tools to document tasks. Bill said we use some videos but mostly screen-captures. Much of our training is provided as coaching and workshops. Bill reminded the committee that their role is to focus on policy and not specific procedures that IT is using.

Nick asked if we have a good set of components for a succession plan, and if we'd like input from the committee. Bill answered yes, but in the context of policy only. IT will come up with plans and procedures to carry out those policies. Joe asked if committee should help develop the framework for succession policy. Bill said this would be helpful.

Bill will check in with City Administrator and Attorney to see if they are including a succession plan policy element in their overall policy document, and tailor the specific IT policy to support this.

5) **5-Year Technology Strategic Plan:** No current policy. Bill requested input from committee for key components they'd like to see in the policy. Bill mentioned that we have the Technology Advisory Group (TAG) that has tech-savvy staff from each department. This group may be a good group to work in tandem with, to develop the 5-year strategic plan. Bill will put the structure together.

Nick asked if we are all using Microsoft 365 and Teams. Bill said yes, but Teams is still new to staff. Nick asked if the types of software that we will be using should be part of the 5-year plan. Technology is much more critical to get work done. Bill mentioned that we just started using DocuSign as well.

Bill mentioned that creating a plan should include establishing a steering committee, reviewing current setup, interviewing key individuals, analyzing the data, and prioritizing components of the plan. Bill mentioned that he'd like to develop a plan that is a little less government and more private sector, to be nimble.

Bill shared the current Security Awareness Training and Testing Policy. He will use a similar format for Security Assessment.

Brendan shared that having this strategic plan in place and defining the resources, will make it easier for the budget process. Bill clarified that the policy would require that the plan include a budget component, an FTE component, and other resources required.

Nick suggested that it would be helpful to see a hierarchy or tree that will show other department plans/needs to make sure that plans are compatible.

Joe asked if there are any large expenses coming up in the next five years. Bill said that some expenses are planned but are included in the budgeting process. IT expenses are not generally large because we are using SaaS for most of our enterprise software. It's much easier to manage costs through these subscriptions.

Nick suggested that website enhancements, such as more interactive content and maps should be part of the plan. Bill explained that this would be done by including something like, "create technologies that encourage citizen engagement" and IT can come up with ways to support this.

6) **Security Assessments:** Bill explained that we currently have a CJIS security audit every three years, but we don't currently have an internal policy for recurring security assessments. Bill mentioned that we looked at third-party security assessments from vendors, but they seemed tailored to sell you their wares

rather than provide an independent evaluation and recommendations. Brendan mentioned that he read the State Auditor's Office may be able to provide security audits at no cost. He suggested that this may be something we would want to do every other year. Brendan also mentioned that it may be good to include a continuous threat-scanning service to notify about emerging threats.

Joe asked if we have services that keep us up to date on emerging threats and what we need to do to address them. Bill answered that we do subscribe to several services that provide this information.

7) **Microsoft Enterprise Agreement:** Bill explained that we are currently maintaining two separate network domains, our local domain and the Azure domain that supports our Microsoft 365 products. Eventually we'd like to merge these into one hybrid domain. Bill showed our currently Microsoft licensing layout.

Nicki asked if IT was providing software licensing for 3-D modeling or similar software. Bill said that we manage their GIS, CAD and Bluebeam licensing and client software installations. There are a few one-off installations of StruCalc or similar support software. Wastewater Treatment Plant is our biggest user of proprietary software. We provide some support to the vendors they contract with.

Joe asked if we are using two-factor authentication for Microsoft 365. Bill confirmed that we are using this for M365 and for Hosted Exchange.

Brendan asked if our server licenses are on-prem and if so, do we plan to move to Azure. Bill confirmed that they are currently on-prem, and our hope is to eventually move to hybrid Azure.

8) **Technology Advisory Group:** Bill explained why the TAG was created and described the current, past and planned IT projects they are dealing with. Bill explained that the points-of-contact vary by project. The IT HelpDesk is the clearinghouse for support requests, but we redirect users to the project leads for SaaS systems.

9) **Windows 11:** Currently installing on some supported laptops for testing.

10) **City Website and Social Media:** Bill described the platforms that we currently have. City website, City Facebook Page, PD Facebook Page, City Instagram, PD Instagram, City YouTube Channel, City LinkedIn Page. All are archived using the Smarsh Archiving Platform, including email and text messaging. Bill showed how citizens can make records requests through GovQA that can be provided by searches in the Smarsh Archive.

Brendan asked if there is a good reporting feature within GovQA. Bill said that there is.

11) **Council Chambers A/V Upgrade:** Bill asked members, "what's working well?" Nick likes having the Zoom option (hybrid mode) for all meetings. Nick and Joe mentioned that we could use larger screens for presentation. Brendan said that he appreciates having the Zoom option too, although masks may be making the audio poor at times. All agreed that there should be a better way for councilmembers to see what's being displayed more clearly.

Bill mentioned that we'd like to eventually get individual small displays and cameras at each councilmember and staff location. We may need to get a contractor to help with this. Audio within the room seems good, and Joe mentioned that the recorded audio is MUCH better than it was a few years ago.

Brendan asked how many users watch our YouTube videos after they are posted. Bill said there can be quite a few for more controversial meetings. Bill will get some statistics.

Next Meeting: May 26, 2022

Adjourned: 6:46 PM