

**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. Need 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.

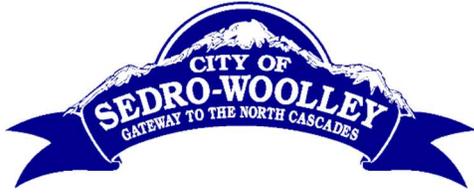
- 11) **Council Chambers A/V Upgrade:** Bill asked members, "what's working well?" Nick likes having the Zoom option (hybrid mode) for all meetings. Nick and Joe mentioned that we could use larger screens for presentation. Brendan said that he appreciates having the Zoom option too, although masks may 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



MINUTES
TECHNOLOGY ADVISORY GROUP

Bill Chambers
IT Director

Meeting Date: March 23, 2022

- Members:**
- Bill Chambers (IT/Chairperson/Minutes)
 - Woody Tovar Cano (IT)
 - Glen Gardner (Fire/EMS)
 - Charlie Bush (City Administrator)
 - Debbie Burton (Finance Director)
 - John Coleman (Building/Planning)
 - Julie Rosario (Engineering/Public Works)
 - Tamara Blunt (Police)
 - Nathan Salseina (Operations)
 - Casey Sousa (Wastewater Treatment)
 - Leo Jacobs (Solid Waste)

A. Call to Order

Present were Bill Chambers, Woody Tovar Cano, Glen Gardner, Charlie Bush, Debbie Burton, Nathan Salseina and Leo Jacobs. No special announcements were made.

B. Approval of Minutes

Motion to approve by Glen, seconded by Leo and approved unanimously.

C. Review of Current Projects

Project Reports

- a. CIMS Cemetery Information Management System (Operations/Finance – Bill)**
Bill shared that we did have a meeting that morning with Cemetery, Operations, Finance, and IT to discuss some data import issues. Developed a workable solution. Feedback is the new platform is great and Finance is getting the hang of it. Bill will be setting up an iPad with cellular access for Cemetery staff to use in the field.
- b. iWorq Permitting (Building/Finance – John)**
John has put this on hold until they fill the Permit Tech position. Debbie mentioned that payment setup through Xpress Bill Pay is setup and workable.
- c. ClearGov (Finance – Debbie)**
Nothing to report. This may be something the new Finance Director will choose to do, or not.
- d. Electronic Timesheets (All – Debbie)**
All done and working great! Although Leo asked that there be more input from staff and testing for future projects. His staff is still having problems. It may be due to a learning curve. Debbie reminded all that the Springbrook platform lack of

stability is compounding the problem. We'd all like to replace Springbrook, but Charlie noted that it will not be happening anytime soon, due to budget constraints. Leo volunteered his group for any testing of new software.

- e. **Accounts Payable Processing System** (Finance/IT – Debbie)
All done and working great! A few frustrations with moving of documents. Staff are realizing they need to contact Trina if having problems. Bill and Nathan both said the new system is saving them a lot of time when coding invoices. Nathan asked about searching for past invoices. Trina is working on getting the scanned invoices into DocuWare instead of using a shared folder. Leo asked about how he can track what is being spent on each piece of equipment. He can still use his spreadsheets to track expenses by piece of equipment. Nathan mentioned that iWorq has a fleet management module that may be worth looking into. Charlie said that we should add this function to the checklist when we are evaluating replacement of the Springbrook financials system.
- f. **Facility/Campground Reservation System** (Finance/Operations – Nathan)
Nathan said all the kinks are worked out. Information is getting out to all that need it. Debbie said that work process changes in Finance are helping. Nathan is still printing the RV Park reservations because the new campground host is not tech-savvy. There are only a handful of RV Park reservations each year. Most just show up and get a spot when they need it. Debbie said our regular customers are giving positive feedback. Nathan said users can't reserve playfields for recurring periods. Debbie suggested that they call Finance in those cases for assistance.
- g. **WIMS Wastewater Management System** (WWTP – Casey)
No report, but Bill believes that training is done and they are just fine-tuning at this point.
- h. **SCADA Update** (WWTP – Casey)
No report, but Bill believes this is done.
- i. **BitWarden Password Management System** (IT – Woody)
Woody has been working with staff to get this setup. Right now it's only setup for IT and a few unique cases, like Parallels authentication.
- j. **Council Chambers A/V Upgrade, Phase 3** (All – Bill)
Bill is gathering requirements based on Council and staff feedback. Focus will be on improving video display within the room and finding a way to get cameras on individual speakers. Bill will work with Charlie and Finance on procurement.
- k. **Skagit Conference Room A/V Upgrade** (All – Bill)
Bill was working with Nathan and contractor to get power to the conference table areas. Electrical boxes in floor will have ethernet ports for eventual link up to our network. We purchased and deployed a 360 video camera/speaker/microphone unit for the Skagit Room and were using it successfully for this TAG meeting. Bill will order large flat panel displays for the rooms, as well as two additional camera/speaker/microphones; one for the Training Room and one for checkout.
- l. **Microsoft 365** (All – Woody)
Bill and Woody have all the license transfers completed, except for a handful of users who only need the Hosted Exchange licenses. Will work on rolling out the MS Office upgrades on all client machines, beginning with management.

D. New Projects

a. DocuWare Reboot (IT – Bill)

Bill will be a “champion” of DocuWare and try to promote its use within the organization through coaching, training, and other demonstrations. Debbie mentioned that Finance will be applying for a grant to digitize additional paper documents.

b. Web and Security Camera Systems (All – Woody)

Woody has been working on this; adding or upgrading cameras and systems throughout the City. Working with WWTP/Public Works to locate camera locations for new facilities. Let him know if there are any areas you’d like to see cameras installed. Woody recommended cameras in shop bays for safety and to prevent theft.

c. Global Contact List (All – Woody)

Woody is working on creating a corporate contact list that can be easily pushed out to mobile devices.

d. MS Teams Archiving (All – Bill)

Bill is working with Smarsh to make sure that our Microsoft Teams information is properly archived.

e. Springbrook Replacement (All – TBD)

There was some discussion about replacing Springbrook. Debbie and Charlie confirmed that it is on the radar, but complex and expensive. Nathan asked how it was selected in the first place. Leo said it was the cheapest. Debbie and Bill explained how it transformed from ASP to BIAS, to Hosted BIAS and then to Springbrook Express (when Springbrook acquired BIAS).

E. Next Meeting Date

Next Meeting will be at 1:30 PM on June 16, 2022

F. Adjourned at 2:19 PM



Goals

New goal



Set goals

Set a goal, track progress and learn helpful tips for your professional success.

Get started

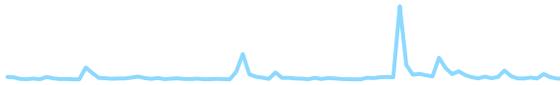
Results

Facebook Page reach

68,348 ↑ 63.4%

Instagram reach

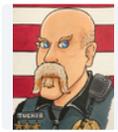
336 ↑ 100%



See results report

Content

Sort by: Reach



Tue Apr 26, 10:00am
Goodbye & Thank You...
Post
Reach 45,487



Fri Apr 1, 8:25pm
Kid's Annual Fishing Derby...
Post
Reach 21,206



Mon May 2, 10:00am
Imagine: A "Woolley" ...
Post
Reach 15,854



Wed Mar 9, 3:02pm
The Sedro-Woolley Ba...
Post
Reach 7,816



Thu May 12, 10:00am
Come join us for the 2...
Post
Reach 5,642



Wed May 4, 10:00am
LOGGERODEO The last ...
Post
Reach 5,469

See content report

Audience

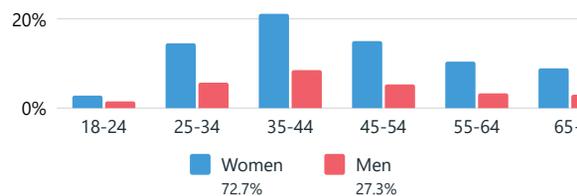
Facebook Page likes

3,457

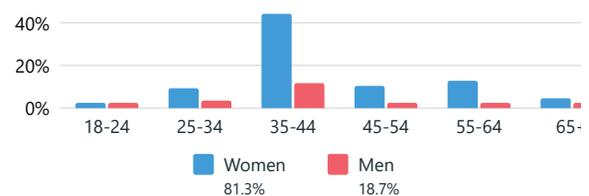
Instagram followers

109

Age & gender



Age & gender



See audience report





Your channel
City of Sedro-Woolley

- Dashboard
- Content
- Playlists
- Analytics**
- Comments
- Subtitles
- Copyright
- Monetization
- Customization
- Audio library

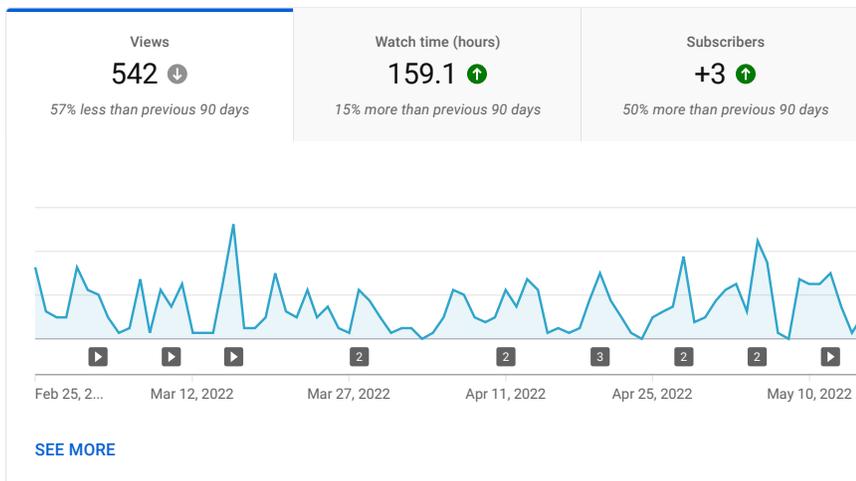
Channel analytics

ADVANCED MODE

Feb 25 - May 25, 2022
Last 90 days

- Overview**
- Reach
- Engagement
- Audience
- Research

Your channel got 542 views in the last 90 days



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Your top videos in this period

Video	Average view duration	Views
1 Sedro-Woolley Legal Update Workshop - February 15, 2022	46:43 (23.6%)	81
2 Sedro-Woolley City Council Meeting - May 11, 2022	22:39 (27.4%)	38
3 Sedro-Woolley City Council Special Meeting: Strategic Planning - April 30, 2022	18:39 (5.5%)	34
4 Sedro-Woolley City Council Study Session - May 4, 2022	9:33 (22.9%)	29
5 Sedro-Woolley City Council Meeting - March 9, 2022	13:43 (14.0%)	28
6 Sedro-Woolley City Council Meeting - February 23, 2022	11:31 (16.2%)	26
7 Sedro-Woolley City Council Meeting - April 27, 2022	9:44 (28.7%)	25
8 Sedro-Woolley City Council Meeting - April 13, 2022	19:06 (18.6%)	22
9 Sedro-Woolley City Council Study Session - April 6, 2022	26:07 (41.6%)	18
10 Sedro-Woolley Planning Commission Meeting - April 20, 2022	18:50 (15.1%)	17

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Updating live

36

Subscribers

SEE LIVE COUNT

19

Views - Last 48 hours



Top videos

- Sedro-Woolley City Council Meeting - May 11, 2022 6
- Sedro-Woolley City Council Meeting - March 9, 2022 3
- Sedro-Woolley City Council Meeting - February 23, 2022 2

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First 2 hours 5 minutes compared to your typical performance:

- Views: 3 (up arrow)
- Impressions click-through rate: -
- Average view duration: -

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1 of 10

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Visitor highlights

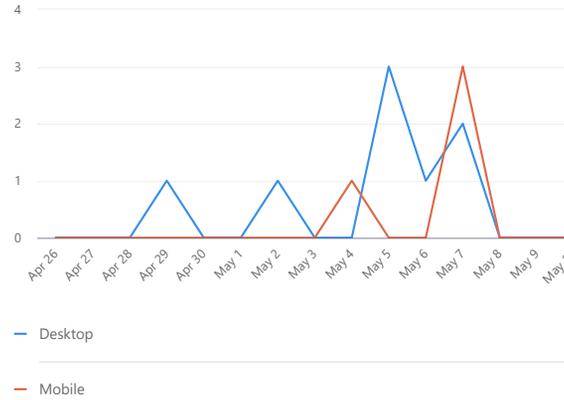
21
Page views
▼32.3%

16
Unique visitors
▼27.3%

4
Custom button clicks

Visitor metrics

Page views All pages All filters



Visitor demographics

Job function

