

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

Thursday, April 27, 2017

1

1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order
2 at 6:32 p.m. on Thursday, April 27, 2017. It was noted that the meeting had been announced and
3 a notice posted at City Hall.

4
5 Roll call was taken with the following members present: Ald. Jerry Every, Pam Goldbeck, Tim
6 Bena, Rick Vogel, Diane Oldani Wulf

7
8 Also Present: IT Support Specialist Mike DeLine, Ald. Ron Gjertsen

9
10 Excused Absence: Scott Wied

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 then asked those present to introduce themselves.

- 23
24
- 25 • **Ald. Jerry Every:** Ald. Every, who is retired from The Insurance Center in Onalaska, is
26 a newly elected Second District Alderperson.
 - 27 • **Ald. Ron Gjertsen:** Ald. Gjertsen, who is employed by St. Paul’s Lutheran Church and
28 School in Onalaska, is a newly elected Third District Alderperson. Ald. Gjersten has
29 been a City of Onalaska resident since 1998.
 - 30 • **Mike DeLine:** Mike has been the City of Onalaska’s IT Support Specialist since 2013.
 - 31 • **Tim Bena:** Tim, who is employed by Trane Company as a designer for the printed
32 circuit board for chillers, has been a City of Onalaska resident since 2003.
 - 33 • **Rick Vogel:** Rick, who is employed by Trane Company as a software engineer, has been
34 a City of Onalaska resident since 2001.
 - 35 • **Pam Goldbeck:** Pam, a lifelong City of Onalaska resident, is employed as a IS Systems
36 Analyst at Gundersen Health Systems.
 - 37 • **Diane Oldani Wulf:** Diane, a former Second District Alderperson, has been a City of
38 Onalaska resident since 1992. Diane also has been a member of the Technology
39 Committee every year except one since 2003.

40 **Consideration and possible action on the following items:**

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

Thursday, April 27, 2017

2

42 **Item 4 – Election of:**

43

44 a. Chair

45

46 Motion by Rick, second by Pam, to nominate and re-elect Diane Oldani Wulf as Chair of the
47 Technology Committee.

48

49 On voice vote, motion carried, 5-0, with one abstention (Diane Oldani Wulf).

50

51 b. Vice Chair

52

53 Motion by Tim, second by Rick, to nominate and elect Pam Goldbeck as Vice Chair of the
54 Technology Committee.

55

56 On voice vote, motion carried, 5-0, with one abstention (Pam Goldbeck).

57

58 **Item 5 – Read Technology Mission Statement**

59

60 Diane read the Onalaska Technology Advisory Committee Mission and Goals, which is dated
61 July 2006: *“The mission of the Onalaska Technology Advisory Committee is to provide guidance
62 and recommendations to our Onalaska Common Council regarding ways the city can provide
63 effective technology usage for employees and citizens. Goal One: Identify technology issues and
64 the means to resolve them efficiently and effectively. Goal Two: Promote the efficient use of tax
65 dollars on technology solutions. Goal Three: Serve as a liaison among government, education,
66 and businesses to efficiently and effectively utilize technology.”*

67

68 Diane said the Technology Committee had stated in 2016 that the current mission statement was
69 satisfactory, and she asked committee members if the mission statement can stand as is.

70

71 Committee members said yes.

72

73 **Item 6 – Update on IT Projects**

74

75 Mike provided the following update:

76

77 • The new VMware servers have been ordered. Mike said he is working on setting up the
78 RAID arrays and installing VMware. Mike also said he will attempt to perform some
79 new virtual server rebuilds. There will be an attempt to utilize the hardware side-by-side,
80 and the new system will be utilized as the depth platform for approximately one month
81 before going live with the new hardware.

82 • Mike said the conduit has been prepared for the fiber connection from the Omni Center to

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

Thursday, April 27, 2017

3

83 the Public Works Facility.

- 84 • There have been technical difficulties with the audio/visual system in the Common
85 Council Chambers. Mike said he would like to perform some programming updates,
86 noting that committee members had stated they believe it is crucial to have support with
87 the project. Mike said he does not possess the necessary tools to reprogram the system,
88 and he offered to provide pricing at the May 25 Technology Committee meeting. Mike
89 said there are certain technical difficulties that have been present since the system was
90 installed, and that the vendor can be persuaded to address these issues. However, there
91 are other programming changes that will require the city to pay the vendor hourly. Mike
92 said other options including foregoing the programming changes or signing a service
93 contract.

94

95 Rick asked Mike to elaborate on the types of programming changes he is seeking.

96

97 Mike cited the example of the Common Council Chambers being utilized on a Friday for a
98 purpose different than a normal city meeting, noting that the system was not deactivated at the
99 completion of the meeting. The system continued functioning over the weekend. Mike said he
100 suggested installing a four-hour timer that will automatically deactivate the system if it has been
101 sitting idle for that period of time. Mike also said Charter Communications had provided him
102 with information regarding the process to make the city's public access station "live" once again.
103 Mike said Charter Communications representatives told him the cost of the equipment to
104 broadcast the high-definition signal would be approximately \$10,000. Charter Communications
105 representatives also said it would be possible to purchase an inexpensive converter (likely
106 between \$200 and \$300) that would convert the signal from digital to analog. This would allow
107 the existing equipment to be utilized. Mike said he assumes the committee is not interested in
108 purchasing the high-definition components, but rather to continue broadcasting on Charter's
109 cable television channel.

110

111 Tim and Diane both stated they approve of broadcasting in analog on Charter's channel.

112

113 Pam asked if meetings still are being live-streamed on the internet.

114

115 Mike said live streaming will improve once the fiber connection has been established because the
116 current upload speed is not very fast. Mike said full high-definition uploads would be possible.

117

118 Ald. Every asked Mike if the items he has been discussing have been budgeted or already
119 purchased.

120

121 Mike told Ald. Every that when the final bids were received for the Common Council Chambers
122 audio/video project there were two favorable bids "that were both almost right on the money
123 with the same price." Mike said the total cost of the project was almost exactly at the city's price

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

Thursday, April 27, 2017

4

124 point, and the extra support agreement that was an annual support agreement was not budgeted
125 as annual expense. Rather, it was budgeted as a Capital Improvements Project. As a result, one
126 sum was received at one time, and nothing was budgeted for support. Mike said to his best
127 knowledge the cost of support is between \$5,000 and \$8,000 per year, adding that it is
128 approximately 10 percent of the total project cost. Mike told Ald. Every that the previous
129 audio/video system in the Common Council Chambers had lasted approximately 15 years;
130 however, it had experienced several technical difficulties the last five years it was operational.
131 Mike said the previous system either should have had significant updates or replaced after 10
132 years.

133

134 Diane said it was “inoperable” the last three years, or perhaps longer.

135

136 Ald. Every said he believes meetings should be broadcast in analog, and he asked if this is an
137 item that should go before the Finance and Personnel Committee if it has not been budgeted for.

138

139 Mike said it is an item that will require approval both from the Finance and Personnel Committee
140 and the Common Council. Mike told Ald. Every that the Technology Advisory Committee does
141 not give “any kind of final say” on costs. Instead, the committee would present a proposal,
142 including the cost, and make a recommendation to the Finance and Personnel Committee.

143

144 Rick asked if a final payment had been made on the Common Council Chambers project.

145

146 Mike said yes.

147

148 Rick asked if the city has any leverage on the items that need service.

149

150 Mike said that while the city has “some leverage,” it also is out of the 90-day window for some
151 items. Mike said one issue has been reported, but he has not yet followed up on it. Mike noted
152 the project had been completed in November when there were few meetings, and he said
153 technical difficulties began happening in January when more meetings occurred. Mike described
154 the issues as “inconveniences,” citing the example of some of the recordings being inconsistent
155 with the audio recorder since the other components of the system were introduced. However,
156 Mike said he has been able to pull the audio from the video recorder so meetings may be
157 transcribed.

158

159 Tim asked if there is a possibility anything could be lost.

160

161 Mike said he has not yet seen anything that gives him cause for concern, noting that meetings are
162 recorded to two different devices. There is a third option when meetings are broadcast on
163 YouTube.

164

165 Diane said she hopes the vendor would stand behind its good name, suggesting that perhaps
166 Financial Services Director/Treasurer Fred Buehler and Mayor Joe Chilsen could speak to the
167 vendor if it does not take action after Mike calls.

168

169 **Item 7 – Review and possible action of fiber connections for City Hall, Public Works**
170 **Facility, and Omni Center**

171

172 Mike referred to a copy of a quote from Five Star Telecom and described the services the city is
173 considering adding:

174

- 175 • **Bundled internet and voice services (\$1,109):** This would include the incoming
176 telephone system as well as a fiber internet connection. CenturyLink currently provides
177 telephone service. Mike said it is more cost-efficient for Charter Communications to
178 provide this service, adding that the city will save \$100 a month if telephone service is
179 added at the same time as fiber internet for City Hall.
- 180 • **Point-to-point ethernet connection (\$750):** The connection would be between City
181 Hall and the Public Works Facility. The connection speed of 50M/50M would be
182 approximately five times faster than the current metro ethernet connection through
183 CenturyLink. Mike said the contract with CenturyLink has expired, thereby allowing the
184 city to make a change.

185

186 Mike said the total cost would be nearly \$1,900 a month. However, he also noted that the city's
187 current cost of nearly \$1,800 a month for telephone and internet service and the connection
188 between the buildings is comparable. Mike said he had added the city's average monthly long-
189 distance usage, noting that Charter Communications would bundle 5,000 minutes of long
190 distance a month. The telephone lines under CenturyLink did not come bundled with any long
191 distance. Therefore, the city paid for every minute it utilized. Mike noted he had examined the
192 city's telephone bills over the last year and said the city had utilized between 2,000 and 3,000
193 minutes of long distance per month. Mike said the actual cost once the city exceeds 5,000
194 minutes will be less than the current cost with CenturyLink.

195

196 Diane asked Mike if Fred approves of having 5,000 minutes of long-distance usage per month.

197

198 Mike said yes, noting that any cost increases incurred will be going on Enterprise Funds. Mike
199 also said that while the current proposal calls for a 100-by-100 megabits per second internet
200 connection at City Hall and a 50-by-50 megabits per second connection between City Hall and
201 the Public Works Facility, both connections could be 100-by-100 without increasing the bottom
202 line cost for the General Fund Budget. Mike noted there will be a net decrease on the General
203 Fund.

204

205 Mike referred to another quote from Five Star Telecom for a connection between the Public

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

Thursday, April 27, 2017

6

206 Works Facility and the Omni Center, noting that the price of \$4,893.91 would be a one-time cost.
207 Mike said the city would bear the burden of paying the cost of repairing a damaged line, and he
208 also said it is possible the line will be extended across Riders Club Road to the Aquatic Center
209 when Riders Club Road is repaired in 2018.

210

211 Diane asked if Five Star Telecom would perform the installation, noting that at its March 23
212 meeting the Technology Committee had discussed the possibility of city staff performing the
213 installation.

214

215 Mike said yes, noting that city staff has laid all the conduit. Five Star Telecom will pull the
216 cable and terminate the ends. Mike noted that Adoni Networks has one technician who is
217 certified to terminate fiber; however, he does not do it on a regular basis. Mike said Adoni
218 Networks would be willing to assist the city, which only would have to pay for the cost of the
219 cable and the ends. However, Mike said if the city were to run 600 feet of cable and there was
220 an error, it would be necessary to tear out all the cable and lay it again. Five Star Telecom would
221 repair any mistakes it might make. Mike noted he has spoken with Parks and Recreation
222 Director Dan Wick and City Engineer Jarrod Holter, whose departments would be most affected
223 by the \$4,893.91 cost, and he said he believes it is possible to split the cost six ways between
224 four different Enterprise Fund accounts. Doing so would reduce the cost to \$1,000 per budget
225 line. Mike said that while this item has not been budgeted for, both Dan and Jarrod told him they
226 believe it is a cost they can work into their respective 2017 budget plans.

227

228 Diane asked if the committee already had approved the first quote from Five Star Telecom.

229

230 Mike said the committee had given conditional approval, and he told Diane there had been some
231 confusion regarding the pricing when he was gathering information for the April 5 Finance and
232 Personnel Committee. Mike said he had delayed to ensure that he had all the accurate financial
233 information. Mike noted that the financial figures before the committee this evening had been
234 pulled from the contract. Mike referred to the graph on the first quote from Five Star Telecom,
235 noting it includes the city's current cost and the proposed cost from Five Star Telecom. Mike
236 said that while the cost of Charter Communication's proposal is more expensive, it does not
237 include the discounts for bundling and the city potentially could save money. However, Mike
238 also said Charter and Five Star Telecom realistically will end up costing the same. Mike said the
239 advantage of utilizing Five Star Telecom is that it manages all the city's support. Mike also said
240 he is looking to proceed once approval has been given.

241

242 Tim referred to Five Star Telecom's first quote and said it is his understanding there would be no
243 cost for one year. Tim inquired about the payments after one year.

244

245 Mike said he is looking at proceeding with both projects.

246

Technology Advisory Committee

of the City of Onalaska

Thursday, April 27, 2017

7

247 Rick asked Mike if he wants to proceed with the project on Five Star Telecom's first quote as
248 soon as possible.

249
250 Mike said yes, noting that there currently are difficulties with the connection between City Hall
251 and the Public Works Facility as well as the internet connection at City Hall. Mike said, "This
252 [project] is going to solve those issues for us. The issues we're having at the Omni Center are
253 most noticeable during hockey season, so given that that's by the time we would finish this
254 project that would be coming to a close. I'm a little less concerned about getting that part started
255 right away. But I would like to do both of these this year."

256
257 Diane referred to the second quote from Five Star Telecom and noted it said, "Prices are firm
258 until 5/12/17."

259
260 Mike said it is possible the project would need to be requoted after May 12, adding, "It didn't
261 sound like there was going to be much of a significant cost difference if we did it now versus
262 waiting." Mike told committee members he can bring this item through both the Finance and
263 Personnel Committee and the Common Council if they are willing to endorse it.

264
265 Motion by Rick, second by Tim, to approve total monthly services of \$1,859 from Five Star
266 Telecom, Inc. for bundled internet and voice services at City Hall, and point-to-point ethernet
267 connections between City Hall and the Public Works Facility, and also to approve a quote of
268 \$4,893.91 from Five Star Telecom, Inc. to install fiber between the Omni Center and the Public
269 Works Facility.

270
271 Ald. Every asked Mike if this item will be going before the Finance and Personnel Committee.

272
273 Mike said yes.

274
275 Diane told Ald. Every that this item likely will appear on the Consent Agenda at the May 9
276 Common Council meeting if the Finance and Personnel Committee does not raise concerns at its
277 May 3 meeting.

278
279 On voice vote, motion carried.

280
281 **Item 8 – Discussion and possible action on IT Infrastructure Standards and Strategic IT**
282 **Plan**

283
284 Mike noted he had distributed two handouts to committee members. One is the city's current
285 routing overview that shows the wider area network between the city's buildings and
286 connections to other organizations such as the Onalaska Public Library and La Crosse County.
287 Mike referred to the dashed blue line that represents City Hall's primary internet connection and

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

Thursday, April 27, 2017

8

288 the dashed red line that represents the backup internet connection. Mike described the backup
289 connection as “basically useless,” telling committee members no one may utilize the internet
290 with this connection because it is very slow. Mike said the city will be going from utilizing two
291 connections at City Hall – one of which is very inefficient – to one connection that is “much
292 more reliable.” Mike said the new plan will eliminate some of the redundancy with the
293 connections, adding that the city will be going from connections with 90 to 95 percent reliability
294 to connections with 99.97 percent reliability and faster speeds. Mike noted the connection from
295 City Hall to the internet, which will be 100-by-100 megabits per second, will be faster and more
296 reliable. Mike said there currently is a 500-megabits per second wireless connection between
297 City Hall and the Public Works Facility. However, inclement weather conditions can reduce that
298 speed, and Mike said while the connection is set up to do failover it does not always correctly go
299 back and forth very well. Mike said he has disabled the connection during inclement weather
300 and re-enabled it when conditions improve. Mike said this connection will remain, but it will not
301 be utilized as the primary connection. Rather, it will mostly be utilized for backup traffic.

302
303 Rick asked Mike if he plans to retain the 80/6 connection from the Public Works Facility to the
304 internet.

305
306 Mike said that connection provides a second internet connection if a fiber line is severed. Mike
307 said he also plans to run the Omni Center public Wi-Fi on that connection. Mike pointed out that
308 the connections between the Public Works Facility, the Omni Center and the Aquatic Center
309 (1000/1000) are the fastest connections shown on the fiber routing overview. Mike said, “Not
310 only is it going to be cheaper after a matter of two months or three months for that connection
311 over the one we’re leasing from Charter, but it’s faster as well. Realistically, the way to go,
312 long-term, for all of our connections, whenever possible, is if they’re doing a road project where
313 we can lay down fiber and we don’t have to dig up the road to do it because they’re already
314 digging it up to repair the surface, it’s extremely cheap for us. It’s cheaper for us as the city than
315 it is for anybody else. We can lay the conduit. We can either have the conduit laid as part of the
316 normal contractors that are laying everything else. We can have our street workers do it. Then
317 you just go behind after the project is done, you run your fiber through, and it’s going to be
318 beneficial for our own infrastructure. And I think we’re going to see it as something that the city
319 can provide as something of value for the citizens and businesses in the area.”

320
321 Rick asked who is in charge of the as-builts when the conduit is installed on a project.

322
323 Mike said he has been working GIS Manager Joe Barstow, noting that the Street Department had
324 laid the conduit between the Omni Center and the Public Works Facility. Mike said the location
325 of the conduit will be drawn on a map and it will be installed in the GIS system. Mike also said
326 a tracer wire will be run.

327
328 Mike referred to the handouts and said he wanted to give committee members an idea of how the

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

Thursday, April 27, 2017

9

329 fiber will affect the overall picture, and also give them an idea of what the city has. Mike said
330 that at this point everything is still “scattered and in different places,” and his goal is to have
331 everything in one location.

332
333 Mike addressed the city’s backups, noting that they are offsite and saying, “The assumption with
334 the system that we have set up is that we are not going to have a total hardware loss. If we do
335 have a total hardware loss the systems will be back up whenever we can get them back up.
336 There’s no plan for hardware that we can start restoring these servers to.” Mike cited the
337 example of the city experiencing significant flooding or significant structural damage to City
338 Hall that destroys all the servers. Mike said it will be possible to restore from the offsite backup.
339 However, Mike also said, “We just have the files and we don’t have the servers we need to run
340 them. Realistically, this is a pretty catastrophic recovery scenario if we’re losing all of our
341 hardware. But there was at least one thing that was pointed out to me, which is we need to still
342 be able to process payroll. ... One of the things I think we’re going to need to look at is
343 potentially a tiered backup system where we have some of things that are high priority as far as
344 recovery time is concerned. We would have to have some kind of a solution that takes that into
345 account and gives us an opportunity to do something like potentially spin up in The Cloud from
346 backups on Amazon web services or something like that where we could get the minimal servers
347 that we needed running to be able to process payroll and other things. What we all need to be
348 able to look at this and see what solutions make the most sense is we need to know, what is the
349 priority and what needs to be recovered? Payroll is the one thing that has been mentioned to me.
350 The other thing that would be obvious is things for public safety. But for the most part the
351 important things for both the Police Department and the Fire Department are either hosted in The
352 Cloud or on the La Crosse County servers. That’s kind of outside our area of responsibility. If
353 we have some kind of massive disaster here, they would still – as long as they can get an internet
354 connection in their squad cars and fire trucks – be able to work on their normal systems.”

355
356 Rick asked if there are any insurance requirements from a tier level.

357
358 Mike said he does not know.

359
360 Rick said it is possible the city could receive a discount on its premium if it is paying insurance.

361
362 Mike said the city can recover its files and its information should there be a disaster. However,
363 Mike also said the city does not have a plan in place regarding which services will be restored
364 immediately, how they will be restored, and a timeline to restore service. Mike said there have
365 been some successful server restores from backups in limited cases. However, Mike also said,
366 “We have never done a restore to bare metal assuming that we have lost all of our hardware here
367 and doing a test of restoring it to different hardware. That’s probably something we want to have
368 as part of our plan: an annual test where we restore yesterday’s version of the finance software in
369 a localized network and make sure that people can log in and can run the payroll process in a

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

Thursday, April 27, 2017

10

370 sandbox environment so that we know that we've tested the whole process and we know what
371 needs to be done to make it happen."

372

373 Tim asked Mike if he has considered contacting the City of La Crosse or La Crosse County and
374 inquiring about their backup plans.

375

376 Mike told Tim that he has not yet done so and complimented him for his idea.

377

378 Tim suggested that perhaps the City of Onalaska could form a partnership with the City of La
379 Crosse.

380

381 Mike noted there are backups at City Hall and at the Public Works Facility and said that perhaps
382 a natural disaster such as a tornado could cause significant damage to both buildings. Mike said
383 that perhaps there could be an agreement where the City of Onalaska has a backup server on the
384 City of La Crosse's network, and vice-versa.

385

386 Tim inquired about Mike's contact at La Crosse County.

387

388 Mike said he has worked with both Mike Williams and Matt Bright.

389

390 Tim suggested contacting John Parshall, La Crosse County's IT Director.

391

392 Ald. Every said this is an item that also will require funding.

393

394 Mike said it will need to be both planned and budgeted for. Mike also noted that a backup fund
395 had been created, and he said there still is money in that fund. Mike said, "There still is some
396 extra money sitting waiting for us for some of these backup things, so some of that might be
397 covered under money we already have. But then anything else above and beyond that,
398 depending on how much it is, we might be able to go over the course of the next three years as
399 part of the IT budget we work on getting through our list and getting these items. Or if it's a big
400 enough dollar figure, trying to roll it into a Capital Improvement Project. I think we have to
401 figure out what we want to have for a plan first, and that's going to determine our cost levels and
402 what avenues we need to go to fund it."

403

404 Mike suggested that at its May 25 meeting the committee discuss its five-year strategic plan,
405 which was created in 2009 and has become mostly irrelevant. Mike also suggested that the
406 committee create a list of equipment that has been replaced during his tenure with the city and
407 might need to be replaced within the next two to three years, or equipment that has not been
408 replaced during his tenure with the city.

409

410 Diane asked if the city still is on a schedule to replace a certain number of computers a year.

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

Thursday, April 27, 2017

11

411
412 Mike said he believes between 25 and 30 are scheduled to be replaced yearly. Mike also said his
413 goal is to replace computers between three to 3½ years.

414
415 Mike said he believes it is important that the committee discuss equipment replacement at its
416 May 25 meeting in preparation for discussions on the 2018 IT budget at the June 22 meeting.
417 Mike also said he believes the budget must be finalized at the committee's July 27 meeting.
418 Mike told the committee one of the items that likely will be discussed is the Fire Department's
419 mapping software, noting that the software option that was purchased and implemented as part of
420 the 2017 budget is causing challenges for the department. Mike said the system is a live internet
421 connected system, and the system ceases operating when the internet connection is lost. Mike
422 said it is common for a computer going back and forth between Wi-Fi and cellular connections to
423 believe it still is connected to City Hall's Wi-Fi a short distance away and not connect to the cell
424 network. A two- to three-minute delay for the Fire Department being able to access data might
425 mean fire fighters cannot access that data until they reach the scene. Mike said that while it is
426 acceptable to have a system where data is based in The Cloud, it must be cached well enough
427 that if the connection is lost the Fire Department can keep working on what it has. Mike said he
428 told the Fire Department to examine all viable options, and also speak with other departments in
429 the area as well as Tri-State Ambulance.

430
431 **Adjournment**

432
433 Motion by Ald. Every, second by Rick, to adjourn at 7:28 p.m.

434
435 On voice vote, motion carried.

436
437
438 Recorded by:
439
440 Kirk Bey