

**Technology Advisory Committee
of the City of Onalaska**

Thursday, January 26, 2017

1

1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order
2 at 6:33 p.m. on Thursday, January 26, 2017. It was noted that the meeting had been announced
3 and a notice posted at City Hall.

4
5 Roll call was taken with the following members present: Ald. Jim Binash, Pam Goldbeck, Rick
6 Vogel, Diane Oldani Wulf

7
8 Excused Absences: Scott Wied, Tim Bena

9
10 Also Present: IT Support Specialist Mike DeLine, Human Resource Director Hope Burchell

11
12 **Item 2 – Approval of minutes from the previous meeting**

13
14 Motion by Rick, second by Pam, to approve the minutes from the previous meeting as printed
15 and on file in the City Clerk’s Office.

16
17 On voice vote, motion carried.

18
19 **Item 3 – Public Input (limited to 3 minutes/individual)**

20
21 Diane called three times for anyone wishing to provide public input and closed that portion of the
22 meeting. Diane said Item 10 would be addressed first.

23
24 **Consideration and possible action on the following items:**

25
26 **Item 10 – Discussion and possible action on IT Infrastructure Standards and Strategic IT**
27 **Plan**

28
29 Hope said the last updates occurred in 2008.

30
31 Mike told committee members that “90 percent of this is meaningless.”

32
33 Hope said she is seeking input from committee members regarding content they would like to
34 see included. Hope also said both she and Mike are looking at a two-year plan as well as goals
35 that could be achieved within three to five years.

36
37 Mike said one of the line items from the proposal in 2008 was the city’s telephone system, noting
38 that it was a \$100,000 line item. Mike said one partial hardware upgrade with one of the server
39 aspects was completed. However, Mike also said none of the handsets have been addressed and
40 “nothing has been touched in eight years.” Mike said, “It may be true that we’re not going to be
41 able to have quotes and specific plans for exactly what we’re going to be doing five to 10 years

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42 out. [But] I think we definitely still need to be thinking about, for example, something like the
43 phone system. It's going to be another major investment at some point down the road. I don't
44 know the lifespan of these headsets. I know that we've had them start to fail already over at the
45 shop where they were installed later because they have more of a harsh environment there. I
46 wouldn't be surprised if these ones start to have issues soon, too."

47
48 Diane asked Mike if they had been included in the budget within the last couple years.

49
50 Mike said it was an item that had been removed. Mike suggested that perhaps one option would
51 be to wait until the entire system needs to be replaced and include everything among other
52 Capital Improvements Projects.

53
54 Diane asked Mike if handsets still are available for the current system.

55
56 Mike said yes, noting that "it's a pretty common system" and that there are models that are fully
57 compatible with the system. Mike noted that each handset costs between \$300 and \$400 and
58 said the cost can be absorbed during a year if a half-dozen stop functioning. Mike added he
59 believes there are at least 150 handsets in the building.

60
61 Diane asked Mike to define what a handset set.

62
63 Mike said a handset is a telephone that connects to the wall. Mike said some employees have
64 wireless modules, noting that having either a wireless handset or a wireless in-ear module
65 increases the price another \$200 to \$300. Mike said the city has no support with its phone
66 system and that he must determine the problem when the system malfunctions. Mike said he has
67 been able to address most of the issues with the system thus far. However, there occasionally are
68 problems regarding one-way voice issue between buildings. Mike said he has responded by
69 restarting both the network and telephone equipment. However, restarting the telephone server
70 takes approximately 30 minutes.

71
72 Diane asked Mike if he has ever had to seek outside assistance with the telephone system.

73
74 Mike said yes, noting the city pays maintenance on the hardware so it may receive upgrades.
75 Mike said the city must pay hourly to obtain the upgrades.

76
77 Ald. Binash asked if the five-year plan that is part of the infrastructure document is non-binding.

78
79 Mike said it is non-binding, stating, "The idea of the standards is these are the guidelines that we
80 should be following internally as we're deploying things and expanding and maintaining the
81 infrastructure. The strategic plan would be basically our plan. Again, it's non-binding. But I
82 think the idea of it from my point of view is it's going to be useful for me. But I believe it's

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83 especially useful for the committee because that way, when I come in around budget time and I
84 hand you all this budget [information] and say, 'Here are the things I've identified as things I
85 think we need to work on this budget year,' you will have a little bit of knowledge about what
86 potentially is not on this list that might be a potential concern knowing that we have a phone
87 system that is this age and we have other systems that are these ages and have approximate
88 equipment lifetimes on there so that we know when significant pieces of our infrastructure are
89 due for replacement that we have an idea that that is coming up on the horizon." Mike cited the
90 example of replacing a specific number of employee work stations and budgeting a certain
91 amount to do so every year. Mike noted that a lot of his other infrastructure ends up going in
92 cycles, citing the example of the \$50,000 server project on tonight's agenda.

93

94 Ald. Binash asked if most of the items listed on page 11 have been addressed.

95

96 Mike said some were implemented and some were not. Mike said there is a firewall in place,
97 and also that he assumes the data center upgrade was for the servers currently in place. Mike
98 also said he believes the switches were purchased when the HP ProCurve were purchased. The
99 SSLVPN portal has been removed. Mike said the terminal server had been removed by the time
100 he began his employment with the city. The IP Telephony/Routers is presumably tied into the
101 Mitel system. Mike said he assumes the Police Department laptop upgrades are the Toughbooks
102 in the squad cars. Mike also said he believes funds were set aside for disaster recovery;
103 however, the city only has backups and is considering disaster recovery. Mike said he would
104 need the proper hardware to reactivate payroll within a week should City Hall be destroyed by a
105 fire because the backups would not be helpful if there is not a location for the servers to run.
106 Mike said the Police Department, Fire Department and Public Works would need to keep
107 functioning if a disaster occurred, adding that most of what these departments need is not reliant
108 on his infrastructure. Mike suggested that perhaps the committee should discuss disaster
109 recovery, but he added, "In the end it's going to come down to what kind of funding we can get.
110 Some of that is going to be some upfront spending to have some things in place, and the rest of it
111 is probably going to be an understanding of, if this happens and we have to replace everything,
112 here is where we're going to go to get the money, here is the process we're going to have to go
113 through to do that, and here is the timeline."

114

115 Mike addressed the copier/printer combo units line item and said he assumes the copiers have
116 been in place for some time. Mike also said it is his understanding that Thin Clients were never
117 implemented. The HVAC upgrade has been completed. The Blackberry server is not currently
118 running. The email archiving system is currently in place.

119

120 Ald. Binash asked if the Technology Committee would propose items and work with the yet-to-
121 be-hired City Administrator.

122

123 Mike said yes, stating he believes the document should be split up into multiple things. Mike

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124 said, “It’s one thing to have projections. ... But I think it’s less about quantitative stuff and more,
125 ‘Here is where things are. Here is the age of our equipment. Here are the things that are getting
126 closer to the point of where we’re expecting them to fail.’ [It’s] just to know what’s on our
127 horizon as far as the general replacement of things, and then also potentially to be including new
128 things in there like expanding fiber service between our buildings and other potential ideas we
129 have that we’d like to implement and we don’t have yet.” Mike suggested first determining what
130 to do with this year’s and next year’s funds during the budget process and then examining the
131 five-year plan.

132

133 Hope said she believes the document needs to be more of a “rolling document.” Hope said she is
134 seeking the committee’s guidance so that the city can be looking to the future. Doing so will
135 assist the Common Council in knowing when projects are coming up and what they will cost.

136

137 Diane asked Mike if he has an inventory system already in place.

138

139 Mike said there is a dynamic system in place, and there are other locations where different pieces
140 of documentation are maintained. Mike said one of his weaknesses in the documentation area is
141 an actual inventory of devices. Mike said most of his machines are labeled with a computer
142 name; however, there is no asset tag showing the history of a device and where it has been.

143

144 Ald. Binash asked Mike if he has a list of the things he is responsible for in IT as well as a
145 diagram showing what each department requires.

146

147 Mike said having something like this would be very helpful, noting that he was not involved in
148 the planning and implementation process with departments that obtained Cloud-based scheduling
149 software. Mike said this is something that needs to be better documented so there is an
150 understanding that either the vendor provides support or IT provides support. Mike noted the
151 Police Department utilizes several programs – some of which he supports, some of which La
152 Crosse County supports, and some of which are supported by Assistant Police Chief Troy Miller.
153 Mike said there is uncertainty as to who to contact if a program malfunctions. Mike said
154 knowing who is responsible for what would be helpful at all levels, including the users and the
155 department heads.

156

157 **Item 4 – Update on Council Chambers’ Audio/Video System**

158

159 Mike said that while the work was completed in November, complications have arisen. For
160 example, the televisions were turned off when the desk lights on the side tables were turned off.
161 The desk lamps are plugged into the same outlet as some of the control modules for the input
162 devices. However, all the power for the televisions and the video modules are powered
163 elsewhere.

164

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165 Rick said it is possible the HDMI can cause complications.

166

167 Mike said he is uncertain whether or not the vendor will address this issue. Mike also said
168 support has not yet begun, adding that funding first must be secured. Mike also said the vendor
169 could not get the initial device for streaming to YouTube to function properly. The vendor
170 replaced this device with a less expensive piece of equipment that crashes when sources are
171 switched. As a result, while live streaming has been working, the stream crashes when the
172 camera is switched to a PowerPoint presentation. Mike said the audio stream also has stopped;
173 however, this has not occurred while he has run tests. There also have been instances where
174 someone has deactivated the microphone on the podium.

175

176 **Item 5 – Live Streaming update**

177

178 Mike said it is important to address the issues that occur when sources are switched, and he
179 expressed concern over how much responsibility the vendor will take for this. Mike said he is
180 unsure if it will be necessary to upgrade to a more expensive device. Mike said the company that
181 did the original specifications for the bid quoted a price on a streaming device that was costly
182 (approximately \$10,000), but it also handled functions that several other devices obtained with
183 this project are doing. Mike said he hopes the vendors either will be able to assist the city in
184 making its current equipment function properly or replace it with something of comparable cost.

185

186 **Item 6 – Review and possible action on proposed Inspection software implementation plan**

187

188 Mike said this item was brought before the committee in 2016 during the budget process. At that
189 time, the iWorQ solution was the solution that was budgeted. Mike said the options available
190 were iWorQ and mediocre solutions. Mike said he told Interim Land Use and Development
191 Director Katie Aspenson to revisit this item and attempt to find other possibilities that would be
192 reasonable. Mike said Katie worked with more companies over the last six months and obtained
193 information on other possible software solutions. Mike said the two solutions that Katie found to
194 possibly be both reasonable and within budget were both more than twice the amount budgeted.
195 Mike said he believes staff did a good job of looking into more options, adding that this software
196 will be utilized to record inspections.

197

198 Diane asked what method the Inspection Department currently utilizes.

199

200 Mike said notes either are taken on paper in the field, or staff is remembering what they are
201 doing and inputting the information on the personal computers in the office. Mike also noted
202 that staff must input the information into two different systems. Mike said, “The idea with this
203 project is that we’re going to use our existing Tyler finance software to accept payments as we’re
204 currently doing. We’re going to add the online payment functionality. What this would allow
205 us, among other things, is if we have somebody who comes into the Inspection Department, right

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206 now there is no way for them to take care of their transaction up there. With this, if they wanted
207 to pay by credit card they could go up there, get on a computer that we would have up at the
208 front desk, go online, make their online payment up there so it goes through the credit card
209 system like normal, then they would be right there and able to finish their inspection process.
210 Right now, there have been some issues where they have to go up to the Inspection Department,
211 get their information, and come down here. Unless the people down here have gotten the
212 information from the Inspection Department, they can't even enter the payment. There is this
213 long [process] that requires people to talk to two or three different people in series. If any one of
214 those people isn't here they're held up and have to come back another time. ... My idea with this
215 is that we would have some kind of connection set up between these two software programs
216 where ideally we would be creating an inspection and then it would be getting flagged when it
217 gets paid in Tyler. It would be getting flagged in iWorQ as having been paid." Mike added that
218 iWorQ is a Cloud-based software solution.

219
220 Ald. Binash asked Mike the amount of funding being sought.

221
222 Mike said \$22,970 has been set aside in the budget. Mike also said that while the vendor has
223 submitted the final quotes, the total amount from Tyler programming fees to set up the
224 integration between the two software programs, if applicable, is unknown. Mike said \$5,000 has
225 been allocated for this and stated he believes that amount should be sufficient.

226
227 Ald. Binash asked if \$22,970 is the exact amount needed.

228
229 Mike said it includes the \$5,000, which is there just in case it is needed. Mike said he assumes
230 some of the \$5,000 will be needed for programming costs. Mike added he hopes this amount
231 will cover whatever is needed for programming and any other overages.

232
233 Motion by Ald. Binash, second by Rick, to approve the Inspection Department Software
234 Implementation Plan in the amount of \$22,970.

235
236 Diane referred to a memo from Katie dated January 4 and said she assumes the committee is
237 approving iWorQ in the amount of \$7,250 as well as the summary of quotes needed to complete
238 the project.

239
240 Mike told Diane she is correct, noting that everything on the page, sans the two bullet points for
241 MYGOV and WAGsys, adds up to \$22,970.

242
243 Diane asked Mike if he had participated in the information gathering process.

244
245 Mike said that while he had not examined the software demonstration itself, he had spoken to an
246 iWorQ representative about the infrastructure requirements.

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247
248 Diane asked when the software would be functional, pending Common Council approval.

249
250 Mike said he hopes implementation will occur between March and April.

251
252 On voice vote, motion carried.

253
254 **Item 7 – Review and possible action on new helpdesk software**

255
256 Mike said the city had an onsite Spiceworks server when he began his employment with the city.
257 The server was utilized for both helpdesk and some hardware inventory network analysis. Mike
258 said there were issues with the server, noting that it has not been functioning properly for some
259 time. This server was just decommissioned. Mike said that for a while he had forwarded the
260 helpdesk email address to his own email. Mike said this process was working “fairly well” when
261 he was the only one addressing it. However, Mike also said his intern has been handling more of
262 these duties, adding that it will be more important to have an actual system in place once a part-
263 time HR/IT Assistant is hired. Mike said he has been utilizing a Zendesk trial for the last two to
264 three weeks, and it has been going “pretty well.” Setup is not complicated, and the costs are
265 reasonable. Mike said the desire licensing level will be \$20 per agent, per month. Mike also
266 said there is the potential to have three or four agents in IT (Hope, himself, assistant, intern).
267 Assistant Police Chief Miller and Utility Department employee Shane Stoner also would be
268 agents and manage their respective departments. Mike said he likely will purchase Zendesk for
269 one year the week of January 29-February 4, noting there is an annual maintenance fee and no
270 contract.

271
272 Rick asked Mike to give the committee an update on how the new helpdesk software is
273 functioning.

274
275 Mike said he will give the committee an update at its February 23 meeting. Mike said he would
276 like to reach the point where employees who have a question are directed to helpdesk. Mike
277 said, “We can use it for better tracking. That’s one thing we’ve been talking about [regarding]
278 needing more help for me, and they did add that HR/IT Assistant. That’s going to be helpful.
279 But I really think the key for that is it’s hard to go into the Council when every department is
280 saying, ‘We need more money. We need more staff.’ It’s a lot easier if we can go to them and
281 say, ‘Here are how many helpdesk tickets are coming in. This is the volume. This is where it’s
282 coming from.’ We can potentially identify places that are using it a lot that have their own pot of
283 money to help pay for it. As an example, the Utility Department uses it quite a bit. Since they’re
284 an Enterprise Fund they have a little more flexibility in being able to outlay more of their money
285 as needed – if there is a need for it – whereas the General Fund is a lot more restricted. Just
286 being able to pull those statistics together and show, ‘This is where the burden is coming from.
287 This is what we’re doing [and] these are the wait times’ [will be helpful].” Mike said Badger

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288 TraCS, the vendor for the software the Police Department utilizes to write its tickets, now
289 utilizes a new crash form that has created complications. Response times on emails is four to
290 five days, and Mike noted much of what the Police Department deals with is time sensitive.
291 Mike said he believes having the helpdesk will simplify the process and improve communication
292 between IT and other departments. Also, Assistant Police Chief Miller and Shane Stoner will be
293 able to monitor incoming tickets.

294

295 Diane asked Mike if helpdesk tickets can be assigned levels of urgency.

296

297 Mike said yes, stating he believes employees who submit tickets through the helpdesk web portal
298 may assign a priority level to it. Mike said he also has asked employees who work third shift or
299 weekends to inform him if the ticket they are submitting is urgent.

300

301 Pam asked Mike if Zendesk gives him the opportunity to determine how many days the average
302 ticket is open, or how many hours he has spent resolving issues.

303

304 Mike said Zendesk tracks the amount of time tickets are open and the amount of time until a
305 problem is first addressed. Mike said he has not been inputting time, and he is unsure if he has
306 seen anything in the base module that allows him to input the amount of time he has spent on a
307 certain ticket. Mike said he can look into this further.

308

309 Pam asked if the committee needs to take action on this item.

310

311 Mike said no because Hope had initially thought this item would require a contract and need
312 approval from the Finance and Personnel Committee. However, no contract is involved, and
313 funding will come from the IT budget.

314

315 **Item 8 – Review and possible action of use of sinking fund money for server**
316 **upgrade/replacement project**

317

318 Mike said he believes there should be sufficient funding unless there are changes to the handout
319 distributed to committee members. Mike said the handout outlines his thought process behind
320 the planned upgrade. Mike told committee members there was funding in the 2015 budget to
321 replace the email server and purchase new software. However, Mike said it has been
322 “snowballing into a bigger project” and as a result, he believes it would be better to address it at
323 the same time the city will be obtaining new server hardware. The projected costs are as follows:

324

325 Microsoft Exchange Standard	\$457.08 (1)
326 Microsoft Exchange Standard CALs	\$7,080 (125 at \$56.64 apiece)
327 Microsoft Windows Server Datacenter	\$7,952.64 (16 at \$497.04 apiece)
328 Microsoft Windows Server CALs	\$3,075 (125 at \$24.60 apiece)

Reviewed 2/15/17 by Mike DeLine

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329 Dell PowerEdge R730xd \$33,303.18 (2 at \$16,651.59 apiece)
330 **Total** \$51,867.90

331
332 Mike said the first two lines are the cost for the email server software, and he described them as
333 being “nonnegotiable” as they are the basic level. Mike said that while the Microsoft Windows
334 Server CALs are necessary to update the licensing, the server datacenter is not necessarily
335 necessary. Mike said that while it is more expensive to purchase it this way in the short term, he
336 believes it will save the city money over time. Purchasing the datacenter version also would give
337 the city more features.

338
339 Ald. Binash asked Mike to explain the datacenter.

340
341 Mike said the Microsoft Windows Server Datacenter is designed for virtualization. Mike said
342 once the server is purchased and licensed he may run 1,000 virtual servers if he so chooses and
343 there is no extra cost for additional virtual servers. Mike said, “If I do it the other way I have to
344 pay per virtual server. And the bigger server that I have, the more that it costs to spin up each
345 server because with the new 2016 licensing I have to license every guest server for all of the
346 processors on a physical host.”

347
348 Rick asked Mike if he is paying for the operating system if he does not have the datacenter.

349
350 Mike said yes. Mike also said the normal operating system licenses cost approximately \$600 per
351 virtual server. Mike referred to a table on the handout listing the server operating system
352 overview, which is as follows:

353

354 Windows Server 2003 (4)	Unsupported	Expired
355 Windows Server 2008 (2)	Extended Support	2020 expiration date
356 Windows Server 2008 R2 (11)	Extended Support	2020 expiration date
357 Windows Server 2012 (5)	Mainstream Support	2023 expiration date
358 Windows Server 2012 R2	Mainstream Support	2023 expiration date
359 Windows Server 2016	Mainstream Support	2027 expiration date

360
361 Mike said all are virtual servers, and a few are temporary.

362
363 Rick asked Mike if the datacenter will provide sufficient flexibility.

364
365 Mike said yes, noting the city currently mostly utilizes 2008 with its operating system versions,
366 and support will expire in 2020. Mike said he wishes to migrate all the servers within the next
367 three years.

368
369 The handout Mike distributed to committee members also included hardware comparison:

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370					
371	Server	Age	Processor cores	RAM (GB)	Storage (TB)
372	HP ProLiant DL380 G7	6 yrs.	12	72	1
373	HP ProLiant DL380 G7	6 yrs.	12	72	
374	HP ProLiant DL380 G7	6 yrs.	12	72	
375	Super Micro NAS	3.5 yrs.			12
376	Total		36	216	13
377					
378	HP ProLiant DL380 G9		16	256	16.8
379	Dell PowerEdge R730xd		16	256	16.8
380	Total		32	512	33.6

381

382 Rick inquired about the number of physical boxes.

383

384 Mike said three servers are running the virtual machines, and the fourth is NAS. Mike said his
385 proposal is to go from having three servers, plus a storage server, to having two total servers.
386 Each would have its own dedicated storage.

387

388 Rick asked if each one would have a data center license.

389

390 Mike said yes, stating he will be licensing two physical servers with the data center license.

391

392 Rick asked about the possibility of utilizing different hardware for both.

393

394 Mike said no, noting that two different quotes are being examined. Mike added that both have
395 the same specs (same number of processors, same amount of RAM). Mike said datacenter
396 would provide ample flexibility for both servers because he could freely move machines back
397 and forth between them without having licensing issues.

398

399 Rick asked if there will be full redundancy between the two.

400

401 Mike said there will not be full redundancy. However, Mike also pointed out that the total
402 amount of storage with the three old servers plus the one storage server was 13 terabytes. Each
403 of the new servers will have 16 terabytes. Mike said there will be enough to replicate the VM
404 files between both servers. Mike said he would be able to move all the important data to one
405 server and bring down the second server if he needs to perform maintenance during business
406 hours and it would not affect employees.

407

408 Rick asked Mike if he will be keeping one of the older servers.

409

410 Mike said the city is licensed for three machines for VMware. Mike said, "This would give us

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411 these two machines, plus one of these other three that we could have in there. We could either
412 have it at the Public Works facility so that we have something offsite, or we could use it for
413 administrative [purposes]. But yes, we would have basically that old hardware repurposed.”

414

415 Rick asked Mike what the core operating system will be.

416

417 Mike said he wants to standardize on Windows Server 2012 R2.

418

419 Rick asked Mike if he is concerned about migrating any of the software currently running on
420 Windows Server 2003.

421

422 Mike said some of the software might have to remain there for legacy purposes. However, Mike
423 also said that while certain items must be retained in case they are requested he does not believe
424 any of them are being actively utilized. Mike said one of the servers was an application server
425 for three or four different applications, adding he is gradually trying to remove everything he can
426 from it.

427

428 Diane asked Mike if the funds are budgeted from the 2015 budget.

429

430 Mike said \$12,000 was set aside in 2015 for the email server. Funds also were set aside in the
431 2016 budget for the first part of this project. Mike said he had sent a memo to Financial Services
432 Director/Treasurer Fred Buehler asking him to restrict those funds forward to 2017. Mike said
433 he is unsure if the original \$12,000 from 2015 is still available, and he told committee members
434 it is possible “we might be short that.” Mike said he had been previously charging specific items
435 to the City Shop and the Omni Center, which are Enterprise Funds. Mike also said he was
436 considering his core infrastructure, such as his email server, to be an IT item. Mike said he had
437 learned that anything he had purchased that was utilized in any capacity by the Enterprise Funds
438 needs to be split up among them. Mike said the \$51,867.90 is coming out of IT and that he
439 needs to be charging Street, Sewer, Water and Courts, among others, for a portion of this. Mike
440 said he needs to speak to Fred and the department heads and determine how much funding is
441 available. Mike told committee members it might be necessary to utilize funds from the sinking
442 fund if the \$12,000 is unavailable and no funding can be obtained from any of the Enterprise
443 Funds. Mike said he is seeking “a yea or nay” on the plan.

444

445 Diane asked Mike about the implementation goal.

446

447 Mike said his goal is to purchase the physical hardware and build everything that is necessary.
448 Mike estimated that this would be a three-month project, which would involve rebuilding the
449 email server and the two email archive servers.

450

451 Ald. Binash asked Mike if he is seeking a motion to approve up to \$51,867.90, or a motion to

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452 approve moving forward.

453
454 Mike asked the committee to approve spending \$51,867.90, which would include utilizing funds
455 from the sinking fund if necessary. Mike also said he would be happy to put this item on the
456 February 23 meeting agenda, at which time his questions regarding finances should be answered.
457 Mike asked committee members if he is being too conservative with the hardware upgrade;
458 specifically, with the processor cores.

459
460 Rick said he does not believe there will be any issues.

461
462 Motion by Ald. Binash, second by Rick, to approve the server upgrade/replacement project and
463 possible use of sinking fund money in an amount not to exceed \$51,867.90.

464
465 On voice vote, motion carried.

466
467 **Item 9 – Review and possible action of fiber connections for City Hall, Public Works**
468 **Facility, and Omni Center**

469
470 Mike said this involves two pieces. The first is possibly contracting with Charter
471 Communications and Wisnet to establish a fiber connection into City Hall, and also a P2P fiber
472 connection between City Hall and the Public Works Facility. Doing so would establish “an
473 extremely reliable internet connection at City Hall,” as well as “an extremely reliable internet
474 connection and a local network connection from the Public Works Facility.” Mike said there
475 have been reliability issues with the internet connection at City Hall, and the connection between
476 the Public Works Facility and City Hall has not been strong enough. Mike said there is a 10-
477 megabit symmetrical connection between City Hall and the Public Works Facility, and he said
478 the goal is to upgrade the connection to a 100-megabit symmetrical connection.

479
480 Rick asked who would own the fiber.

481
482 Mike said the fiber would be rented from Charter Communications. There would be a monthly
483 contract, and the yearly total would be approximately \$28,000. Mike estimated that
484 approximately two-thirds of that amount would be paid for by various Enterprise Funds.
485 Approximately \$8,000 to \$9,000 would fall under IT.

486
487 Rick encouraged Mike to proceed with caution before entering into a contract with Charter.

488
489 Pam said she believes Charter would be seeking a long-term contract.

490
491 Mike said that while it will be necessary to work with another party when establishing an uplink
492 to the internet, he believes the city should lay its own fiber when it is tearing up its roads. Mike

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13

493 said this will occur between the Public Works Facility and the Omni Center, and also the Aquatic
494 Center. Mike noted he had spoken with City Engineer Jarrod Holter, who told him that Street
495 Department employees will trench in the conduit between the Public Works Facility and the
496 Omni Center. Mike said a technician from Adoni Networks is certified to terminate fiber, and
497 that if he purchases the tools Adoni Networks will teach him how to do so. Mike said he wants
498 to see the city have all its own fiber between its buildings. Mike also said he eventually wants to
499 work with the Onalaska School District and the hospitals on laying down fiber. However, Mike
500 said the first step would be to obtain what the city needs, lay down fiber, see what challenges
501 arise at the smaller end of the project, and then look into expansion.

502

503 Rick inquired about Wisnet.

504

505 Mike said he does not believe Wisnet, which mostly works with education in the state, is a
506 service provider; however, Wisnet would provide support. The city then would have access to
507 Wisnet's network. Mike noted he had worked with Wisnet at his previous job and said it
508 provides service for CESA 4 in the Village of West Salem. Mike complimented Wisnet for its
509 high level of service.

510

511 Ald. Binash asked Mike if a connection could be made to the Great River Landing.

512

513 Mike said the Great River Landing would be another location to establish a connection.
514 However, Mike also said it is not a priority to him at this time due to a lack of network activity at
515 the site. Mike said what is there is crucial, noting that all the door locks will be connected. Mike
516 told committee members the entire system will crash if any of the controllers or doors go offline.
517 Mike also said the internet, which will be a Charter connection and have a secure VPN
518 connection back to City Hall for the access control system and the cameras, will be installed at
519 the Great River Landing the week of January 29-February 4. Mike said he will examine the
520 contract terms with the Charter connection and attempt to go toward shorter terms.

521

522 Diane asked Mike how quickly he wishes to move on this item.

523

524 Mike said he will attempt to as soon as possible as the estimated construction time is three
525 months.

526

527 Rick asked Mike if he had contacted CenturyLink.

528

529 Mike said yes, noting the cost for the connection with Charter that was 100 megabits between the
530 buildings was more than, but comparable to, the cost the city was paying for 10 megabits from
531 CenturyLink. Mike said he has not yet explored the other options with CenturyLink.

532

533 Rick asked Mike if he had talked to CenturyLink about fiber into City Hall.

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534
535 Mike said the last time he had inquired it was his understanding that CenturyLink did not have
536 anything coming to City Hall, or it was not available. However, Mike also said he is uncertain if
537 he had spoken to the correct CenturyLink representatives, adding he believes this is something
538 worth revisiting.

539
540 Diane asked Mike if Jarrod's employees are doing the project in the spring.

541
542 Mike said yes, noting that the goal is to begin the project in March and at least get to the Omni
543 Center and either trench from there to the road or go all the way to the Aquatic Center if the cost
544 is reasonable. Otherwise, Mike said Phase Two would be to trench to the Aquatic Center in
545 2018.

546
547 Diane asked Mike what he is seeking regarding this item.

548
549 Mike said he wanted to bring it to the committee's attention, adding he likely will have more
550 information regarding cost factors within the next month to two months.

551
552 Diane asked if this item should appear on the February 23 agenda.

553
554 Mike said he believes it is reasonable to do so. Mike also referred to the five-year strategic plan
555 and said he believes the committee should examine how well the first mini phase goes in terms
556 of issues and surprise expenses. Mike also said it will be important to find out the construction
557 schedules so that Jarrod knows city staff is expected to install the conduit for fiber when a road is
558 under construction. Mike said that while Jarrod had expressed concern over laying in conduit
559 during road construction because of the added burden for laying that conduit if no benefit is
560 being seen, Mike also said he believes it is important to lay out a plan that shows fiber will be
561 installed from one point to another.

562
563 Rick suggested also reaching out to Five Star Telecom.

564
565 **Adjournment**

566
567 Motion by Ald. Binash, second by Pam, to adjourn at 8:08 p.m.

568
569 On voice vote, motion carried.

570
571
572 Recorded by:

573
574 Kirk Bey