

Town of Sterling, IT Committee

Meeting Minutes, July 25, 2016.

Meeting called to order at 6:30 PM

Bloom present, Kumar present, Furmaniuk present, Brown absent

Kumar reviewed questions sent to Dawn M reviewed stuff, IT questions come to her, she needs to focus on town clerk stuff, trouble with making posting info user friendly, Town Clerk has to post all meetings

Bloom asks who runs website and Virtual Town Hall, need to make more accessible to current boards and committees, link Access database to web pages to upload new info like members and terms to track. VTH is common to over 50% of towns in state.

Who supports the town with support questions? No set process currently much goes thru Town Clerk, Who is supposed to post anything on the website like water ban, bike race, etc. VTH has trainings online does anyone take these trainings to learn how to update, make changes etc?. Who really owns the updating of VTH? Why does the IT support roll up to Town Clerk? How do we get boards & committees to update and book meetings? Many issues with that. Time management to do the updating and able to do it.

Mr. Pape in the audience asks about tape back ups, what is the process. When and how?

Discussion of public records law, including public records officer – no one now does that, to answer in the 10 days required by state.

Discussion of RFP and RFP responses that had no mention of updating town website, which seems to be the biggest problem. Contract is more about day to day troubleshooting not website updates. Do we need to have the focus on update VTH. What is the level of computer savvy of Town Hall employees? Do we have the right modules? Have VTH come to give demo on how this system works and do we have the right modules. Do we have training issue that VTH can help with training? Bring them in to talk to IT committee to review what they can do for the town. Town Administrator to make the request for them to visit IT committee

Discussion of Senior Center issues with printer access. HVAC connection is not behind the firewall which makes it accessible to hackers and needs to be moved behind. Spaulding Hill set up network and needs to make the change – only known open issue.

Town Administrator asking for thumb drive with all passwords? Must set up a control system and regularly update them

What is our support contract with VTH? What training do they offer under the contract? Many of these support questions. What is the contact for VTH and what do they do?

On computer inventory do they include all the computers? Not everyone has a computer but is the list complete? 4 computers running XP which is no longer supported, why? Is there SW running on those that the state mandates that requires this?

Kumar asks about other vendors do we have contacts with that we use that need to be supported?

Town Administrator needs to get the list of support related questions from each dept.

Do we have a support process? No, Town Administrator to send email to department heads

Do we have a central contact for the requests to be sent to Spaulding Hill Networks? No

Town Administrator to ask SHN for Excel spreadsheet that lists the tickets

Kumar believes that the disconnect is between what they signed up for vs training knowledge to do the various website updates. Nothing in the contract states about support and updating on VTH. How do we bridge this problem? Kumar can pull list of local communities and how they use VTH. Town Administrator to contact MMA to ask about VTH usage and how they do it?

How do we break out and contact the dept towns to ask about their issues. Fire, Recreation, Police DPW, Library, BOS, Town Clerk, Senior center, BOH, Planning Board, Assessor, Accountant

Bob Brown to talk to DPW, planning board, Assessors

Ron Furmaniuk discuss with Library, Rec, Fire

Amrith Kumar: Police, BOH, treasurer/accountant

Bob Brown: facilities, inspection services

Larry Pape, suggests asking what are you not doing now that you'd like to do

Reviewed proposal about backups submitted in November to BOS, BOS had issues with the proposal, concerned about using the cloud. SHN never met with BOS on the proposal. How do we set up backup that has been tested? Is legit and what company's, what is being backed up? Want more details on what is being backed up? Vendor should come up with a comprehensive plan for the town for a backup strategy? What process does he propose? Town Administrator to request SHN to talk to group.

What is the Town Hall contract for Comcast? Town Administrator and Bob Bloom to investigate.

Next meetings Aug 15 & Sept 12 – bring in VTH and SHN, at 6:30 PM

Bloom makes motion to approve last week's meeting minutes, Bloom, Kumar, Furmaniuk approve

Bloom motions to adjourn 8:15 PM Furmaniuk seconds, all in favor