

**CITY OF FRANKLIN
TECHNOLOGY COMMISSION MEETING MINUTES
AUGUST 9, 2017**

- I. The August 9, 2017 Technology Commission Meeting was called to order at 6:02 p.m. in the Hearing Room of Franklin City Hall.

As both the Chair and Vice Chair were excused for this meeting, a motion was made by Alderman Mayer and seconded by Member Giza to appoint Member Webler to chair the meeting. Motion carried.

IT Director Jim Matelski took roll call; a quorum was present. Members present were Alderman Dan Mayer, Members Webler, Galusha, Giza, Brandt, Farney, and Litwin. Members Meade, Strowig, and Kaur were excused. Member Surana was absent. Also in attendance was IT Director Jim Matelski.

- II. Citizen Comment Period

No citizens were present for the meeting.

- III. Election of Chair & Vice Chair

Motion made by Member Brandt and seconded by Member Galusha to defer this item to the next meeting when the current chair and vice chair can be present. Upon vote, Ayes-All, motion carried.

- IV. Review and approval of the May 24, 2017 Meeting Minutes.

Motion made by Alderman Mayer and seconded by Member Giza to approve the May 24, 2017 meeting minutes as submitted. Upon vote, Ayes-All, motion carried.

- V. City Website Enhancements—Revised Business Case & Initial Requirements

IT Director Jim Matelski presented his revised “Business Case & Initial Requirements” for this item to the Commission members. Discussion was held.

Motion made by Member Farney and seconded by Alderman Mayer to approve the revised Business Case & Initial Requirements document along with all Committee requested editing changes. Upon vote, Ayes-All, motion carried.

- VI. Perimeter Security/Next Generation Firewall Upgrades IS Capital Project

IT Director Jim Matelski presented this item to the Commission members. Discussion was held.

Motion made by Member Brandt and seconded by Member Galusha to recommend the Palo Alto solution being proposed by Heartland Business Systems, contingent upon the reallocation

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of \$15,000 of IS Capital funds (from Remote Location Terminal 2016 carryover project as this project will no longer be needed with the Perimeter Security project). Implementation services will be provided for from Heartland Business Systems thru the Data Processing Services budget, not to exceed 120 hours. Upon vote, Ayes-All, motion carried.

VII. Heartland Business Systems Information Technology Services Agreement

IT Director Jim Matelski presented this item to the Commission members. Discussion was held.

Motion made by Member Webler and seconded by Member Giza to recommend and approve the Schedule A contract items and rates contingent upon two changes: 1) A bullet point will be added to the job description responsibilities “managing system and backup” to include the testing of the restoration of virtual backup and tape backups on a semiannual basis, and 2) DBA Support services need to be specified along with the contracted rate (believed to be \$165 per hour). Upon vote, Ayes-All, motion carried.

VIII. Technical Issues Review

IT Director Jim Matelski informed the Commission members on the following Technical Issues:

- Image Trend has been upgraded at all fire departments to meet new HIPPA and federal requirements. In order to fully meet federally mandated compliance dates, the vendor brought the product to market fairly rapidly, with State government agencies participating in the original roll-out. Municipalities were on board to the new product 30-60 days after the State rollouts. There have been some significant bugs with the Image Trend Elite code, mostly attributed to cross browser compatibility issues. The product is currently only stable on the Chrome web browser; hence this browser is being temporarily used as the Fire Department’s standard browser until all code issues can be resolved.
- The Fire Department has currently purchased a new Panasonic CF-53 ToughBook to replace the aging CF-19 product line. The CF-53 is a semi-ruggedized laptop at a price of \$2,900. A comparable CF-19 fully ruggedized laptop is a list price of \$4,500. The new unit will be performance tested for durability in order to see if a semi-ruggedized model is sufficient to meet EMS needs. The new unit is larger than the previous model; hence it does require a new mounting bracket be installed in the vehicles.
- VoIP will become more relevant within the next 6-24 months and there may be some telephony projects within the near future. Avaya recently declared bankruptcy and is currently restructuring the company. The older R2 Definity PBX and Audix voicemail systems are nearing end of their support lifecycle. Hardware warranties are getting harder and harder to obtain. It is anticipated that in 2019 some of the R2 equipment may no longer be vendor supported and extended warranties will be unavailable. VoIP may be slowly introduced as part of upgrading or replacing equipment. It is important that all network infrastructure fully supports VoIP and CoS/QoS protocols in order to be in alignment with future telephony needs.

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IX. Director's Report on IT Operations

IT Director Jim Matelski informed the Commission members on the following:

- PD Phoenix - The PD recently upgraded to Phoenix RMS and CAD 2016 in order to gain interoperability and integration with the TRACS officer ticketing system. Although upgrade itself went well and only had a few post-implementation issues, performance of the servers has been quite slow. CAD users have reported significant slowdowns with the thick client, which Phoenix has been slow to address. Resource issues that were corrected almost a year ago have once again resurfaced.
- Staffing Changes - The HBS support analyst was removed from the City of Franklin contract, due to long standing performance issues. HBS is actively engaged in finding a long-term replacement analyst. The job description for the new candidate follows the requirements outlined in the draft contract. HBS is providing supplemental IT support, with replacement support starting within the upcoming weeks.

X. Future Agenda Items.

- Heartland Business Systems 2017 Contract Approval
- Strategic Technology Plan
- Information Security Plan
- Capital Project – PD Wireless Network & Infrastructure
- 2018 Budget Proposals

XI. Next Meeting Date: Wednesday, September 27, 2017

XII. Adjournment

Motion made Member Galusha and seconded by Member Farney to adjourn the August 9, 2017 Technology Commission Meeting at 7:58 p.m. Upon vote, Ayes-All, motion carried.