

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
REGULAR MEETING – May 19, 2014, CITY HALL EXECUTIVE CONFERENCE ROOM**

CALL TO ORDER

Chairman Fiscus called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

ROLL CALL

Present: Acha, Bliss, Bottrell, Fiscus, Marsh, McGillivray, Mundy, Myers, Richard
Also Present: Mayor Pro Tem Hartwell

STRUCTURE AND PURPOSE OF ITAC

Chairman Fiscus introduced the agenda item and asked Mr. Myers to provide an overview.

Mr. Myers reviewed the resolution approved by Council establishing the ITAC committee including the five advisory functions of the committee: 1) serve as a forum for the sharing of ideas, trends, and perspectives in IT and their municipal applications; 2) offer Madison Heights citizens possessing knowledge and experience in relevant areas of IT the opportunity to provide Council and staff with feedback on such issues; 3) advise Council and staff on current and proposed IT-related projects, services, and methods of communication with the public, such as social media and the City's website; 4) provide vendor-neutral recommendations regarding IT solutions, where appropriate; and 5) advise Council and staff on departmental computer upgrades and replacements, use policies such as security and bring your own device to work policy (BYOD), telephone services, cellular telephone towers, and wireless technology including personal communication devices.

Mayor Pro Tem Hartwell encouraged the committee members to send items of interest to staff for distribution to the committee.

Mr. Myers discussed the process for adding items to the agenda.

Ms. Marsh noted Council's requirement for the board to provide Council with a written report after one year including accomplishments and need to continue the committee.

ELECTION OF VICE-CHAIRMAN

Motion by Myers; Supported by Bliss to nominate Lucas Acha for the Vice-Chair.

There were no other nominations offered.

Yeas: Myers, Bliss, Acha, Bottrell, Fiscus, Marsh, McGillivray, Mundy, Richard
Nays: None

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – December 1, 2021
Executive Conference Room – 300 West 13 Mile Road Madison Heights, MI**

Call to Order

Chairman Kogelman called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 6:00 p.m.

Roll Call

Present: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Also present: Chris Morison - BPI, Michelle Robison – BPI, Timmins (Alternate)
Absent: Flanagan, Fleming (Alternate)

Minutes from May 19, 2021

Motion by Davis supported by Didur to approve the minutes of the Special Meeting from May 19, 2021.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Additions to the Agenda

Motion by Bliss, supported by Tuller, to add Microsoft 365 pricing and update to the agenda.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Information Systems Summary Assessment

James Blackburn from BPI reviewed the Information Systems Summary Assessment, including risk, items that need attention, 2022 strategic planning technology items, Microsoft 365.

There was a detailed discussion regarding Microsoft 365 and security and annual pin training. s

Motion by Didur, supported by Tuller, to recommend to Council and Staff to implement Microsoft 365 ahead of schedule this fiscally year (2022) with a budget amendment.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Motion by Tuller, supported by Didur to concur with the details of strategic planning items as budget and operations allow with the addition of annual security awareness training and pin testing before and after each training cycle.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Extension of BPI contract

Based on the update given by BPI staff and the plan for the upcoming years, ITAC recommends an extension of the BPI contract for 18 months to consider with the City's fiscal year and budgeting.

Motion by Tuller, supported by Davis, to recommend the extension of the BPI contract until June 2023.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines,

Nays: None

Abstain: Blackburn

Adjournment

Having no further business to discuss before the Committee, Chairman Kogelman adjourned the meeting at 7:40 p.m.

MEETING OPEN TO THE PUBLIC

Mayor Pro Tem Hartwell thanked everyone for their willingness to serve on this committee and spoke generally about serving on City boards and his hopes that this committee will be a sounding board for any idea committee members have that may lead to more efficient City services.

MEETING CALENDAR

Motion by Bliss; Supported by Mundy to approve quarterly meetings on the third Monday at 5:30 p.m. which would be the following dates for the first year:

August 18, 2014; November 17, 2014; February 16, 2015; May 18, 2015

Yeas: Bliss, Mundy, Acha, Bottrell, Fiscus, Marsh, McGillivray, Myers, Richard
Nays: None

BRIEF OVERVIEW OF CITY IT STRUCTURE

Chairman Fiscus updated members on IT staffing and major software applications used by City departments. He explained the relationship and shared software between the City and Oakland County as well as detailed the relationship with the Court.

CURRENT PROJECTS IN FY 2014

Chairman Fiscus highlighted the major IT projects and purchases during the current fiscal year. Major purchases include moving the Building Department from BS&A Pervasive to .NET version and giving the building inspectors wireless access for real time reporting in the field. The second major purchase was the completion of the automatic meter reading system.

Other projects discussed include virtualization of servers, purchase of approximately 55 computers; laptops for CDD and elections. Major projects also included utilization of a third party, IT Right, for remotely backing up the financial data; relocating the servers in the basement into the former "phone closet".

Committee Member Acha questioned how data was being sent to IT Right and if there was a way to have them host the financial data also.

Committee Member Bliss noted that upgrading the city's internet connection to a faster connection maybe worth the expense for the ability to have IT Right also host the City's financial data.

Chairman Fiscus stated he will follow-up on the cost to expand the City's internet speed and the ability of IT Right to also host the City's financial data. BS&A will not support wireless connections to their applications (hosted or local) unless each connection has a minimum of 100Mbps with delivery of less than 17Mbps consistently available between each machine on which the application is running and the SQL database server. To have our data and SQL server hosted remotely, IT-Right could be an option using Terminal Services, Remote Desktop or a Citrix-like environment; however, local peripherals such as receipt printers and cash drawer scanners would not work because they require bi-directional

communication that simply isn't available in any remote configuration. So, this would not be an option for us.

PROPOSED PROJECTS IN FY 2015

Chairman Fiscus updated the committee on projects approved in the FY 2015 budget as well as current projects.

The first project includes cable upgrades for the cable room and council chambers. We currently have \$40,000 in the FY 2014 budget that will be carryforwarded to FY 2015 and combined with \$20,000 in a cable television escrow account. The addition of the \$20,000 will change the scope of the project and will require the project to be rebid to allow for more options so that a more comprehensive and lasting solution can be achieved. It is hopeful that this will be complete and ready to present to the ITAC committee at the August meeting. He also noted a few challenges we are facing including the decision of Analog vs. Digital High Definition (HD). The current cable providers (i.e. Comcast, WOW!) do not allow for transmitting the City's signal in HD and therefore the meeting video would need to be converted to analog for cablecasting, although we could stream to the internet in HD. When the bids are received, we will have to evaluate whether the extra upfront expense for HD capability would be justified.

Mr. Myers noted that the staff are structuring the bid/purchase such that the upgrades will meet the City's goals of reliability, good quality audio and video, reduced staff time by eliminating analog/digital conversion, and a more professional graphics/titling/bulletin board capability, as well as the need to avoid ongoing expenditures by virtue of having a solution that will remain current and adequate for a number of years.

Mr. Bliss asked if the City was considering a subscription or lease services and equipment.

Mr. McGillivray stated that he attended the cable upgrade bid meetings at Oakland County and a subscription service was priced significantly higher.

Chairman Fiscus continued with the second major project for FY 2015: wireless internet for the public and staff. He explained that this would be working on the City's current Comcast internet connection and needs to be implemented along with a Bring Your Own Device (BYOD) policy for visitors and staff members.

Mr. McGillivray asked if wireless internet would be better on a separate drop from the internet provider, giving the example of AT&T hosting McDonalds's Wi-Fi.

Mr. Bliss suggested that local businesses might like to sponsor the Wi-Fi to City buildings in exchange for advertisement.

Chairman Fiscus discussed the City's third major project will be the purchase of two new servers. One of these servers is for GIS. This purchase will be placed on hold given that the employee who maintains the GIS servers and software has resigned effective May 30, 2014.

Chairman Fiscus stated the fourth major project/purchase will be video cameras in the finance office. He stated he is hopeful that we can combine the video purchase for the Police Department and Court to obtain better pricing.

UPDATE ON IT ASSESSMENT

Chairman Fiscus introduced the agenda item and asked Mr. Myers to provide an update. Mr. Myers stated that he is hopeful to receive the IT Assessment by mid-June to early July and it will be sent to the ITAC committee. If a special meeting is needed to review the findings, it will be scheduled at that time in accordance with the Michigan Open Meetings Act and subject to committee members' availability.

PHONE SYSTEM OVERVIEW

Chairman Fiscus brought to the committee's attention that the Five Year Capital Improvement Plan includes an upgrade to the City's telephone system. This is the largest IT purchase the City will make in coming years. The City will consider looking at a subscription service and plans to move forward by first establishing a steering committee of department representatives to determine what features are needed in the new telephone system. Estimated cost is \$200,000 for purchase.

Mr. Bliss suggested that the City staff first get quotes from the main telephone service providers, with all the features available then establish a steering committee choosing from the features that were presented in the quotes. He stated he would expect that this project could be completed in six months and stated it should not be a big burden on staff time.

Mr. Myers noted that if staff needs to develop a Request for Proposals (RFP) for quotes/bids, this could add approximately six (6) months to the process as compared to if the City could utilize another agency's bid on the Michigan Inter-governmental Trade Network (MITN) or Government Services Administration (GSA) schedule.

OTHER BUSINESS

Chairman Fiscus asked if there were any questions or issues to be brought to the attention of the committee before adjournment.

At Mr. Myers's request, Chairman Fiscus gave the committee an update on the City's Social Media including the website and Facebook.

Mr. Bliss suggested that the City staff look at the possibility of contracting out Social media updates.

Mr. McGillivray informed the committee about the Community Media Network Consortium (CMNtv), which offers meeting and event cablecasting for member cities which pay a membership fee based on their cable television franchise fees.

Mr. Myers noted that a significant increased expenditure in the General Fund budget to cover a membership to CMNtv without additional revenue could lead to the reduction of essential city services and could not be considered at this time. (The City currently pays only \$2,100 annually for its contractual cable operator to cablecast Council Meetings.)

ADJOURNMENT

Having no further business to discuss before the Committee, Chairman Fiscus adjourned the meeting at 7:32 p.m.

Respectfully submitted,
Melissa Marsh,
Secretary

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
REGULAR MEETING – August 18, 2014, CITY HALL EXECUTIVE CONFERENCE ROOM**

CALL TO ORDER

In Chairman Fiscus' absence Vice-Chairman Acha called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

ROLL CALL

Present: Acha, Bliss, Bottrell, Marsh, McGillivray, Mundy, Myers,
Also Present: Mayor Pro Tem Hartwell, Plante Moran Consultants Adam Rujan and Dale Vanderford
Absent: Gary Fiscus, Stanley Richard

EXCUSE GARY FISCUS AND STANLEY RICHARD

Motion by Bliss; Supported by Mundy to excuse Stanley Richard and Gary Fiscus.

Yeas: Acha, Bliss, Bottrell, Marsh, McGillivray, Mundy, Myers
Nays: None

Approval of Minutes May 19, 2014

Motion by Bliss; Supported by Mundy approve the minutes of May 19, 2014.

Yeas: Acha, Bliss, Bottrell, Marsh, McGillivray, Mundy, Myers
Nays: None

Information Technology Assessment and Strategic Plan Presentation – Plante Moran

Plante Moran was retained by the City to conduct an Information Technology Assessment and Strategic Plan. They were present to give a presentation of recommendations. The major recommendations were as follows:

1. Outsource the City's Information Technology Operations
2. Geographic Information Systems (GIS)
 - a. Build user data experts to complete day to day tasks.
 - b. Assimilate the server and infrastructure layer into Central IT, but not the application.
 - c. Procure outside resources to maintain current applications, develop new application and to assist with strategic direction of GIS.
3. Implement an Updated Website Content Authoring Model
4. Expand Social Media
5. Develop Infrastructure and Replacement Plan Methodologies
 - a. Adopt an enterprise mindset for purchases.
 - b. Expand the use of wireless access in City buildings for employees and constituents.
 - c. Adopt a fully functional enterprise messaging platform.
6. Move toward building up to a "Bring Your Own Device" Policy

The committee and consultants discussed the report in detail and many questions were asked and answered.

Motion by Myers; Supported by McGillivray to adopt the recommendations presented in the Information Technology Assessment and Strategic Plan Presentation, including a separate request for solicitation for website/social media/brand management services.

Yeas: Bliss, Bottrell, Marsh, McGillivray, Mundy, Myers

Nays: None

Abstain: Acha

CURRENT PROJECTS IN FY 2014

Committee Members Marsh and Myers briefly discussed the cable upgrades and plans to bring a full report with recommendations back to the committee in November.

ADJOURNMENT

Having no further business to discuss before the Committee, Acting Chairman Acha adjourned the meeting at 8:15 p.m.

Respectfully submitted,
Melissa Marsh,
Secretary

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – September 15, 2014, CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

In Chairman Fiscus's absence Vice-Chairman Acha called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:33 p.m.

Roll Call

Present: Acha, Bliss, Bottrell, Marsh, Mundy, Myers, Richard, McGillivray arrived 6:28 p.m.

Also Present: Plante Moran Consultant Dale Vanderford via conference call

Absent: Fiscus and McGillivray

Excuse Gary Fiscus and Andy McGillivray

Motion by Myers; Supported by Bliss to excuse Gary Fiscus and Andy McGillivray.

Yeas: Acha, Bliss, Bottrell, Marsh, Mundy, Myers, Richard

Nays: None

Approval of Minutes August 18, 2014

Motion by Myers; Supported by Bottrell to approve the minutes of August 18, 2014.

Yeas: Acha, Bliss, Bottrell, Marsh, Mundy, Myers, Richard

Nays: None

Information Technology (IT) Support Services Request for Proposals (RFP)

The Committee reviewed the comments/suggestions from the ITAC committee regarding the IT Support Services RFP. Dale Vanderford from Plante Moran briefly reviewed the timeline for the Request for Proposals and implementation.

Bliss asked about specific information related to Telecom knowledge (i.e. phone systems). Dale will be adding in a question asking for a vendor's experience in telecom systems as an option.

Motion by Myers; Supported by Mundy to approve the RFP as amended by questions/comments from ITAC and Information Technology Department.

Yeas: Acha, Bliss, Bottrell, Marsh, Mundy, Myers, Richard

Nays: None

Mobile Application for Automatic External Defibrillators (AED)

Bliss discussed his thoughts behind requesting this agenda item. A mobile application does have cost of approximately \$20,000 for initial set-up with an ongoing fee.

Myers informed the committee that he had reviewed this with Fire Chief Lelito and that the staff didn't find this to be feasible at this time due to cost, unavailability of resources, and the fact that apparently, the CLEMIS dispatch system does not allow for integration with a third-party vendor.

Bliss suggested it maybe more practical at this point to provide a map of AED locations for the public's awareness. Bliss's goal for this item is it to create a list of AED locations and raise public awareness of where these locations would be. Perhaps promote businesses and churches in the area to install these AEDs with training for their staff and signage in view of the public.

Myers asked how members of the ITAC committee would prioritize this item related to the other goals that ITAC may have.

Bliss and Mundy both stated that highest priority in their opinion was the brand manager and social media.

Richard rates community engagement through social media and updated website as his number one focus. He also requested that staff look at signage for the current locations.

Myers will talk to Chief Lelito regarding signage for current AED locations, training and purchase of equipment.

Acha rates day-to-day operations and automation for social media as an important focus of the ITAC committee for moving forward.

Myers updated the group that City management has been talking to an existing staff member in regard to filling the role of Brand Manager. Human Resources is currently working on a job description for this brand manager aspect of a job as well as restructuring another existing vacant position for the hands-on website/social media/GIS work.

ADJOURNMENT

Having no further business to discuss before the Committee, Acting Chairman Acha adjourned the meeting at 6:33 p.m.

Respectfully submitted,
Melissa Marsh,
Secretary

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
REGULAR MEETING – November 17, 2014, CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

In Chairman Fiscus's absence, Vice-Chairman Acha called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:35 p.m.

Roll Call

Present: Acha, Bliss, Bottrell, Marsh, McGillivray, Myers, Richard
Absent: Fiscus and Mundy

Excuse Gary Fiscus and Mike Mundy

Motion by Bliss, supported by Myers, to excuse Gary Fiscus and Mike Mundy.

Yeas: Acha, Bliss, Bottrell, Marsh, McGillivray, Myers, Richard
Nays: None

Approval of Minutes September 15, 2014

Motion by Myers; supported by Bottrell to approve the minutes of September 15, 2014.

Yeas: Acha, Bliss, Bottrell, Marsh, McGillivray, Myers, Richard
Nays: None

Cable Television Control Room/Council Chamber Recommendation

Myers informed the group that the project to update the cable television control room/council chambers has been on the City's plan for many years. He explained the need to move to a HD playback in order to upgrade signal quality, meet current production standards, provide for live internet streaming, allow for future growth, and streamline staff time currently spent on re-cablecasting meeting videos. The project will also simplify and eliminate the need for a majority of current equipment, and eliminate the humming that residents sometimes hear at home and in the Chambers. He presented the consultant's diagram of proposed equipment along with specifications. He further explained this project is estimated to cost \$67,000 and will be bid following the City purchasing procedures. Funds are available. Myers also explained that currently, the cable companies accept only an analog signal, so the system will have to down-convert prior to the signal reaching the modulators. This is much preferable to producing an analog stream that is up converted to digital.

McGillivray voiced three concerns: 1.) the City is not purchasing a big enough switch and maybe the RFP should be expanded instead of limiting ourselves to four inputs; 2.) request that wired microphones are considered in place of the wireless microphones proposed when a table is used at the podium area: 3.) request that the City find a company that will have longevity in order to handle future service issues;

and 4.) make sure the Parade contractor will be able to connect easily to the broadcast equipment without having to go behind the equipment rack or attempt rewiring of the system.

McGillivray also asked if the modulators will be upgraded. Myers responded that the modulators are the property of the respective cable operators, but that staff will inquire if an upgrade is appropriate in light of the work being done.

Bliss thinks we will see increased viewing with internet streaming. Is a split screen a possibility? We need to make sure we have multiple people trained - perhaps one city staff person in addition to the contractors.

Hartwell asked how the project was budgeted. Myers explained it has been carried forward for two years at \$40,000 and an additional \$27,000 from cable- related escrow accounts is available. Bliss just doesn't want to limit ourselves and if necessary would support waiting until next year in order to use savings from other items to enhance this upgrade.

McGillivray would like to see a portable camera that can be used at various events. Bliss said he feels this is premature and should be considered by the person that is ultimately managing the content of social media and website.

Richard asked if we will be including cabling specifications in the RFP (e.g. CAT6, not CAT5). Myers responded that cabling specifications will be included where appropriate. Richard also noted the schematic appears to show that only one camera can be shown on the projector. Myers responded that we currently have the capability to show all cameras on the projector, which will also be possible under the new system. He commented that he will follow-up with the consultant on the schematic.

Acha is concerned with authentication related to the iPad - maybe this can be added on later. Make sure enough security exists. Is the system web based or client based? Are there multiple network interfaces, and what type of security will be in place?

Bliss asked if we have revisited cablecasting on AT&T. Myers explained it is a significant cost to purchase a T1 line to tie into AT&T. Bliss thinks this is worth revisiting.

In response to another question from the committee, Myers responded that staff will confirm the cable channel bulletin board can stream live to the internet.

Bottrell asked if we are scrapping all the old equipment? Myers explained that some of the system is being kept. Other than fixing the electrical issue that causes a humming in the sound system and swapping out the problematic wireless microphones, there are no plans or budget to change the sound system.

Staff will get with Dan York on the issues brought up tonight and report back to the committee prior to issuing the request for proposals.

Discussion of Mobile Application for Automatic External Defibrillators (AED)

The Fire Chief has reported the CLEMIS will not allow any third party to touch their system for the purpose of mapping. This would preclude the original idea of showing in real time where incidents are

happening and the location of the closest publicly-available AED. Bliss would like to have a section on the website promoting the purchase of AEDs, and would also like to increase AEDs in the City by 10%. Would like to push awareness and offer training on a discounted basis. Staff will follow up with Fire Chief Lelito.

IT Support Services Update

Myers informed the committee that staff and Plante Moran have gone through the selection process and will be recommending to Council to go with BPI, after receiving nine proposals and interviewing two finalists. BPI will provide 2.5 FTE with 2 full time staff on-site every day. The .5 FTE will be a manager level overseeing items such as strategic planning, budgeting and recommendations. This will be on the Council agenda Monday, November 24, 2014.

Adjournment

Having no further business to discuss before the Committee, Acting Chairman Acha adjourned the meeting at 6:44 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
REGULAR MEETING – April 6, 2015 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Vice-Chairman Acha called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:32 p.m.

Roll Call

Present: Acha, Blackburn, Bliss, Bottrell, Hartwell, Marsh, McGillivray, Myers, Richard
Absent: Mundy

Excuse Mike Mundy

Motion by Myers, supported by Richard, to excuse Mike Mundy.

Yeas: Acha, Blackburn, Bliss, Bottrell, Marsh, McGillivray, Myers, Richard
Nays: None

Approval of Minutes November 17, 2014

Motion by McGillivray; supported by Bottrell to approve the minutes of November 17, 2014.

Yeas: Acha, Blackburn, Bliss, Bottrell, Marsh, McGillivray, Myers, Richard
Nays: None

Fiscal Year 2016 Information Technology Proposed Budget Items

Blackburn reviewed the process for determining the items to be included in the FY 2016 Proposed Budget. These items include telephone switches and system upgrades, disaster recovery, server room UPS, and exchange email server.

Richards asked if a network monitoring system will be installed. Blackburn stated they were looking at Solarwinds but no decisions have been made at this time.

Acha stated that he is pleased to see a roadmap for the future of information technology within the City and that the City is moving toward one platform instead of the hodge-podge systems the City currently piecemealed together over the years. Blackburn stated that security evaluation was just completed and recommends 36 mitigation tasks to improve security. One of the first needs is to install authentication for users and hardware. Based on Acha's suggestion, BPI will look at the dual authentication. Second would be setting up a wireless network that is manageable. Third would be a complete redesign of the Active Directory.

Bliss asked what brand of phone hardware is being considered. Blackburn responded that no brand has been determined; the field will be open once BPI meets with key stakeholders to determine system

requirements. If feasible, Bliss would like to see the City consider using the budget for a telephone system to expand the bandwidth and moving to softphones (internet based phone system).

Acha asked what BPI was looking at for disaster recovery system related to backing up data. Blackburn described the process that will be used and explained that the off-site server would be housed at the Police Department. McGillivray inquired about the feasibility of extending electricity from police generator to City Hall IT Server Room to reduce need for UPSs in the event of an outage, and in lieu of moving servers from City Hall. Blackburn talked about using server technology instead of DVD technology for the replacement cameras for the historical room cameras. There is a lot of flexibility here. McGillivray informed the group that he was planning to do an install for the cameras for the historical rooms. Bliss is interested in making a direct tie to the Police Department if there is savings to be realized.

Myers suggested that we asked the City's electrical contractor, CNS, to investigate cost/benefit and feasibility of extending electricity from police generator to City Hall IT Server Room to reduce need for UPSs in the event of an outage, and in lieu of moving servers from City Hall.

Bliss stated that regarding the exchange server should we look moving to Google government solution such as a hosted exchange. Blackburn mentioned the concern of FOIA requirements.

Update for Cable upgrades

Myers informed the committee that the cable bid is complete and will be scheduled for Council approval on the April 13, 2015 Council agenda. Three bids were received with the lowest qualified bidder being Advanced Lighting for \$68,000. Two items to be handled outside the bid will be the purchase of a desktop computer and connection to the parade committee contractor. Estimated completion is planned for by June 30, 2015. McGillivray asked that he can be trained as a backup for the system.

Adjournment

Having no further business to discuss before the Committee, Acting Chairman Acha adjourned the meeting at 6:55 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – October 22, 2015 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:34 p.m.

Roll Call

Present: Acha, Blackburn, Bliss, Gettings, Marsh, Mundy, Myers, Richard
Absent: Bottrell, McGillivray

Excuse Bottrell and McGillivray

Motion by Bliss, supported by Mundy, to excuse Bottrell and McGillivray.

Yeas: Acha, Blackburn, Bliss, Marsh, Mundy, Myers, Richard
Nays: None

Approval of Minutes April 6, 2015

Motion by Bliss; supported by Mundy to approve the minutes of April 6, 2015.

Yeas: Acha, Blackburn, Bliss, Marsh, Mundy, Myers, Richard
Nays: None

Request for Proposals for Ethernet and Voice over Internet Protocol (VoIP) Phone System

Motion by Myers, supported by Richard, to approve the Request for Proposal (RFP) for Ethernet and Voice over Internet Protocol (VoIP) phone system.

Myers discussed that this project is budgeted for fiscal year 2016, and will also be reviewed with City Department Heads for user input.

Blackburn reviewed the goals and the reasons for the development of the request for proposals and the process that will be followed. He then asked for comments questions from the committee. As a result of discuss the following suggestions were made:

1. The scoring criteria for the bid with weights given to each criteria be added to the RFP
2. Include more functional details regarding the network monitoring system (NMS)
3. Change the required completion time including from 60 days after commencement of project to 60 days after delivery of all equipment
4. Include a requirement for proper grounding
5. Include handsets as a separate line and allow the vendors to price "Good", "Better", Best"
6. Include the number of handsets
7. Require the vendor to meet General Services Administration (GSA) pricing if applicable.

Request for Proposals for Ethernet and Voice over Internet Protocol (VoIP) Phone System – cont.

8. Require a test plan to be conducted successfully before retainage payment of 10-20% of total award.
9. Include functional requirements and certifications (if applicable) for the switches

SUBSTITUTE MOTION

Motion by Myers, supported by Richard to approve the Request for Proposal (RFP) for Ethernet and Voice over Internet Protocol (VoIP) with changes listed above

Yeas: Acha, Blackburn, Bliss, Marsh, Mundy, Myers, Richard

Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 6:43 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – February 2, 2016 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:31 p.m.

Roll Call

Present: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy, Myers, Richard
Also present: Girgenti - BPI
Absent: None

Approval of Minutes October 19, 2015

Motion by Myers; supported by Acha to approve the minutes of October 19, 2015, as printed.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy, Myers, Richard
Nays: None

Recommendation for Ethernet and Voice over Internet Protocol (VoIP) Phone System Provider

Motion by Marsh, supported by Mundy, to approve the recommendation to Council to award the contract for Ethernet network equipment and a Voice over Internet Protocol (VoIP) telephone system to the lowest responsible bidder, Netch, to in an amount of \$201,523.

Blackburn reviewed the request for proposal (RFP) process and evaluation criteria used to evaluate the proposals received. Over 20 participants attended the pre-bid meeting, with eight qualified proposals received. Based on how these eight firms responded to each of the RFP requirements, the top three scoring bidders were invited for an interview. The interview process did confirm the top three bidders and resulted in a recommendation to Council for Netch. He then opened the discussion up to committee for comments and or questions.

Regarding the proposal ranking sheet, Myers asked Blackburn to clarify the title of Evaluation Criteria #10 – Quality of Bid, to which Blackburn stated he would change the title to “Understanding of Madison Heights System”.

McGillivray asked about the timing of the project. Blackburn explained that it would be a very detailed and lengthy implementation process with a carefully timed “cut-over”. He was also concerned about including fax lines with this proposal. Blackburn explained that this was a second phase of the project.

Bliss asked if e-fax was being considered instead of regular fax. Blackburn said that was going to be considered in the second phase of the project. Bliss also asked if Richards had any comments.

Richards said he was a former co-worker with one of the Netch employees listed and this employee was knowledgeable and very good in his field.

Bliss voiced concern that the bid price of #201,523 was over budget by almost \$11,000 and asked if some of the handsets could be changed to a more economical option; perhaps changing the handsets from the 7841 model to the 7821 model with the difference being 4 lines vs. 2 lines. He also suggested purchasing the handsets directly from the manufacturer (i.e. Cisco) and eliminating the mark-up since BPI will be installing these handsets anyway. Blackburn responded by saying this would fragment the bid and we were trying to use one vendor in order to narrow future issues. He further stated that by having a unified phone system, any future issues would be the responsibility of Netch and there would be no possibility for finger-pointing among multiple vendors. He will have a conversation with Netch and see what our options are for meeting the budget amount of \$190,000, which may include swapping some of the phones from the 7841 to the 7821.

Blackburn explained that with the Council meeting on Monday February 8, there isn't enough time to research this completely before the Council meeting. He did suggest setting as a goal to find any savings and have a conversation with the vendor explaining what our budget is and see what recommendation they may have for cost savings. In order to allow for discussion with Netch regarding adjustment of the total proposal amount to stay at or near the project budget amount, Myers suggested that the ITAC recommendation motion be amended to reflect a "not to exceed" amount.

AMENDED MOTION

Motion by Marsh, supported by Mundy, to approve the recommendation to Council to award the contract for Ethernet network equipment and a Voice over Internet Protocol (VoIP) telephone system to the lowest responsible bidder, Netch, for unit costs in an amount not to exceed \$201,523.

McGillivray asked whether Oakland County Parks and Recreation would be responsible for the Nature Center portion of the phone system. Myers stated that he will check the lease agreement and with Oakland County This is approximately \$4,000 of the equipment cost.

Bliss stressed it is important for the overall project to stay at or as close to the budget as possible. Blackburn stated that he hopes to have the answers to give to Council on Monday.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy, Myers, Richard
Nays: None

Discussion related to Tech Talks

Bliss explained that the Oakland County Prosecutor holds Tech Talks. They are interested in doing two programs 1) Senior internet safety 2) teenage cyber bullying. Bliss has contacted Lamphere and Madison Schools. Madison is much more interested.

Marsh explained in her discussion with the Oakland County Prosecutor's office they request 30 people in attendance, so therefore we need to partner with the schools or other outside groups.

Bliss suggested spreading the message through the newspapers, starting with the Senior Center.

Myers suggested taking this item to the Senior Citizen Advisory Board to get their suggestions as to dates, times, and topic of concern. Events will be considered that provide various technology safety topics and include not only Oakland County but organizations such as Best Buy Geek Squad.

Motion by Myers, seconded by McGillivray to recommend forwarding to the Senior Citizen Advisory Board the opportunity of hosting technology safety programs at the Senior Center.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy, Myers, Richard

Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 6:38 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – AUGUST 1, 2016 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:31 p.m.

Roll Call

Present: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy (arrived at 5:45), Myers, Richard
Also present: Luetz – Social Media Intern
Absent: None

Approval of Minutes February 1, 2016

Motion by McGillivray; supported by Acha to approve the minutes of February 1, 2016, as printed.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Myers, Richard
Nays: None

Review and Recommendation for Website Redesign

Motion by Myers, supported by McGillivray, to approve the Request for Proposal (RFP) for Website Redesign and Replacement as drafted.

The committee discussed changes and clarifications to the current requirements of the Request for Proposal for website design, including:

- Add Optional Hosting with pricing for renewals
- Vendor's Plan to address the four major website personas (current resident, prospective resident, current business, prospective business)
- Plug-ins to handle e-newsletter integration
- Relocating Scope of Services (III) Goal 1 (Branding), Objective 5 to Usability or Design Section
- In Scope of Services (III) Goal 2 (Publishing), expand Objective 5 to read "Provide utilities and elements needed on site, and an interactive multimedia top stories section".
- In Scope of Services (III) Goal 2 (Publishing), add ", Bootstrap" after "CSS" in parenthetical expression in Requirement 5. Also, correct spelling of "palate" to "palette".
- In Scope of Services (III) Goal 2 (Publishing), add "Provide Image Cropping" under Organization, 9 (c).
- Add "/ Social Media" after RSS in Old Section 11 (New Section 12).
- Add Form Builder, and a provision that tool must comply with all legal requirements.
- Add requirements for proper metatags on each page.
- On Page 13, change Objective 5 (3) to read "Make the site accessible by integrating Google Translate throughout".
- On Page 13, add "and tagging" after "indexing" in Objective 5 (7).

- On Page 13, make a separate section for Objectives 5 (8 and 9). Use sub-domains for employee and Council intranet sites.
- Add SSL type encryption for all web pages.
- Add Google Webmaster Tools and Analytics CMS integration for all pages.
- On Page 14, “Ability to have an audit trail.” In Goal 6, Requirements and Planning, Subsection 3.
- Integrate content of all outside City departmental websites into new redesigned website, and eliminate outside websites.

AMENDED MOTION

Motion by Myers, supported by McGillivray, to amend the original motion to approve the Request for Proposal (RFP) incorporating the changes as discussed.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, McGillivray, Mundy, Myers, Richard

Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 7:22 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – October 3, 2016 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

Roll Call

Present: Acha, Bottrell, Blackburn, Bliss, Marsh, Myers

Also present: Luetz – Social Media Intern

Absent: Mundy, Richard, McGillivray

Excuse M. Mundy, S. Richard and A. McGillivray from October 3, 2016 meeting

Motion by Myers; supported by Acha to excuse Michael Mundy, Andy McGillivray and Stanley Richard from the October 3, 2016 ITAC meeting.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, Myers

Nays: None

Approval of Minutes August 1, 2016

Motion by Acha; supported by Bottrell to approve the minutes of August 1, 2016, as printed.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, Myers

Nays: None

Review Recommendation for Website Redesign Vendor

Motion by Marsh, supported by Myers, to concur with the staff recommendation to approve the Proposal for Website Redesign and Replacement from CivicPlus.

Blackburn reviewed the Request for Proposal and proposal review process. He explained that everyone was looking for different things from the website redesign and that he was looking for integration with our financial software and other applications that would lead to efficiency. He reviewed the CMS provided by CivicPlus and the contractual interaction with Civic Plus MS/SQL. Due to security, CivicPlus uses a proprietary authoring tool instead of more generic tool.

Bottrell was impressed with CivicPlus response and how they would work with the City. All the sample websites were about the same with one large photo and too many navigations.

Bliss pointed out that Macomb Township website is not very user friendly. The design is not very fresh. Navigation is very big especially with mobile users. Google is rolling out a new mobile responsive application in November so the new website needs to take this into account.

Blackburn explained that we will be having very detailed design meetings and can detail the needs of new website. There is some concern that the customization other than the template would cost additional.

AMENDED MOTION

Motion by Marsh, supported by Myers, to amend the original motion to approve the Proposal for Website Redesign and Replacement from CivicPlus pending verification that modern design elements and mobile responsiveness and functionality are used; not to exceed \$25,000.

Yeas: Acha, Bottrell, Blackburn, Bliss, Marsh, Myers

Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 6:03 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – MARCH 15, 2017 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

Roll Call

Present: Bottrell, Blackburn, Bliss, Marsh, Myers

Also present: Luetz – Social Media Intern

Mock Student Council Members – Tahmara Grier and Jasmine Spenser

Absent: Mundy, Richard,

Excuse M. Mundy from March 15, 2017 meeting

Motion by Myers; supported by Marsh to excuse Michael Mundy from the March 15, 2017 ITAC meeting.

Yeas: Bottrell, Blackburn, Bliss, Marsh, Myers

Nays: None

Approval of Minutes October 3, 2017

Motion by Myers; supported by Bottrell to approve the minutes of October 3, 2016, as printed.

Yeas: Bottrell, Blackburn, Bliss, Marsh, Myers

Nays: None

Review Design Concepts for Website Presentation

Marsh reviewed the jpg images of the website design presented by Civic Plus to staff on Tuesday, March 14, 2017.

Bliss and Bottrell recommended revisions including changing the graphic buttons locations and titles, utilizing the home page picture space, lengthen the page with descriptions of the navigation bar options. Also on the interior pages, removing the left navigation bar and adding department contact information to the top of the right section. A complete list of recommended revisions will be emailed to CivicPlus before the due date of March 24.

Bottrell request that a sample mobile site page be sent when the revisions are submitted by CivicPlus to us for approval.

Suggested revisions are attached in summary form, as submitted to CivicPlus.

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 6:35 p.m.

City of Madison Heights – Website Design Revisions

March 21, 2017

- More of a long page format so that it is optimal for mobile viewing
- Pin logo to the global nav so that it follows as viewer scrolls
- Search bar integrated into global nav, ie magnifying glass. The search bar will appear when you click on the magnifying glass.
- Make logo a link back to the home page

Add sections for each global nav tab on the home page with a short description of the tab located above the latest news section, the description to be included with each tab is as follows

Community

In Madison Heights, there is much to be proud of and many things that we have to offer- excellent schools, quality city services, safe neighborhoods, promotion of art and culture, and a great sense of place.

If you are just discovering Madison Heights, see the quick links to information on Things to Do, Community Events, Parks, and much more!

Government

Through innovative programs and services, the City of Madison Heights strive to keep the community economically strong and sustainable as well as safe, culturally diverse and engaging for our citizens.

Services

The City offers many government services online for your convenience, saving you time and money! Take advantage of the many services such as paying water bill, taxes, permits and so much more!

Business

Madison Heights is located at the juncture of I-75 and I-696 expressways, offering easy access for any type of business to the entire region. Here in Madison Heights, we are dedicated to continuing the city's tradition of business excellence and upholding the reputation in the region as one of the most pro-business communities. We are proud to feature a diverse business community, innovative manufacturing infrastructure with a highly skilled workforce and proactive Economic Development staff.

- Change graphic buttons to on the hero image with granual background - Macomb Township or Waterford
- More condensed hero image on home page more like the interior page hero image
- Graphic buttons to be: Quality of Life, Online Payments, Alert Center, Contact Us
- Interior pages eliminate left nav
- Add dept contact to the right nav on the interior pages
- When resubmitting the design for approval please include a mobile comp for review
- Can the interior pages take up the full space of the page
- Increase font size on the global navigation
- Reorder global navigation to: Community, government, services business, I want to.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – December 5, 2017 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

Roll Call

Present: Blackburn, Bliss, Davis, Kogelman, Marsh, Mundy, Myers, Richards, Ruggerio

Also present: None

Absent: None

Approval of Minutes March 15, 2017

Motion by Marsh; supported by Mundy to approve the minutes of March 15, 2017, as printed.

Yeas: Blackburn, Bliss, Davis, Kogelman, Marsh, Mundy, Myers, Richards, Ruggerio

Nays: None

Review Fiscal Year 2019 Proposal Goals

Myers gave an overview of the City-wide goal setting suggestion and approval process with the timeline.

The following goals were reviewed:

d – Provide Information Security Awareness Training – background given by James Blackburn on all the improvements implemented since 2015. The biggest threat to the City's systems is user mistakes when receiving email or visiting websites. This goal would implement user security awareness training by short videos that allow IT to track and test users on the information provided.

Feedback from ITAC: Mundy commented that this is very necessary and effective. Mundy, Ruggerio, Kogelman and Davis all voiced support of this goal moving forward.

e – Install Fire Suppression System in City Hall Server Room – Host computer systems are located in a small server room on the lower level. This goal would provide for the design and installation of an automatic fire suppression system that would not harm the computer equipment.

Feedback from ITAC: Ruggerio stated that a cost of the suppression system compared to the potential loss of value of the equipment in the basement should show the need.

t – Record Audio/Video of all City Board Meetings for Future Playback – Mayor Pro Tem Bliss has proposed this as a carryforward goal from last year to record all board meetings. Bliss explains this is necessary for helping residents be more engaged as everyone cannot attend a meeting. Blackburn asked about a prioritized "A" list of meetings and a "B" list of meetings for implementation.

Bliss mentioned Planning and Zoning are "A" list for sure. Crime Commission, Library Advisory Board would be nice to have but would be "B" list. He also mentioned that the meetings would be easy to breakdown between "A", "B" and "C" list meetings.

Feedback from ITAC: Kogelman stated that videoing the boards would be helpful in attracting new board members and helping to attract interest. Bliss mentioned that this could also be a deterrent as the board members would need to follow Roberts Rules of Order and some people may not want to participate if it is televised. Mundy asked if these would be promoted on the website.

q - Add Public and Private Dashboard Information Management Tool – Mayor Pro Tem Bliss proposed this carryforward goal to allow the City to have dashboard system that would be updated in real time automatically.

Feedback from ITAC: Mundy asked if these dashboards would be available to the public on-line. Myers asked if one of the advantages is that it decentralizes the data entry. Richard asked for what types of information would be available and if there were issues with automatic updating. He also asked for the TBD on cost. Bliss answered maybe \$20,000 - \$25,000 initial with an additional \$15,000 annual maintenance fee. Blackburn asked with this would work backward and allow for citizen feedback on to what is important to them. Bliss the biggest advantage from City Manager view would be identifying issues that need to be addressed more easily. Ruggiero stated at the core it come down to residents give the City money every year, how is that money spent. This should be considered in the next five years. Richard suggested that staff needed to see the value of this. As suggested by Kogelman, Myers is adding information to this goal to complete an assessment of a dashboard to see what is feasible for implementation at the City for long-term implementation. Bliss suggested changing this goal to a third party assessment for FY 2019.

v - Increase and Improve Online Services – Mayor Pro Tem Bliss proposed this carryforward goal and commented that the online services need to be expanded such as the way that the application process is for the boards and reducing or eliminating the fees for online transactions.

Feedback from ITAC: Kogelman comments that the garbage day parking permit is another example. Ruggiero commented that anything related to permits should be available online. Bliss gave another example of pavilion rental. Bliss suggested that this could be implemented on a phased basis. Marsh suggested that the goal needs to be expanded to include the discussions and examples brought up by ITAC. Recommendation that staff review at one department at a time and looking at processes determine all manual paper processes that can be moved to online with process modifications if necessary.

GG – Offer Online Citizen Counter Service Surveys – Offer a citizen survey of items used by the residents for follow up on services provided. Someone would need to inform the citizens that the survey is available and follow-up would be required.

Feedback from ITAC: Ruggiero asked how much website traffic we are getting. He asked because do we have many residents use the website and would they see the survey. We are looking at ongoing surveys, or should this just be a survey for services in general? Bliss stated that we had some success in targeted surveys. Maybe this should be tied into the online payment screen. Concern is that maybe this is too specific to services. Kogelman stated that each department should have a survey. Blackburn mentioned that this was more “what was your experience like today?” type survey. He stated that this could be expanded. Mundy stated that with other services the person completing the survey could get a reward. Is this something the City could do? Ruggiero stated the majority of responses are typically negative, so if the intent is to find the negative issues to be addressed, it would be an appropriate measure.

HH – Provide Self-Serve Kiosk in City Hall Lobby – Proposal to provide a computer that would allow residents to look up information.

Feedback from ITAC: Marsh asked how this would differ from the computer in City Hall hallway provided by CDD. Bliss asked about having this weatherproofed to put outside or maybe a different location such as the police department or library. Blackburn stated that he wants to withdraw this goal based on the information. Several members suggested that promoting the use with handouts or information especially at the library and city hallway. Myers suggested we leave this goal in for now as modified for City Building (not solely City Hall) and talk to Library Director Roslyn Yerman.

Other ideas: Bliss asked the board if they have other ideas for information technology goals, such as things that frustrate them.

Mundy: **Nixle.** This should be utilized more efficiently for things such as road closures. This was echoed by the other members, all are signed up for Nixle and they all would like to see if used more consistently by all departments. This should be used for traffic closures and issues such as lights out. Myers is going to bring this up at the next staff meeting.

Richard: **Paper process review.** Staff should look at all paper processes and streamline these to online. Also considering reducing the online fees for payments.

Bliss: **Public Online Access.** Consider making public Wi-Fi available in parks. Davis asked what happened to Wireless Oakland. Myers explained the County project. Ruggiero mentioned that with the expansion of cell data and unlimited plans coupled with the cost of providing Wi-Fi and the maintenance this may not be the time to pursue this idea.

Bliss: Has proposed a goal to Inventory every piece of property that the City owns and examine use. This would put every identified piece of underutilized property on a map to be reviewed by the different boards. The board would be asked for input on how to better market and utilize these properties.

Motion by Kogelman and supported by Ruggiero to accept the recommendations of the board to amend the focus of the dashboard goal proposed and approve the following as the top three priority goals recommended by the Board:

1. Provide Information Security Awareness Training
2. Install Fire Suppression in City Hall Server Room
3. Increase and Improve Online Services

Yeas: Blackburn, Bliss, Davis, Kogelman, Marsh, Mundy, Myers, Richards, Ruggiero

Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 7:35 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – MAY 6, 2019 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 6:30 p.m.

Roll Call

Present: Blackburn, Kogelman, Bliss, Marsh,
Also present: Social Media Specialist Lutz, Finance Director Kunath
Absent: Mundy, Davis, Ruggerio

Approval of Minutes December 5, 2017

Motion by Kogelman; supported by Bliss to approve the minutes of December 5, 2017, as printed.

Yeas: Blackburn, Kogelman, Bliss, Marsh
Nays: None

Review of Updated Ordinance

Marsh gave an overview of the recent changes in the Boards and Commission ordinances including Information Technology Advisory Committee. Bliss highlighted the changes and talked about the accomplishments of the Board in the past.

Election of Chairperson

Motion by Kogelman; seconded by Bliss to table, until the next meeting, the election of Chairperson and Vice-person.

Yeas: Blackburn, Kogelman, Bliss, Marsh
Nays: None

Update from Information Technology

Blackburn gave a summary of the ongoing projects and reviewed the IT department structure. These ongoing projects include: Juniper switches on SAN, reconfiguration of Cisco Fire Power, upgrading Appasure backup application, refreshing server memory to improve BS&A performance, upgrades to Microsoft Window 10, replace Comcast cable connection with an enterprise solution, create a terms and conditions for guest Wi-Fi policy.

Juniper switches on SAN:

The two iSCSI switches connecting servers and the storage system are end of life and need to be replaced. This will improve network speed and the user experience. Replacement equipment can be purchased from Cisco, Meraki or Dell.

Reconfiguration of Cisco Fire Power:

Cisco Fire Power is used to manage the internet firewall and wide area network. With this upgrade we will be able to manage the systems with the same interface.

Upgrade Appasure Backup Application: Backup we have enough memory and storage with VM ready to restore. Offsite is held at the Police Department. This does not give up the distance that we need and BPI will be looking at Cloud storage. If we have a disaster, it is unlikely that City Hall will be destroyed and the Police Department will be fine. BPI will investigate to see what the options are for a cloud backup. 3-2-1 three backups, two onsite, one offsite. Suggestion to check with Quest and see what they use for backup. BPI will start planning for Microsoft 365 for individual backups this upcoming fall for next budget year. Perhaps a blend of users with different user features – business persona mapping (typically Human Resources or Department Heads driven including retention policy and features needed) for different levels of users. Perhaps the majority of the users would use basic features online. Base package is approximately \$5 per month per user, would need to do a ROI. Another aspect to consider would be archiving and storage of documents and files. Every business persona should be linked to an IT “container”. Suggest a survey monkey – what things are holding you back for efficiency.

Refreshing server memory to improve BS&A performance: Host server is hitting the limit of memory; we are adding extra memory and this should improve the performance of all BS&A programs.

Plan for Microsoft 10 upgrades: Microsoft 7 is ending support the end of this year. We have 91 computers that are still running Windows 7. Approximately 25 computers will be replaced in the upcoming fiscal year.

Replacing Comcast cable connection with an enterprise solution: Enterprise internet service providers, we currently have Comcast. We do not host anything here everything is outbound. However, periodically the Comcast connection will go down. BPI checked with WOW, they offer 600 mbps. We can make either one of these the main connection with an automatic fail over. One application, the fire department alerting system, we are unsure if this program will work with automatic fail over. If not, BPI will need an alerting system if internet goes down they would need to reboot. We also have the option of an optional Comcast fiber 100 x 100 mbps \$890, managed router \$125 ongoing.

Comcast ran a trace and found they needed to increase signal strength. We will continue to monitor this going forward. We could also place in a slower WOW connection for redundancy. The Firewall does not do load balancing just failover.

Create a terms and conditions for guest Wi-Fi policy: BPI has developed a terms and conditions for guest wireless. This was handed to board members for review and comment. Bliss asked questions on data storage regarding how long would the data from a search be stored? City Attorney will review this once ITAC has reviewed it. Do we have an online privacy policy?

Improve Online Services – City-Wide – Finance

Linda Kunath gave an overview of the upcoming changes to the Finance on-line features including InvoiceCloud. This company was chosen because they are the only company that wraps around our accounting software, BS&A. You can set-up if you want text messages or emails alerts on bills. You can pay from the text, email or webpage. Sign-up for e-bill, each e-bill cost \$0.20 for each email verses mailing the invoices. Bliss asked how would this market this, and suggested an incentive. We need to inspire people to sign-up now instead of whenever they get around to it; and on-going education perhaps at the Active Adult Center. Blackburn, ask the cost. It is all transaction based plus \$50 per month for the City administrative piece. Additional benefits could include monthly bill payment options, donation to city programs.

Cas addressed the online encryption issues with renting the rooms and pavilions and submitting some forms. He will continue to work with department staff to make available on-line any forms possible.

Next meeting: Proposed July or August. Dates to be determined by polling the board members.

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 8:08 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – July 29, 2019 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

Chairman Blackburn called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 6:30 p.m.

Roll Call

Present: Blackburn, Bliss, Marsh, Davis, Ruggiero, Mundy, Gardner
Also present: Corbett
Absent: Kogelman

Approval of Minutes May 6, 2019

Motion by Bliss; supported by Mundy to approve the minutes of May 6, 2019, as printed.

Yeas: Blackburn, Bliss, Marsh, Davis, Ruggiero, Mundy, Gardner
Nays: None

Improve Online Services – City-Wide – Update

Marsh gave an update on the changes in online services since the May meeting. The Board was asked to consider online services they would like to see increased online. Pavilion rentals for the parks were discussed as an upcoming item. Ruggiero suggested to including in the recreation brochure a list of services residents can complete online. It was also asked if the crime log or crime mapping could be added to the website.

Information Technology Review

Redundant internet service

Enterprise internet service providers, we currently have Comcast. The service offered from Comcast has been increased just from asking Comcast and explaining what the use is. Staff is still investigating placing a slower WOW connection in for redundancy.

Backup and Microsoft 10 upgrades

A high priority item is the upgrade of Juniper switches on SAN. Two switches connecting servers and the storage system are end of life and need to be replaced. This will improve network speed and the user experience. Replacement equipment can be purchased from Cisco, Meraki or Dell.

Information Technology Contract Review

History was given regarding IT department contracted services. Marsh explained on November 24, 2014 City Council approved awarding the bid to contract out the Information Technology Department to vendor BPI. This contract was initially for three years with an option to extend the term on an annual basis under the same terms and conditions. The City has extended this contract for two years. Given the new direction to staff from Council to preform market analysis or bids for services this item is being brought to the ITAC meeting for review ahead of the December expiration date.

Blackburn gave a presentation of the IT infrastructure at the City and supplied before BPI and after BPI pictures for new board members.

Motion by Ruggerio and supported by Mundy to recommend the extension of the contract, survey of City staff, and perform a market analysis of other service providers.

Yeas: Blackburn, Bliss, Marsh, Davis, Ruggerio, Mundy, Gardner
Nays: none

Election of Chairperson

Motion by Bliss; seconded by Mundy to appoint Ruggerio as Chairperson.

Yeas: Blackburn, Bliss, Marsh, Davis, Ruggerio, Mundy, Gardner
Nays: None

Election of Vice Chairperson

Motion by Bliss; seconded by Marsh to appoint Mundy as Vice-Chairperson.

Yeas: Blackburn, Bliss, Marsh, Davis, Ruggerio, Mundy, Gardner
Nays: None

Next meeting: As needed. Dates to be determined by polling the board members.

Adjournment

Having no further business to discuss before the Committee, Chairman Blackburn adjourned the meeting at 7:50 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – July 28, 2020 CITY HALL EXECUTIVE CONFERENCE ROOM**

Call to Order

City Manager Marsh called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

Roll Call

Present: Bliss, Charnesky, Davis, Gardner, Kogelman, Marsh,
Also present: Rohrbech, Haines, Tgiros
Absent: Mundy; Charnesky left meeting at approximately 6:20 a.m.

Approval of Minutes July 29, 2019

Motion by Bliss; supported by Kogelman to approve the minutes of July 29, 2019, as printed.

Yeas: Bliss, Charnesky, Davis, Gardner, Kogelman, Marsh
Nays: None

Election of Chairperson

City Manager Marsh explained that the current Chairman is no longer a member of the board and the Vice-Chairman will be resigning at the August 10, 2020 City Council meeting.

Motion by Bliss; seconded by Davis to appoint Kogelman as Chairperson.

Yeas: Bliss, Davis, Gardner, Kogelman, Marsh
Nays: None

Future Online Service Enhancements – SeeClickFix Demo

Marsh gave an update on possible CARES act funding and technology staff has been researching including SeeClickFix. Carols Galo from SeeClickFix was present to give a demonstration and answer the committees' question regarding the platform. Consensus was to request a trial version or more detailed demonstration and pursue if funding becomes available. Other vendors should be considered if a trial isn't available.

FY 2021 Budget Technology – Body Cameras

Deputy City Manager/Police Chief Corey Haines updated the Committee on the planned purchase of body cameras including anticipated grants opportunities and storage. BPI representative James Tigiros informed the board that Shelby Township, also a BPI customer, uses the same name brand body cameras.

Future Online Service Enhancements – Updated Website Demo

City Manager Marsh displayed the updated website design and talked briefly about the City's social media outreach the board warned about keeping focused on our target demographic instead of using newest technology such as TikTok which hasn't been proven to be secure and maybe isn't the best fit for City messages.

Committee Open Comments:

Mark Bliss asked if BPI can provide a list of current IT sources.

Curtis Kogelman asked if the City has a technology plan for the next pandemic. And expressed if not we should get to that point.

Next meeting: As needed. Dates to be determined by polling the board members.

Adjournment

Having no further business to discuss before the Committee, Chairman Kogleman adjourned the meeting at 7:03 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – October 28, 2020 Via Zoom**

Call to Order

City Manager Marsh called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:31 p.m.

Roll Call

Present: Bliss, Davis, Gardner, Kogelman, Marsh, Tuller
Also present: Clark, Haines,
Absent: Charnesky

Discussion of IT Service Provider Request for Proposals

City Manager Marsh explained that the RFP for IT Service Provider closed on October 16th. All the RFPs were sent to ITAC at that time. We received five proposals – BPI, Enertron, HiTech, Tower Computer Services, and IT Right. IT Right was disqualified due to not supplying the majority of required information in the request for proposals. The two lowest bidders were BPI at \$158,760 per year and Enertron at \$150,300 per year. Hi-Tech had several exceptions and add-ons for service.

The committee provided direction to staff to follow-up with BPI and Enertron with formal interview process, following up with the companies making presentations to the committee.

No motion will be made until a formal recommendation is made to City Council anticipated to be at the November 23rd City Council agenda.

Next meeting: Will be scheduled after interviews with possible dates November 10, 11, or 13th either 5:30 p.m. or 12:00 p.m.

Adjournment

Having no further business to discuss before the Committee, Chairman Kogleman adjourned the meeting at 6:23 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – November 13, 2020 Via Zoom**

Call to Order

Chairman Kogelman called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 10:00 a.m.

Roll Call

Present: Bliss, Charnesky, Gardner, Kogelman, Marsh, Haines (left at 10:50)

Also present: None

Absent: Davis, Tuller

Interviews for IT provider

Based on responses to the Request for Proposal, the Committee held interviews with Enertron and BPI. Both companies made formal presentations to the committee and answered questions related to service delivery and Cloud based services. Following the interviews the committee discussed the two companies and the benefits of staying with the current provider vs. having a fresh look and a new company provide services.

Motion by Charnesky supported by Gardner to recommend to City Council to enter a one-year agreement with BPI subject to quarterly review and an annual review before extension.

Yeas: Charnesky, Gardner, Marsh

Nays: Bliss, Kogelman

Adjournment

Having no further business to discuss before the Committee, Chairman Kogelman adjourned the meeting at 11:42 a.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – May 19, 2021 Via Zoom**

Call to Order

Chairman Kogelman called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 5:30 p.m.

Roll Call

Present: Charnesky, Clark, Davis, Gardner, Haines, Kogelman, Marsh, Tgiros, Tuller
(All members are participating from Madison Heights, Oakland County, Michigan)
Also present: James Blackburn - BPI
Absent: Bliss

Minutes from November 13, 2021

Motion by Clark supported by Davis to approve the minutes of the Special Meeting from November 13, 2020.

Yeas: Charnesky, Clark, Davis, Gardner, Haines, Kogelman, Marsh, Tgiros, Tuller
Nays: None

BPI – Cloud Strategy

James Blackburn from BPI discussed the Cloud Strategy explaining that we are planning to move applications to the cloud not the entire network services due to the BS&A financial system. He gave a summary of each application and talked about the options and thought process of moving to the Cloud.

There was a detailed discussion regarding security and needed updates for Microsoft 365 as part of the Cloud discussion.

Motion by Charnesky, supported by Davis to request a timeline and price details for moving to the Microsoft 365 platform for the next ITAC meeting.

Yeas: Charnesky, Clark, Davis, Gardner, Haines, Kogelman, Marsh, Tgiros, Tuller
Nays: None

Back-Up Server Replacement

Based on the discussion from the Cloud strategy Charnesky made the motion to recommend the purchase of two (2) replacement servers from Dell for a total \$16,110. In addition to the servers, BPI would add backup software and cloud storage to the backup materials list.

Yeas: Charnesky, Clark, Davis, Gardner, Haines, Kogelman, Marsh, Tgiros, Tuller
Nays: None

Adjournment

Having no further business to discuss before the Committee, Chairman Kogelman adjourned the meeting at 6:49 p.m.

**MINUTES
INFORMATION TECHNOLOGY ADVISORY COMMITTEE
SPECIAL MEETING – December 1, 2021
Executive Conference Room – 300 West 13 Mile Road Madison Heights, MI**

Call to Order

Chairman Kogelman called the meeting of the Madison Heights Information Technology Advisory Committee (ITAC) to order at 6:00 p.m.

Roll Call

Present: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Also present: Chris Morison - BPI, Michelle Robison – BPI, Timmins (Alternate)
Absent: Flanagan, Fleming (Alternate)

Minutes from May 19, 2021

Motion by Davis supported by Didur to approve the minutes of the Special Meeting from May 19, 2021.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Additions to the Agenda

Motion by Bliss, supported by Tuller, to add Microsoft 365 pricing and update to the agenda.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Information Systems Summary Assessment

James Blackburn from BPI reviewed the Information Systems Summary Assessment, including risk, items that need attention, 2022 strategic planning technology items, Microsoft 365.

There was a detailed discussion regarding Microsoft 365 and security and annual pin training. s

Motion by Didur, supported by Tuller, to recommend to Council and Staff to implement Microsoft 365 ahead of schedule this fiscally year (2022) with a budget amendment.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Motion by Tuller, supported by Didur to concur with the details of strategic planning items as budget and operations allow with the addition of annual security awareness training and pen testing before and after each training cycle.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines, Blackburn
Nays: None

Extension of BPI contract

Based on the update given by BPI staff and the plan for the upcoming years, ITAC recommends an extension of the BPI contract for 18 months to consider with the City's fiscal year and budgeting.

Motion by Tuller, supported by Davis, to recommend the extension of the BPI contract until June 2023.

Yeas: Bliss, Kogelman, Davis, Tuller, Gardner, Didur (Alternate), Marsh, Haines,

Nays: None

Abstain: Blackburn

Adjournment

Having no further business to discuss before the Committee, Chairman Kogelman adjourned the meeting at 7:40 p.m.