

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

Thursday, June 22, 2017

1

1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order
2 at 6:30 p.m. on Thursday, June 22, 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, Scott
6 Wied, Tim Bena, Rick Vogel, Diane Oldani Wulf

7
8 Also Present: IT Support Specialist Mike DeLine

9
10 **Item 2 – Approval of minutes from the previous meeting**

11
12 Motion by Rick, second by Pam, to approve the minutes from the previous meeting as printed
13 and on file in the City Clerk’s Office.

14
15 On voice vote, motion carried.

16
17 **Item 3 – Public Input (limited to 3 minutes/individual)**

18
19 Diane called three times for anyone wishing to provide public input and closed that portion of the
20 meeting.

21
22 **Consideration and possible action on the following items:**

23
24 **Item 4 – Update on IT Projects**

25
26 Mike began addressing Item 5.

27
28 **Item 5 – Discussion and possible action on review of 2018 IT Budget**

29
30 Mike first addressed the IT Budget – Annual Maintenance, Licensing, and Support Costs, a copy
31 of which was distributed to committee members. Mike said this is an update from the
32 committee’s May 25 meeting, and he told committee members that he needs to have a discussion
33 with Financial Services Director/Treasurer Fred Buehler the week of June 25-July 1 regarding
34 finding a more efficient method to split up the costs. Mike said, “All of the costs that I’m paying
35 for out of IT money, if it’s anything that is a general benefit to the city as a whole and is not for
36 one specific thing, it should be getting split up between the Enterprise Funds. It’s not very
37 realistic for me every time I buy a hard drive to go out and get five different account numbers
38 and split it all up. So what I’m going to be trying to do is try to find a more streamlined method
39 where we can look at the big picture and say, ‘This is the standard split,’ and we know what our
40 budget amount is ahead of time so the other departments that have to be paying into this should
41 know ahead of time rather than being surprised throughout the year [and being told we] have to

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42 pay \$500 for this and \$1,000 for that. Right now, the way the costs are being broken up is
43 inconsistent. Sometimes it's not being broken up at all. Other times we're using one set of
44 percentages, and another time we're using a different set of percentages. [I'm] just really trying
45 to get a straight answer on how we need to do that and have it be a little more consistent. That
46 relates to some of these costs that are showing on the first page of the IT Budget because all of
47 these costs should be being shared between IT and all of the Enterprise Funds. Currently some
48 of them are, but not necessarily all of them – for sure not all of them. That's something that
49 we're going to have to look at. Hopefully when we come to next month's meeting what I'll be
50 able to show is our total costs for these general items as well as an idea of how much we're
51 paying for in IT and how much of that is being charged to other Enterprise Funds, and knowing
52 what the standard rates are that these other funds are being charged for items.”

53

54 Ald. Every why there are different methods at this time.

55

56 Mike said he believes each individual item has been addressed on its own. Mike cited the
57 example of internet costs and how they have been divided, and he said this item is examined
58 individually. Mike told Ald. Every, “Over time, thoughts have changed about how much one
59 department should pay or another. It appears as though there might have been an oversight in
60 some of them.” Mike said he was examining the IT support costs from Adoni Networks and
61 noted it is split up among some, but not all, of the Enterprise Funds. Mike also noted the
62 documentation that exists is vague and said, “You see how much each department is paying, but
63 you don't see any justification for those splits anywhere. I'm not sure; maybe they do have
64 better documentation for that in the Finance Department. But the more I've been looking at it,
65 the less consistent it has seemed to me.”

66

67 Ald. Every asked if financial figures are being determined randomly when budgets are being
68 composed.

69

70 Mike said one item will be added in 2016 “and so they look at it then. Then maybe three years
71 later there's something else, so they're not even thinking about the same things that they were
72 thinking about the last time they set up the splits. I think it was one of those things where
73 everything has been taken on a case-by-case basis. There certainly should be exceptions to any
74 rule, but I think we should look at all of the prior things and make sure that we have a clear-cut
75 understanding of, if there should be differences, why those differences are there. And if there
76 shouldn't be differences, getting it all standardized so that the Enterprise Funds are paying their
77 fair share and we don't have one that's paying too much and another one that's not paying
78 enough.”

79

80 Ald. Every praised Mike's idea.

81

82 Mike said he believes it is something that will need to be done on a consistent basis – every five

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83 to 10 years “as things start to potentially drift again.”

84

85 Ald. Every asked Mike if he knows how funds should be divided once the Technology
86 Committee’s budget has been approved.

87

88 Mike said he does not know, adding that he is not in a position to be telling other departments
89 what they should be paying. Mike said he will speak to Fred and ask both him and City
90 Administrator Eric Rindfleisch to decide how the funds will be divided. Mike said he will be
91 bringing up the discussion so that this topic may be examined.

92

93 Diane asked Mike, “Can I assume that you will have at least, at your level, a recommendation of
94 how you see the scope of things of where they’re going?”

95

96 Mike said he believes many of the costs can be split up into three categories: the number of
97 users, the number of devices, and either a general fixed cost or perhaps a fixed cost per building.
98 Mike said he believe several factors will need to be taken into consideration, adding, “The main
99 thing that I want to accomplish for myself, kind of selfishly, is every time I do a purchase order
100 to buy cables or something that I’m not having to create a lot of extra work by billing items out
101 to all these different departments ... Even if it has to be split up on the purchase orders, that there
102 is an understanding ahead of time so all these other departments aren’t having this trickle-down
103 effect of, ‘I just bought this and you’re supposed to pay for this percentage of it. You didn’t
104 know about it ahead of time and didn’t budget for it.’ ”

105

106 Diane, a former Second District Alderperson, acknowledged that over the years different
107 departments in the city have wanted to purchase certain items for themselves instead of perhaps
108 sharing them. Diane also said she realizes items must stay “very separate” when grant funding is
109 involved.

110

111 Mike said he believes IT, some of the building funds, and maintenance “tend to have some
112 overlap with the departments we serve. Mike said he or maintenance might be asked to repair an
113 item and will be told it is an item IT or maintenance should be paying for as opposed to the
114 General Building Fund paying for it because it is only for a specific department; it is an item that
115 malfunctioned due to negligence; or it is a unique item the rest of the city will not be able to
116 utilize. Mike said, “But I think as much as possible, when we’re looking at our budget, anything
117 that we know we should be splitting out, we need to have that information both for our benefit
118 and for the benefit of the other departments ahead of time rather than trying to do it all on the
119 back end.”

120

121 Scott said he believes copier maintenance can be removed from the budget because the
122 departments that have copiers should be receiving the invoices.

123

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124 Mike said he is uncertain at this time as to whether copier maintenance is coming out of the IT
125 fund, adding he will need to seek clarification prior to the July 27 Technology Committee
126 meeting.

127

128 Mike then addressed the items on the IT Equipment Replacement Budget:

129

130 • **New PCs and monitors (\$25,000).** Mike said the general plan is to attempt to replace
131 computers every three to four years – at least the ones that are in positions of primary use.
132 Mike said there are several locations in the city where repurposed computers are utilized.
133 For example, there is an older PC in each building that is set up for maintenance to be
134 able to access the HVAC controls for that particular building. Mike said \$25,000 is a
135 preliminary financial figure, noting that 25 to 30 PCs are typically replaced yearly.

136 • **Network switches (x 4) (\$5,250 IT General Fund/\$1,950 Enterprise/Special
137 Revenue/Capital Improvements Projects).** Mike said there still are some ProCurve 10-
138 100 switches in use, and these switches are not gigabit capable. Mike said he would like
139 to purchase Meraki switches that can be controlled via a cloud dashboard. Mike said the
140 city currently does not have any Layer 3 switches or routers on the network. Everything
141 going from one subnet to another, or one VLAN to another, must pass through the
142 firewall. Mike said this will create more of a bottleneck due to the presence of fiber
143 connections at the City Shop. The new switches will be PoE switches that also are Layer
144 3 compatible, so traffic may be rerouted through them. Mike said one switch will be
145 installed at the Street Shop, one at the Fire Department, one at the Police Department, and
146 one in the City Hall basement.

147

148 Rick asked if the switches are placed in closets.

149

150 Mike said they are placed in cabinets, adding there are four switch locations in City Hall. All of
151 them have fiber locations between them.

152

153 Rick inquired about ventilation in the closets.

154

155 Mike said it is not the best.

156

157 Rick said the PoE switches will give off more heat.

158

159 Mike said the existing PoE switches will be replaced. Mike said he will be switching out two
160 24-port switches at one location for a 48-port switch.

161

162 Pam asked Mike if he has a temperature monitor in each closet.

163

164 Mike said no, but also said he is attempting to have a UPS in each switch cabinet. Mike said he

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165 can obtain a monitoring card in each one “for a few hundred extra dollars.” Mike promised to
166 add that expense to the list, and he told committee members there is starting to be a lack of space
167 in the Police Department cabinet. Mike said he believes it is worth spending \$200 to \$300 –
168 utilizing sinking fund money, if necessary – for four locations at City Hall to address heat.

169

170 • **Wi-Fi access points (x 9) (\$1,950 IT General Fund/\$1,950 Enterprise/Special**
171 **Revenue/CIP).** This would extend service at City Hall. Mike said Wi-Fi was installed at
172 City Hall in 2014, and that he was “pretty conservative” with his placements. As a result,
173 there are several dead spots. Mike said City Administrator Rindfleisch has been working
174 out of both a downstairs office and an upstairs office, adding that the Wi-Fi signal is
175 weak in both the upstairs office and a conference room. Mike said he wants to ensure
176 that the conference rooms, primary office suites, and basement locations such as the
177 emergency operations center and his server room have reliable Wi-Fi access.

178 • **VMware vSphere (\$4,500).** The city currently has one essentials license, which allows
179 for the operation of one vCenter server and three VMware hosts. Mike said he is in the
180 process of replacing the three old hosts as they are five years old or older. Mike said they
181 potentially could be utilized as a secondary purpose – possibly at the City Shop. The
182 hosts could be utilized to run live restores of backups for testing. Mike said, “This would
183 give us the licensing that we need to be able to run a production vCenter server and also a
184 backup one or a dev one, or just another one in a location for another purpose.” Mike
185 said he is not certain if this is required, “but it would be nice to have.”

186 • **Electronic lock for clerk suite (\$1,000).** Mike said he is attempting to replace a few at a
187 time, and also that he only has identified one door that he believes should be prioritized:
188 the one at the front counter. Mike said he likely would install a combination keypad/fob
189 so that employees may access that suite either by swiping in or keying in. Mike said the
190 lock would provide additional security, adding that he must reset the telephone at the
191 front desk every few days.

192

193 Diane inquired about electronic locks at the Omni Center.

194

195 Mike said he believes they were installed on the front and rear doors in 2016. Mike said there
196 were challenges with the back-door lock because it is a wireless system and it was not located
197 close enough to the central point to hit the back door. Mike said it is necessary to run a wire to
198 that one to bring it back online. This will be addressed during the summer.

199

200 Diane asked if more locks are needed at the Omni Center.

201

202 Mike noted he has spoken with both Parks and Recreation Director Dan Wick and Buildings
203 Manager Brian Babiash, and he said the outside doors are the primary concern. Mike said the
204 camera coverage of the facility is satisfactory, and therefore “the internal part is less of a
205 priority.” Mike noted that this is an Enterprise Fund and said, “It has to fit in their budget.”

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206 Mike said he is attempting to expand the Wi-Fi at the Omni Center so there is better coverage,
207 noting that there currently is one access point in each arena. Mike also said he eventually would
208 like to introduce tiered public Wi-Fi at the Omni Center.

209

210 Diane asked Mike if he has a timeline for introducing tiered public Wi-Fi.

211

212 Mike said it partially depends on the new fiber being installed this summer, and it also depends
213 on ensuring that the proper Wi-Fi coverage is available.

214

215 • **Surveillance.** Mike said there have been discussions regarding the installation of
216 security cameras at City Hall, primarily at the cash registers and money-counting areas,
217 and also at counters where the public interacts with city employees (e.g., Police
218 Department, City Clerk's Office, Finance Department, court). Mike said it is his
219 understanding there is funding available; however, Fred has not shared this funding
220 source or the amount available with him. Mike also said, "We're currently pretty well
221 saturated with our switches. If we're adding 15 cameras that are all going to one switch
222 location, it's probably going to mean I need to add another switch in there. I'm going to
223 try to see if I can get answers on that so we can see what that cost is and if they're going
224 to be able to pay for everything, including the switches, or if we're going to want to
225 budget for something in preparation for that."

226

227 Rick asked if it will be necessary to budget for storage for the cameras.

228

229 Mike said it definitely will be part of the project. Mike also said the switches would be a "gray
230 area" for him.

231

232 Pam asked Mike if he has a spare switch should one malfunction.

233

234 Mike said he is keeping all the ProCurve switches as he replaces them, noting that the out of
235 service 10/ 100 switches are being utilized at the Omni Center.

236

237 Mike addressed the 2019 IT Budget, telling committee members that is when the first round of
238 Meraki purchases will be expiring. Therefore, licensing fees will need to be purchased. Mike
239 said he will provide a financial figure to the committee at its July 27 meeting. Mike said it also
240 likely will be necessary to address the city's backups next year as the city has maxed out the
241 available hard drive bays on the current backup system. Mike said, "We have mostly enough
242 storage for what we've been doing, but apart from buying a few hard drives recently, all the
243 equipment is four to five years old. The stuff we have can continue to be used, but I would say
244 for our primary backups I would like to have something ... I think by next year's budget time
245 we're going to need to be budgeting for something to replace that. I think next year we're going
246 to have some pretty significant budget items, so I'm going to try to identify as many little things

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247 as I can this year because we're not going to be able to squeeze as many of those in next year."

248

249 Diane referred to the sinking fund and asked Mike if the balance is \$42,000.

250

251 Mike said \$42,000 was the balance as of last year, and he told Diane he does not believe any
252 funds have been utilized. Mike said there had been the possibility of utilizing funds from the
253 sinking fund for the server fund. However, Mike also said he does not believe it was necessary
254 to do so.

255

256 Diane asked Mike if the sinking fund is for emergency purposes.

257

258 Mike said yes, noting the sinking fund is for non-budgeted items. Mike said he usually tries to
259 reserve the sinking fund for defective equipment, for something the committee did not have the
260 opportunity for which to plan, or for problems that are discovered.

261

262 Diane asked if the funds in the sinking fund are left over from previous budgets.

263

264 Mike said yes, noting that funds must be placed in the sinking fund as part of the Equipment
265 Replacement Budget.

266

267 Mike noted that \$37,700 is allocated for the projects he had discussed, and he said "we are very
268 close" to the \$66,475, which is the maximum allowable budget. Mike said, "We can't go over
269 the amount that we had last year. I'm not sure where this is going to end up because right now
270 these are all things that these Enterprise Funds should be paying some percentage of. So it
271 effectively gives us extra money, so probably some of this money ... This will be a year where
272 our actual budget might get lowered, but our effective budget should stay the same. But they
273 may take that opportunity to take some of that extra money because I'm sure there are other
274 General Fund accounts that are hurting." Mike said the equipment replacement list he will bring
275 to the July 27 Technology Committee meeting will be longer, adding that he wanted to bring
276 forward what he had this month.

277

278 Mike said one item that he did not include but he believes is relevant to the budget discussion is
279 he has obtained pricing information regarding Adoni Networks providing 24/7 helpdesk service.
280 Mike said, "It's something that in the past they haven't really had the personnel to do, but
281 they've started doing that more. They've had some other clients that they've been working with.
282 They would be able to provide that for \$1,500 a month, but we're currently paying them \$7,500 a
283 month for them to provide an on-site technician six hours a week. We would be replacing one
284 with the other. Instead of having that technician six hours a week, they would provide Level 1
285 helpdesk 24/7."

286

287 Tim asked if this is something that has been needed.

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288
289 Mike said city employees contact him when they run into difficulties such as not being able to
290 print, and he also said he has been bringing in Adoni Networks when he needs assistance. Adoni
291 Networks has been providing assistance with projects such as backup monitoring and
292 maintenance. Mike said Adoni Networks would collect all the helpdesk tickets and field calls
293 from staff members.

294
295 Tim said he does not believe this seems like a real need.

296
297 Mike said the city's email server has been slated to be replaced for more than two years, but it
298 still has not been completed. Mike said he schedules project time, but there are problems that
299 need to be addressed and "I never get a chance to really focus on anything. Basically this is just
300 trying to get a lot of this off of me. We hired a part-time assistant for me, but it's only 20 hours a
301 week and it's shared with Human Resources, so it's really 10 hours a week and it's someone who
302 has had no IT training. It really doesn't take that burden of the helpdesk and those issues off of
303 me. What this would do is it would allow me to spend less of my time fixing the easy stuff and
304 mostly just dealing with the stuff that I need to deal with. If somebody's printer is not working
305 or they just need administrative credentials to run an update or something, that's something that a
306 remote technical support could provide very easily. Whereas if there is a more difficult problem,
307 that's something that they really can't help with. That's something that we're looking at. I don't
308 know where that would end up or how much of that burden would be falling on IT to pay for.
309 One of the other things this does is we've been having some problems primarily with the Police
310 Department with having issues on the weekends at night. This would give them better coverage
311 for that and have me not have to spend as many ..."

312
313 Scott asked if what Mike is proposing would replace the six hours a week on site.

314
315 Mike said yes.

316
317 Pam said, "But it would take away kind of that Level 1 support, those quick fixes."

318
319 Mike said, "Yes – documentation and all those kinds of things, and basically anything that ... I'll
320 give them all the information for our vendors that they work with. If somebody has a Tyler
321 problem they can work with Tyler and provide whatever administrative credentials are needed
322 and give them access to the servers and monitor things to make sure they are fixed. It would
323 save me a lot of time, and it's a lot cheaper than us hiring a person, or even half a person."

324
325 Scott asked if Adoni Networks would work from 8 a.m. until 5 p.m.

326
327 Mike said Adoni Networks would serve the city from 8 a.m. until 5 p.m., noting that two Adoni
328 Networks employees are answering calls, with a third one expected to be hired. Mike said Adoni

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329 Networks representatives currently answer the telephone by the third ring and explained, “It’s
330 not a technician responding immediately necessarily every time, but they’re saying [there is a]
331 30-minute maximum response time for a technician callback – both during daytime and evening
332 hours. This would be not just 8 to 5; this would be 24/7.”

333

334 Scott suggested that perhaps Mike could request a contract where Adoni Networks would serve
335 the city from 8 a.m. until 5 p.m. instead of 24/7.

336

337 Mike said he can look into the difference in price.

338

339 Scott inquired about the underlying cause of the difficulties the Police Department has been
340 facing during evening and weekend hours.

341

342 Mike promised to share with the committee the difference in Adoni Network’s rates at its July 27
343 meeting and said he would be content with Adoni Networks providing assistance from 8 a.m.
344 until 5 p.m. Mike said he simply wants to “route everybody through that first layer and I only
345 have to deal with things that need to be escalated.”

346

347 Diane asked Mike if he had said the city currently pays Adoni Networks \$7,500 a month.

348

349 Mike corrected himself and said the city pays \$750 a month to have a technician come in six
350 hours a week. Mike said Adoni Networks would charge \$1,500 a month for the helpdesk instead
351 of \$750 a month for on-site coverage. Mike said it will be necessary to discuss this matter with
352 Fred because this ties in with the city’s bills to Adoni Networks that are currently not being
353 allocated to all the Enterprise Funds. Mike said, “Potentially, if we bring the rest of the
354 Enterprise Funds on with that, that will hopefully take a lion’s share of that extra \$750 so that it
355 can bring us closer to budget-neutral for the General Fund.” Mike said he wants to present to the
356 committee at its July meeting a total breakdown of what is being paid to Adoni Networks.

357

358 Pam suggested to Mike that if it is possible to share with committee members at the July meeting
359 the number of issues he has had to address on evenings and weekends.

360

361 Mike said the city is currently paying Adoni Networks a total of \$3,605 a month. Of that, \$2,250
362 is for managed services that cover general matters, and the remaining \$605 is for a managed
363 antivirus and malware defense. Adoni Networks also is providing licensing for remote support
364 as well as IT Glue, which manages all the network passwords.

365

366 Mike addressed the city’s telephone system, telling committee members there have not been any
367 issues regarding the handsets at this point. Mike also said there had been significant hardware
368 upgrades performed on the controller in 2015. Mike noted he has not yet seen a significant
369 number of handsets cease to function and said, “I think the consensus really was it’s something

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370 that we're going to have to address at a higher level and say, 'This isn't really [a matter for] IT.'
371 Or if it is, it's going to have to be a Capital Improvement Project to replace the whole system
372 because we have to focus more on the critical infrastructure.'" Mike said the cost of new
373 handsets was between \$300 and \$400, not including wireless modules. Mike also said the city
374 still utilizes PRI (Primary Rate Interface) lines for all of its incoming lines, and that the city
375 might look into implementing some set trunking – either converting to it or utilizing it as a
376 backup solution if the primary lines are not functioning.

377
378 Ald. Every told Mike he would like to see him keep the budget as close to actual as possible.

379
380 Mike said he believes there is "a real lack" of adequate setups in the conference rooms and
381 suggested that perhaps the committee could look into making improvements.

382
383 Tim suggested to Mike that perhaps he should create a separate "wish list" and keep it prioritized
384 at all times.

385
386 Diane asked Mike if the items on his budget are in the order of what he believes should be
387 prioritized.

388
389 Mike said the list is in no particular order and promised to prioritize it for the July 27 meeting.

390
391 Diane asked Mike if he has been given a deadline to submit the budget to Fred.

392
393 Mike said he must do so by August 1. However, Mike also noted he had spoken earlier
394 Thursday with Human Resource Director Hope Burchell, and he said they will speak with Fred
395 about possibly reorganizing the procedure, possibly for the 2019 Budget. Mike said he must
396 prepare all his information for the July Technology Committee meeting, and the other
397 departments have additional time to submit their respective budgets. Mike said he approaches
398 these departments in early- or mid-July and is told they have not yet compiled information.
399 Mike said, "[It's a matter of] trying to find a better way, and whether it's giving us an extension
400 so that we can have our meeting and then turn in our stuff after our meeting for the final
401 approval, or we need them to get us information before their August deadline [and] they need to
402 get us stuff by July 1 so I have time to react. I'm assuming there's something we can work out to
403 make this timeline work a little better for us. It may be that we might luck out and we might get
404 to have better information next month and not necessarily have to make our final decisions."

405
406 Pam asked Mike if he has an update on any specific projects since he had gone right to Item 5.

407
408 Mike said he wants to discuss the Inspections software, noting that most of it has been
409 implemented. Mike said he has given staff demo devices, including different-sized tablets –
410 some with keyboards and some without – so that employees may try different sizes and form

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411 factors. Mike said that at this time he is looking at either Android tablets or Chromebooks, and
412 he noted that the software is web-based. Mike said he hopes to know within the next couple of
413 weeks what type of devices employees want so that he may order them. Mike said the software
414 currently utilizes Google Maps. However, an Inspection Department employee has spoken to
415 someone from another municipality that is using its own GIS system, and Mike said a possible
416 item for the 2019 Budget is to integrate the city's GIS system with the software.

417

418 Mike addressed the new servers and said he believes the networking issues have been resolved.
419 Mike said he will start moving the production server over to the new hardware the week of June
420 25-July 1. Mike also said he is working on the new Active Directory and building the exchange
421 servers. Mike said he hopes to have them in place by the committee's August 24 meeting.

422

423 **Adjournment**

424

425 Motion by Pam, second by Scott, to adjourn at 7:26 p.m.

426

427 On voice vote, motion carried.

428

429

430 Recorded by:

431

432 Kirk Bey