

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

Thursday, August 24, 2017

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1 The meeting of the Technology Advisory Committee of the City of Onalaska was called to order
2 at 6:35 p.m. on Thursday, August 24, 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. Jerry Every, Pam Goldbeck, Scott
6 Wied, Tim Bena, Diane Oldani Wulf

7
8 Also Present: IT Support Specialist Mike DeLine, Ald. Jim Binash

9
10 Excused Absence: Rick Vogel

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

13
14 Motion by Pam, second by Tim, to approve the minutes from the previous meeting as printed and
15 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.

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

25
26 **Item 4 – Update on Information Technology projects**

27
28 Mike provided committee members with the following update:

- 29
- 30 • The fiber between the Public Works Building and the Omni Center has been laid and
31 terminated. Mike said he has tested everything and found it to be functioning properly.
32 Charter Communications also has installed its fiber, which serves as the optical ethernet
33 connection between City Hall and the Public Works Building, and also the internet
34 connection at City Hall. The connection between City Hall and the Public Works
35 Building has been activated. Mike said that since activation occurred, InfraMap software
36 sync times have decreased from more than one hour to six minutes. Public Works
37 employees previously needed to utilize remote desktop connections to access the Finance
38 software. However, they now are able to run this locally, which has freed up resources.
 - 39 • Mike referred to past discussions regarding the switch closets – specifically, temperature
40 and internal monitoring – and told committee members that since Charter’s new fiber
41 equipment was installed in City Hall’s downstairs MDF, “it has been running quite hot.”

42 Mike said a majority of the network cabinets located in City Hall are old, repurposed
43 Telco cabinets that measure 14 inches deep. Mike said there has been difficulty in fitting
44 the newer switches in the cabinets, which do not have fans or vents. Mike said most only
45 have one or two switches in the cabinet “and seem to do OK.” There currently are three
46 switches in the Police Department, and Mike said he hopes to add a UPS. However, it is
47 not possible to fit all the equipment in the cabinet and close its doors. Mike said he
48 wishes to replace it in the 2018 Budget, and he also told committee members the cabinet
49 in the MDF downstairs at City Hall is extremely hot since fiber was added. Mike said he
50 has purchased a fan kit for that cabinet in an attempt to lower the temperature to “a
51 reasonable zone”. Mike said he also hopes to install environmental monitoring in all of
52 the switch cabinets across the city as part of the 2018 Budget.

- 53 • The email migration project will continue, as will rebuilding the active directory domain.

54

55 **Item 5 – Discussion and possible action on Adoni Networks’ helpdesk proposal**

56

57 Mike said he had spoken with Adoni Networks representatives and told committee members,
58 “This is really something that they’re trying out.” Mike said Adoni has not established a set
59 pricing plan, nor is the company performing this service for other clients as of yet. Mike said the
60 City of Onalaska would be the Adoni’s first client for helpdesk services. Adoni has defined its
61 helpdesk services as providing full coverage during business hours, and it would provide only
62 emergency response after hours. Mike said the after-hours emergency response is “technically
63 covered under what we’re doing now already,” and therefore will not really affect the final
64 pricing structure. Mike said Adoni would serve as the Tier 1 helpdesk during business hours,
65 and it would be the first call out after hours. Mike said he would be the second call during all
66 cases. Tier 2 situations would be escalated to Mike. Adoni would receive information
67 pertaining to all of the city’s vendors, such as Tyler Technologies (Finance software) and IWater
68 (Utilities software), and directly address any situations that would be escalated to those vendors.

69

70 Mike said, “I’ve struggled for a while now, and it’s been getting worse lately with being able to
71 split my time between dealing with the issues that are arising on a day-to-day basis, versus being
72 able to make progress on these projects.” Mike noted that the city has added services from
73 Adoni, including having an on-site technician present six hours a week. The city also added a
74 20-hour-a-week assistant position, and this position is split between IT and Human Resources.
75 Mike said the challenge he has consistently encountered is that users are not consulting with
76 other individuals as their first call for helpdesk “unless it is consistent and reliable.” Mike said
77 his helpdesk burden has not been alleviated and told committee members the current plan would
78 be replaced, meaning Adoni would provide 40 hours a week of remote technical support. The
79 net increase would be \$750 a month. Mike said there are tentative funds available in the 2018
80 Budget, pending approval. Mike said he wishes to reallocate his training funds from the 2017
81 Budget so that Adoni may begin providing service in October.

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83 Tim asked Mike if it might be possible for Adoni to provide a couple of free months on the
84 contract.

85
86 Mike told Tim that Adoni has hired a new helpdesk employee and said, “They’re trying to get us
87 on board with this as soon as possible to offset their employee salary costs.” Mike told Tim he is
88 willing to ask Adoni, but he also noted that the \$1,000 per year video service to which he
89 subscribes expires in September and said if he waits until January to renew the service the funds
90 will cover Adoni’s costs for the remainder of 2017.

91
92 For clarification, Diane asked Mike if he is proposing to delete the six-hour-a-week position and
93 replace with a 40-hour-a-week helpdesk service to the net effect of an additional \$750 per month.

94
95 Mike told Diane she is correct.

96
97 Diane asked if the duration of the contract would be one year.

98
99 Mike said the contract would be month-to-month, adding that the city would not be required to
100 maintain it for a full year.

101
102 Motion by Diane, second by Ald. Every, to approve 40 hours a week of helpdesk service from
103 Adoni Networks.

104
105 Tim asked Mike if he will encounter difficulties with the elimination of the six hour a week
106 position.

107
108 Mike said he believes many of the services the technician is currently providing is realistically
109 services the city likely could be obtaining via Adoni’s current services. Mike said the technician
110 has spent his time improving the condition of the city’s backups as well as performing some
111 helpdesk duties. However, Mike also noted it covers “a very small percentage of what’s actually
112 coming in” due to the technician’s limited time. Mike said Amy Hewitt, who serves as an
113 assistant both to him and Human Resource Director Hope Burchell, will be able to provide “on-
114 site hands” assistance. Mike said, “I think we have a good combination of being able to have
115 what we need here to facilitate them being able to hopefully offload 90 percent of the helpdesk
116 [items].” Mike referred to past discussions regarding how many helpdesk items come in after
117 hours and said 25 helpdesk tickets had come in during business hours in June, and 21 had come
118 in outside of business hours. Mike noted some of the after-hours tickets were submitted between
119 6 a.m., when Public Works employees report for duty, and 8 a.m., and other are filed after hours
120 by the Police Department or the Fire Department, or at the Omni Center. Mike noted some of
121 the after-hours tickets are not necessarily emergency tickets and said some can wait until
122 Monday to be addressed.

123

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124 Ald. Every asked Mike what type of action he is seeking.

125
126 Mike said he would like to be given authorization by the committee to begin the process of
127 starting helpdesk services on October 1 so that he may hopefully focus more energy on various
128 projects. Mike also told committee members he needs to do a better job of analyzing some of the
129 projects as well as working with vendors and the city's departments to ensure he understands all
130 aspects of the projects so he may properly identify any potential difficulties.

131
132 Motion restated:

133
134 To eliminate the six-hour-a-week on-site technician position and begin 40-hour-a-week helpdesk
135 services with Adoni Networks beginning October 1 at an additional cost of \$750 per month.

136
137 Diane asked if this item would be forwarded to the Finance and Personnel Committee if it is
138 approved tonight.

139
140 Mike said no because no contract will be signed. However, Mike promised to double-check with
141 Hope to ensure that this item will not need to go before the Finance and Personnel Committee.

142
143 On voice vote, motion carried.

144
145 **Item 6 – Discussion and possible action on City Hall security cameras**

146
147 Mike said there currently are security cameras located primarily in the Police Department, and
148 they cover the interview rooms. Mike said he wishes to install security cameras primarily in
149 cash-collecting areas including (front counters of every suite, regardless of whether or not there
150 is a cash register present) as well as the primary hallway to identify individuals entering City
151 Hall. Mike said installing cameras at the front counters of every suite will capture every
152 customer and citizen interactions. Mike said he is looking to obtain approximately 16 cameras to
153 be installed throughout the building, noting he has obtained only one bid to date, spoken to two
154 companies, and will make contact with at least one more about obtaining prices. Mike said the
155 only bid submitted thus far was less than \$20,000. Mike also said the City of Onalaska recently
156 received a \$20,000 payment from former City of Onalaska employee Kari Neumann, and he told
157 committee members Financial Services Director/Treasurer Fred Buehler had expressed
158 confidence that the Common Council would approve spending these funds even though they are
159 not in the budget. Mike noted there have been discussions regarding covering other sections of
160 City Hall and said that while these funds will not address coverage of the parking lot or all of the
161 entrances, installing the 16 cameras is a "first phase approach" that will cover all the cash-
162 collecting locations as well as many of the most commonly utilized areas of City Hall.

163
164 Diane asked Mike what action he is seeking from the committee.

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165
166 Mike said he does not want all the camera locations on public record, and he told committee
167 members he welcomes anyone who wants to examine the details of the plan. Mike said he is
168 seeking approval for the idea, and he welcomed feedback from committee members. Mike said
169 he wishes to install the cameras in the current year even though this was not a budgeted item,
170 adding he believes this item will require approval both from the Finance and Personnel
171 Committee and the Common Council. Mike said he believes the committee's purpose is to
172 provide both the Finance and Personnel Committee and the Common Council its opinion on the
173 project. Mike said this will be a new system, noting the Police Department has an existing
174 system. However, due to the sensitive nature of what the Police Department encounters, the
175 department does not want the rest of the building to have access to it. Mike said he believes it is
176 illogical to place all of City Hall on the Police Department's secure system. Mike said the
177 building system will be a general security system. Footage will be provided, as needed.

178
179 Tim asked Mike if the system will be set up to accommodate expansion.

180
181 Mike said the city likely will be obtaining a 32-channel NVR with additional storage capacity for
182 when the city potentially looks into adding cameras in other locations in City Hall or to cover
183 parts of the parking lot, where the Police Department's vehicles, each of which costs more than
184 \$100,000 to outfit, are kept.

185
186 Scott asked Mike if the cameras will be hardwired back to the DVR.

187
188 Mike said the existing network infrastructure will be utilized, meaning they will be connected to
189 the switch closet closest to where the actual camera location is going and then networked back to
190 the NVR in the server room. There will be dedicated storage, but it will be utilizing shared
191 network infrastructure.

192
193 Tim asked if there have been any discussions about wireless cameras.

194
195 Mike told Tim he would be concerned with maintaining consistent connections due to the
196 significant amount of concrete at City Hall. However, Mike said it would be possible to look
197 further into wireless cameras, telling Tim he could obtain a competing quote for them. Mike also
198 said this item could be tabled until the September 28 Technology Committee meeting, at which
199 time further plans could be examined. Mike also promised to show committee members all the
200 bids once they have been submitted.

201
202 Ald. Every asked Mike if he has spoken with Fred regarding the source of the unfunded money.

203
204 Mike said Fred suggested utilizing the \$20,000 that was received from former City of Onalaska
205 employee Kari Neumann.

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206
207 Ald. Every said it was his understanding the \$20,000 was going to be utilized for something else.
208

209 Mike said that perhaps the \$20,000 has already been earmarked, and he promised to speak to
210 Fred and ensure that the approval for the money allocation appears on the September 6 Finance
211 and Personnel Committee meeting agenda. Mike said he should have sufficient pricing
212 information by September 6.

213
214 Ald. Every said he would prefer to see some of the cameras be placed outside instead of non-
215 cash collecting areas.

216
217 Mike said only three cameras in this plan are not covering potential cash collecting areas, and he
218 told Ald. Every that with those three cameras staff has done its best to cover individuals who
219 enter City Hall and come into the common areas. Mike said, "If we put those cameras external
220 to the building, it would require significantly more cameras to cover those primary entrances."
221 Mike said he believes taking this approach was the best way to efficiently utilize funds for the
222 initial project and stated, "I think realistically for the rest of it, if it's appropriate for us to have
223 cameras in this building, we can probably budget for that. It's not a surprise to anybody, or it
224 shouldn't be. I don't want to all of a sudden put 50 cameras in the building and have it all
225 happen outside of the normal budget process. I don't think that's really fair to everybody else
226 who has to work within that process. I'm just trying to keep that number of cameras down. But
227 I definitely think we have a lot of value outside of [City Hall]. If we had somebody messing
228 with the doors on the outside, the interior cameras aren't going to catch them until they get into
229 the building. The purpose of this is more to be able to – if we do see that there is some
230 vandalism in the basement or upstairs on the night we have court – to see who went down the
231 stairs or up the stairs, and to identify those people who went to those areas who didn't belong
232 there. We have a lot of assets in the building, but we have a lot of them outside the building as
233 well. This wouldn't cover any of them."

234
235 Diane said that while she agrees more of the outside of City Hall should be protected, it is
236 important to follow the whole process.

237
238 Mike said he believes it is essential to examine a second phase of the project. Mike noted it
239 currently is not budgeted for 2018 and said he is uncertain if it is possible to include an item in
240 the 2018 Capital Improvements Budget. Mike said he is willing to speak with City Engineer
241 Jarrod Holter and get his opinion. However, Mike also said any financial figures he puts
242 together would be "pretty last minute."

243
244 Ald. Every told Mike he likes what he has done so far.

245
246 Diane said she will retain this item for the September 28 Technology Committee meeting.

247

248 **Item 7 – Discussion and possible action on 2018 IT Budget**

249

250 Mike referred to past discussions regarding the allocation of costs and said the column labeled
251 “Non-IT Budget General Fund Items” is designed for items that are related to IT, but are paid for
252 either in whole or in part by another General Fund department such as the Police Department,
253 Fire Department, Inspection or Engineering. Mike noted there is nothing in that category for
254 2018. The column labeled “Enterprise/Special Revenue/Capital Improvements Projects”
255 separates items not part of the General Fund Budget. Mike referred to the column labeled “Base
256 IT Amount” and told committee members that in previous years it would have been the total
257 amount for which IT was responsible. Mike said he has split this off for 2018, noting there is a
258 column labeled “Shared Infrastructure Amount” and explaining that in some line items it will
259 match the base IT amount exactly and will be less in others. Mike cited the example of installing
260 a new switch or server in the central area, noting it affects everyone and therefore all the
261 Enterprise Funds should be paying a share. However, if a switch is installed in the Police
262 Department, it should not be charged to the General Enterprise Funds. Mike explained that
263 Water pays 20 percent, Sewer pays 20 percent, Stormwater pays 10 percent, the Omni Center
264 pays 5 percent, and Joint Municipal Court pays 4 percent, which is how his salary is broken
265 down. The remainder is paid by IT. Mike said this procedure has “inflated” the IT budget and
266 allowed IT to spend more with the same bottom line IT figures.

267

268 Mike presented the proposed 2018 IT Budget:

269

- 270 • **Gigabit L3 switches (\$10,500):** Mike said currently none of the switches are Layer 3
271 capable. All the traffic that goes between the Virtual Local Area Networks or
272 subnetworks will go the firewall. Mike said this creates “a significant bottleneck,”
273 especially at City Hall. This line item would allow for local Layer 3 switching in each of
274 the switch cabinets. The Police Department would benefit, which has its video system on
275 a different subnetwork. Mike said at least a half-dozen individuals monitor various video
276 feeds and noted that traffic is constantly going through the firewall.
- 277 • **Backup server (\$16,000):** Mike said he had considered delaying this item until 2019,
278 but added he believes the city “will be better served” by addressing this item in 2018.
279 The backup servers will be approximately five years old in 2018. Mike said there are on-
280 site and off-site backups, and he told committee members there are instances when it is
281 necessary to perform an extra, temporary backup, but there is no space for this. Mike
282 said there have been instances when the off-site backup was temporarily taken offline
283 during projects and was utilized as a temporary backup for something else. It then was
284 resynchronized with the on-site backup. Mike said he would like to purchase new
285 backup servers for 2018 and utilize the existing ones as scratch space. Mike said he
286 assumes they could last “another couple of years” before he would look into possibly
287 purchasing a low-cost NVR. Mike said the backup servers would provide storage space

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288 to be primarily utilized for maintenance and project work. They would preserve both the
289 primary and off-site backups.

- 290 • **Backup software (\$8,000):** Mike said this line item is part of the backup server.
- 291 • **Environmental monitoring (\$3,000):** This item would be installed in all of the switch
292 cabinets.
- 293 • **Cabinet replacement (IDF-1) (\$2,000):** This item would be for the replacement of the
294 cabinet in the Police Department. Mike said the current cabinet is “overgrown,” meaning
295 that space in the rack is very limited and the temperature in the cabinet is warmer than it
296 should be.
- 297 • **Patch cables & transceivers (\$1,750):** Mike said all of the patch cables in the city’s
298 switch cabinets would be replaced. Some of the fiber transceivers also would be
299 replaced. Mike said an upgrade from SFP to SFP Plus will be necessary with the
300 purchase of the L3 switches; therefore, new transceivers are necessary.
- 301 • **Aquatic Center fiber (\$6,000):** This is an extension of the city-owned fiber from the
302 Omni Center to the Aquatic Center, and it will provide a high-speed connection primarily
303 for the security system.
- 304 • **Workstation replacement (\$20,000):** Mike said this is the yearly general replacement
305 of 25 to 33 percent of the city’s personal computers.

306
307 Tim asked if this is the same number as 2017.

308
309 Mike said he had 25 designated for replacement prior to 2017 and noted he had reduced this
310 number to 20 or 21 for 2017.

311
312 Tim asked if that number is adequate.

313
314 Mike said it should be and noted he has not yet replaced any PCs in 2017.

315
316 Diane said she assumes Mike has not replaced any PCs because he has not had time to do so.

317
318 Mike said he typically receives a price break from the vendor if he replaces PCs all at once.
319 Mike also said he deploys 50 to 66 percent of the PCs either immediately or as soon as possible.
320 The rest are held in reserve and are utilized as needed.

321
322 Diane said she believes approximately \$28,000 to \$30,000 was budgeted for PCs replacement
323 approximately five years ago.

324
325 Mike estimated between 20 and 25 PCs would be purchased, depending on how it is priced out.
326 Mike said he attempts to obtain the best price-to-performance ratio with the PCs he is
327 purchasing. Mike also noted the cost per PC has been either been at or just under \$1,000,
328 including the operating system and one monitor. Mike said he has been purchasing one

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329 widescreen monitor with each PC, and they all have the capability to have two screens. Mike
330 said many employees are content to have their old monitor serve as a second screen. If they do
331 not wish to have the old monitor serve as a second screen, it is the responsibility of the
332 employee's department to purchase a second monitor.

333

334 Ald. Every asked, "This is not shared revenue and it is all in your budget?"

335

336 Mike said yes and told Ald. Every if there is a PC that goes to the Public Works Facility or Joint
337 Municipal Court, they must budget for it specifically in their budget. Mike said JMC is not
338 looking to purchase a PC for 2018, adding he believes this also is the case for the Public Works
339 Facility. Mike also said he does not believe any tablets need to be replaced, but it will be
340 "minimal" if replacement is needed.

341

342 • **Access control (\$4,000):** Mike said there are a number of possibilities for this line item.
343 The primary doors being considered are the front door of the City Clerk's suite, and the
344 back door (primarily utilized after hours) going to the back stairwell in the Fire
345 Department's administrative section. Mike said the network room door is another
346 possibility, noting the HVAC system is deactivated on weekends and this door is opened.
347 Mike noted the cost per door is approximately \$1,000, and he said he is asking committee
348 members for input as to how much they believe this line item should be funded. Mike
349 said City Administrator Eric Rindfleisch suggested perhaps replacing the door entering
350 the City Hall basement, noting there are rare occasions when public meetings are held in
351 the Police Department training room, and also that anyone from the general public is able
352 to walk to the basement. Mike said installing electronic locks on this door will allow
353 staff to access the basement, but it would be locked to the general public. Mike said the
354 electronic locks could be set on a schedule so that the door is locked after hours. Mike
355 said that while police reserves typically monitor the area outside the Common Council
356 Chambers when court is in session, someone still could access the basement unseen.
357 Mike noted there is a door that leads from the garage to the back stairwell, at which point
358 someone has access to the rest of City Hall. This door is currently not locked. Mike said
359 there was an attempt to place an electronic lock on this door, but it was discovered there
360 had been a past issue with the door handle. The issue was remedied by installing the
361 handle backwards. If the door is locked, it does not allow egress, but it allows anyone
362 access to City Hall. Mike said approximately \$1,000 of door hardware needs to be
363 replaced before anything on the electronic side can be addressed. Mike told committee
364 members there are issues with door frames and external doors in the garage area, adding
365 that while he believes this has been included as a Capital Improvements Project, it is
366 pointless to proceed with electronic locks in this area until the aforementioned issues are
367 addressed.

368 • **10G aggregation switch (\$9,000):** This would be for the installation of a switch in the
369 server room. It would be primarily utilized for a high-speed connection between the

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- 370 VMware servers. It also would provide the capability to aggregate all the fiber
371 connections from all the switch cabinets throughout City Hall. Mike noted the current
372 connection from City Hall to the Public Works Facility is through Charter
373 Communications and is only 50 megabits. Mike said the long-term plan is for the city to
374 lay its own fiber, and better switching will be necessary in the future.
- 375 • **Wi-Fi expansion project (\$20,000):** This is to add new access points in City Hall (six),
376 the Public Works Facility (three), the Omni Center (10), and the Great River Landing
377 (five). All of these locations currently have access points. However, Mike said when he
378 performed the initial setup of the access points in City Hall, the Public Works Facility
379 and the Omni Center, the setup was “very minimal” and provided basic coverage in some
380 of the common areas. This line item would expand coverage. Capital Improvements
381 Projects funding would be utilized.
 - 382 • **Windows 10 update (\$10,000):** Mike said support for Windows 7 ends in January 2020.
383 Support for Office 2010 also will end. Mike said his tentative project is to perform
384 Windows 10 upgrades throughout the city during the course of 2018. Office 2010
385 upgrades would occur in 2019. Mike told committee members he does not have “great
386 justification” for the amount he has listed, noting the \$10,000 is an estimate. Mike said
387 some of the funds would be utilized for licensing, adding he hopes it will not be
388 necessary to pay extra for a majority of the licensing. Mike said he wants to ensure that
389 not only are employees properly trained, but they also have access to resources for
390 follow-up training. Mike said while there was funding for training when the city
391 transitioned from Office 2003 to Office 2010, it was not coordinated with the rollout of
392 the software as well as it should have been. Mike said he believes the result was
393 inefficiency across the organization, adding that while he is unsure of the amount that
394 should be budgeted, “I think we should put something in there.”
 - 395 • **Replacement phones (\$5,000):** Mike said this has never been a part of the general
396 operating budget, adding he believes \$5,000 might be more than what is needed. Mike
397 said that at a minimum he would like to see six new telephones added so that certain
398 employees, including himself and Engineering staff, may have gigabit connections. Mike
399 noted he has allocated \$1,000 for the Public Works Facility and said he would like to see
400 a minimum of \$2,000 budgeted under base IT so that six new telephones may be
401 purchased, with the potential to purchase up to 12 new telephones if there is a \$4,000
402 budget. Mike said the primary reason behind increasing the amount is that the 2018 IT
403 budget is slightly larger.
 - 404 • **IT workbench updates (\$2,000):** This would be to purchase a KVM and storage
405 material.
 - 406 • **SQL Server (\$18,000):** Mike said the current SQL Server versions are 2000 and 2008
407 and told committee members there are not any major challenges with it. However, Mike
408 also said updates will be necessary in the future.
 - 409 • **SharePoint (\$15,000):** Mike said that while SharePoint could benefit some items in the
410 organization, he does not believe it is a pressing issue. Mike said adding SharePoint

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411 would provide a boost to the intranet as well as provide more communication options.

412

413 Tim asked Mike who he thinks would utilize SharePoint the most.

414

415 Mike said a primary use would be to move some shared resources such as employee information
416 off the shared network drive and into a location where it can be better organized. Mike said
417 departments send out paper memos and noted the alternative is to send out blast emails. Mike
418 cited the example of the Police Department, noting that new officers who have all their training
419 materials are receiving information regarding new procedures via email. Mike said it would be
420 ideal to compile all the information into one location.

421

422 Pam said officers would know to go to that location and receive up-to-date information if there is
423 a procedure change.

424

425 Mike noted that SharePoint would be citywide and said it would integrate with the existing email
426 solution.

427

428 Diane asked if this item would be embraced.

429

430 Mike said he believes “a minority of staff would embrace it without any prompting.” Mike said
431 he believes this item provides infrastructure that would need to be utilized. Mike also said he is
432 fairly certain a majority of the shared documentation would be placed in SharePoint and be
433 utilized on the email side. Mike also said he believes many of the individual departments “are
434 only going to get as much use out of it as they invest into it.” Mike added he would be “very
435 surprised” if the Police Department did not embrace it as it would organize some of its
436 documentation. Mike said, “I can’t say that I can guarantee everybody would be using it. I think
437 it will be a valuable tool and we should be using it. Eventually I think everybody will use it.
438 The question is how long it’s going to take people to begin taking advantage of it across the
439 organization.”

440

441 Diane asked Mike if he believes there will be more of an impetus to embrace the changes with
442 the arrival of City Administrator Rindfleisch.

443

444 Mike said yes, stating he believes it is crucial to discuss SharePoint with City Administrator
445 Rindfleisch. Mike told Diane that in his conversations with City Administrator Rindfleisch he
446 has discovered that the City Administrator is receptive to technology. Mike said that while it
447 will be an investment by employees to move items onto this system, it will be more efficient to
448 utilize and also function better for employees.

449

450 Tim asked Mike if City Administrator Rindfleisch would administer SharePoint.

451

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452 Mike said he thinks each department would have its own section, and an employee from each
453 department would be responsible for administering their section. Mike said he likely would
454 serve as the overall technical administrator, and City Administrator Rindfleisch and Human
455 Resource Director Hope Burchell would serve as organizational administrators for the shared
456 material.

457

458 Pam asked Mike if he would administer the piece of SharePoint that would give employees
459 rights to certain areas.

460

461 Mike said he would perform the general rights management.

462

463 Pam asked Mike if he would meet with the individuals from each department and assist them
464 with best practices.

465

466 Mike said yes, stating he believes he and the representatives from each department working
467 together must be part of the investment.

468

469 The Disaster Recovery Fund totals \$13,000, and there is \$51,500 listed in the Sinking Fund.
470 Mike told committee members he had spent approximately \$5,000 out of the Sinking Fund
471 because there were issues with the VMware licensing for the new servers. Mike said
472 consideration was given to purchasing separate VMware licensing so that the old servers could
473 be run at the Public Works Facility for other purposes. Mike said extra VMware licensing was
474 purchased, thus reducing the amount in the Sinking Fund by approximately \$5,000, thereby
475 reducing the amount in the fund to \$46,500. Mike referred to the Gigabit L3 switches and the
476 10G aggregation switch and said the original quotes he received were based off sales pricing.
477 Mike said he has since received quotes based on the general pricing. Therefore, the cost of the
478 Gigabit L3 switches would increase from \$10,500 to \$12,000, and the cost of the 10G
479 aggregation switch would increase from \$9,000 to \$12,000. Mike referred to the cabinet
480 replacement (IDF-1) and told committee members he assumed he would be performing all the
481 labor when he inserted the original amount. Mike said he had studied the Police Department
482 rack and discovered there are cables coming in from the top and from the bottom. Mike said he
483 has fiber terminated in the fiber panel and approximately 100 patch panel ports in there. Mike
484 said he obtained a quote for the labor to have someone else potentially replace it. Mike referred
485 to a quote submitted by 1st Business Solutions and said the three listed subtotals (\$3,430.40 for
486 weekday installation, \$4,390.40 for weekend installation, and \$6,740.70 for a full re-termination
487 option) would be the various costs for replacing the cabinet without re-terminating the cable
488 either on a weekday or weekend install. Mike said he will be a little sensitive to downtime as the
489 cabinet is located in the Police Department. The \$6,740.70 quote would be for re-terminating the
490 fiber and copper. Mike said that while he does not believe the full re-termination option would
491 be chosen, it might be necessary to choose this option if a fiber connection is destroyed. Mike
492 said that while he believes he can replace the cabinet in the Fire Department, it would be wise to

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13

493 have someone else perform the work in the Police Department.

494

495 Scott said it appears there is a 36-inch wall cabinet and noted 1st Business Solutions has provided
496 a quote for 32 hours of labor.

497

498 Mike said 1st Business Solutions would cut apart the first cabinet to remove its contents, install
499 the new cabinet and reinstall the contents. Mike said he is unsure if 32 hours is excessive.

500

501 Pam inquired about the number of switches in the cabinet.

502

503 Mike said there are three switches and 96 patch panel ports. Mike said the first two line items do
504 not include re-patching the ports, and he told Pam, "The concern for me is everything is pretty
505 tight in there right now."

506

507 Pam noted 1st Business Solutions has listed 32 hours of labor listed even without re-patching the
508 ports.

509

510 Scott said the ports likely could be re-patched in six hours.

511

512 Diane asked if 1st Business Solutions was previously known by another name.

513

514 Mike said 1st Business Solutions used to be known as Kish Telecom.

515

516 Pam asked Mike if he has received other quotes.

517

518 Mike said he had not obtained other quotes. Mike told committee members the cabinets 1st
519 Business Solutions has quoted are more expensive than the ones he was looking at. Mike said he
520 assumes the cabinets are better quality and asked committee members for input regarding how
521 much they believe should be budgeted for this project. Mike said 1st Business Solutions
522 performs certification on all the lines during the re-termination process. However, Mike also
523 said it will be difficult to do so if all the copper lines are re-terminated because as-builts with the
524 correction locations of all the ports were never obtained when the cabinet was installed. Mike
525 said the plans the city has have a different numbering scheme than what was completed.

526

527 Tim asked Scott if this is something he is familiar with.

528

529 Scott asked to examine the cabinet.

530

531 Mike told Scott he is welcome to do so and said there might be time to finalize the financial
532 figures at the September 28 Technology Committee meeting. Mike said it might be logical to
533 hold a special meeting if the figures are not finalized.

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534
535 Scott suggested perhaps utilizing the services of Five Star Telecom, which he said dealt with a
536 similar situation. Scott added he believes 32 hours for labor is excessive.

537
538 Mike said he will revisit the cabinet replacement and told committee members he does not have
539 accurate financial figures for the backup software. Mike said the \$8,000 was an estimated
540 amount to upgrade to the newest version of Shadow Protect, which the city currently utilizes.
541 Mike said he has just begun exploring other options and asked for assistance from committee
542 members in the coming months regarding identifying potential options for the backup software.
543 Mike said the \$8,000 reflects what it would cost to continue what is being done, upgrade to the
544 current version and license more servers.

545
546 Pam asked Mike if he had prioritized the line items.

547
548 Mike said he had prioritized them in order of whether or not he believes they should be funded at
549 all. Mike said, "Potentially, I think it's reasonable to adjust the amounts," and he cited the
550 access control and 10G aggregation switch as examples. Mike said he would choose the 10G
551 aggregation switch if asked to choose between the two. However, Mike also said "it's \$12,000
552 or nothing" regarding the 10G aggregation switch, whereas the amount budgeted for access
553 control can be flexible. Mike told Pam he wants to prioritize the items he placed higher on the
554 list. Mike addressed the two spreadsheets distributed to committee members and said the
555 amounts listed in the column farthest to the right is the one to be concerned about in terms of
556 budgetary limits. The maximum approval total for the IT Budget is \$66,475. Mike said he was
557 asked to submit a 95 percent option if it became necessary to remove 5 percent off everyone's
558 budget. This total would be \$63,151. Mike said he believes there are items that can be identified
559 either as unnecessary or not a priority for 2018. Mike referred to the second spreadsheet and
560 noted the Gigabit L3 switches were updated from \$10,500 to \$12,000; the 10G aggregation
561 switch was updated from \$9,000 to \$12,000; the cabinet replacement (IDF-1) was updated from
562 \$2,000 to \$5,000. With these increases, the budget total is \$80,600. Mike said the committee
563 must delete approximately \$14,000.

564
565 Diane suggested perhaps removing SharePoint.

566
567 Mike said he believes both the SQL Server and SharePoint are at the bottom of the list for
568 different reasons. Mike said it eventually will be necessary to address the SQL Server, but it is
569 not necessarily urgent to address it in 2018. Mike said that while he believes there is justification
570 for SharePoint, it currently is not in place. Mike said the options that would do something
571 similar are email or utilizing the city's website, noting that the Parks and Recreation Department
572 has an area on cityofonalaska.com where information is stored and a username and password are
573 required for access.

574

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15

575 Scott asked if the current version of Office will run on Windows 10.

576

577 Mike said yes, but noted it only receives security updates and said no updates will be received in
578 2020.

579

580 Scott suggested perhaps delaying the Windows 10 update until 2019 and performing an Office
581 upgrade simultaneously.

582

583 Mike said he had split that up is to avoid having all his users have to learn a new Office and a
584 new operating system simultaneously. Mike said he also expects a significant number of
585 rebuilds associated with the Windows 10 update. Mike also said he expects the cost of
586 upgrading to a new Office version to be significantly more expensive than the Windows line
587 item. Mike said he had decided to budget for the Windows 10 upgrade in 2018 and the Office
588 upgrade in 2019 because he believes it would fit better with the budgetary items the committee
589 already was considering.

590

591 Pam asked if the other programs being run on the other workstations are compatible.

592

593 Mike said he has not yet verified everything, but he noted that the Finance software has been
594 verified. Mike said there will be challenges in the Police Department because it does not
595 currently support Windows 10 with several of its important pieces of software. Therefore, Mike
596 said the Police Department “will be the last department on my list,” adding he will go
597 “department by department” with the Windows 10 upgrades.

598

599 Ald. Every asked if there are any more items that can be split out.

600

601 Mike said he believes “this is split up pretty well” and noted the cabinet that is slated to be
602 replaced is located in the Police Department. Mike noted it serves the Police Department, Fire
603 Department administration, and Joint Municipal Court offices. Mike said an argument could be
604 made for adding the 4 percent for JMC; however, it is not appropriate to charge the Water
605 Department for this item.

606

607 Ald. Every inquired about the workstations.

608

609 Mike said none of the workstations will go anywhere that is an Enterprise Fund or a Special
610 Revenue Fund. Mike said they all will be placed exclusively in locations that are General Fund.

611

612 Diane noted this is the first time Mike has split his budget in this format.

613

614 Mike noted the shared infrastructure amount gives IT approximately an extra \$10,000 that is
615 being split up among the other funds.

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16

616
617 Ald. Every asked if the departments are aware of the splits.

618
619 Mike referred to the Water and Sewer Departments and noted they are contributing nearly
620 \$36,000, which potentially will increase the IT budget by up to 50 percent.

621
622 Diane addressed Ald. Every's question and asked if the departments have been made aware of
623 the splits.

624
625 Mike said they will be made aware. Mike referred to the timeline of the budget process and said
626 he believes in the future IT will have to begin the budget process first, noting that while some of
627 the line items are being split up, some are not. Mike said, "I think most of the choices that we
628 make should be based more on the merit of that item based on how much of it IT is paying for.
629 Depending on which of the proposed items that you end up pushing through or cutting, it's going
630 to affect the final numbers for all these other budget lines. We can't get final numbers for them
631 until we make our final decisions. I think what we're going to have to do is get them to say
632 anything that other departments have for IT needs to be gotten to us by two months before the
633 final deadline. Then we have time to have two meetings and give our final information to the
634 other departments at least a couple weeks before their final deadline."

635
636 Ald. Every noted that the final deadline has arrived.

637
638 Mike said the final deadline has passed and told Ald. Every, "We're going to have to potentially
639 be fudging some things with this. Unfortunately, we just didn't have our stuff together. If we
640 had figured this out a month or two earlier it would have been better for this year. But at least
641 we're getting the numbers figured out correctly, and in future years we'll have the process
642 figured out so the timing is better."

643
644 Ald. Every said, "I'm just thinking if everybody knows about that ahead of time ..."

645
646 Mike said, "That's part of the problem. If I need to get something I have to call the department
647 and say, 'I need to get this for your department. You're supposed to be paying this for your
648 share of it. Are you able to fit this into your budget?' Whereas we can plan ahead of time for
649 this and just take care of it."

650
651 Pam asked if the other departments have been working on their budgets without the knowledge
652 of these funds being part of this.

653
654 Mike said yes.

655
656 Ald. Every asked if it would be helpful for the Common Council to show support for this

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17

657 concept.

658

659 Mike said he does not know if the budget process is set by the Finance Department or the
660 Common Council, or if it is a collaborative effort.

661

662 Ald. Every said the Common Council sets the parameters.

663

664 Mike said he will look to the Common Council to set the parameters, and he told Ald. Every he
665 would like to discuss the IT aspect and ensure that IT receives the information it needs in a
666 timely manner.

667

668 Ald. Every asked Mike if he has deadlines to ensure that he receives the prices quoted for certain
669 items.

670

671 Mike told Ald. Every that none of the prices quoted will be valid come January 1 and said,
672 “Realistically, these prices should be close.”

673

674 Pam referred to Wi-Fi expansion project, noting that a quote of \$23,400 had been submitted, but
675 only \$20,000 has been budgeted.

676

677 Mike said he will need to update that figure, and he told Pam it was his understanding the
678 committee would meet before he had to submit his financial figures to Fred. However, this was
679 changed. Mike said he submitted the figures to Fred with the stipulation the committee would be
680 able to review and alter them. Mike asked committee members if they would like to reduce the
681 budget to \$66,475, or if they would like to revisit the budget.

682

683 Scott asked Mike if Adoni Networks was the only vendor he had obtained a quote from for the
684 switches.

685

686 Mike said yes, for now, and he told committee members he had obtained one quote to give the
687 committee an estimated cost of the project. Mike said that while he might be able to find a
688 vendor to perform the work at a lower price, he would prefer that the budget figures be a little
689 higher.

690

691 Motion by Diane to approve the new/replacement IT Budget for 2018, Item Nos. 1-15. Item No.
692 16 (SharePoint) will be deleted.

693

694 Motion dies for a lack of a second.

695

696 Mike said removing the \$6,150 (IT’s share) budgeted for SharePoint reduces the 2018 IT Budget
697 to \$74,500.

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Tim inquired about the SQL Server.

Mike said that while the SQL Server 2000 is old, what it is running is not the city's most critical infrastructure and there have been no technical difficulties with it.

Tim said funds could be withdrawn from the sinking fund if the SQL Server 2000 malfunctions and the sinking fund could be refunded in 2019.

Ald. Every noted that removing the \$7,380 (IT's share) budgeted for the SQL Server leaves only \$1,000 to be deleted.

Scott said it was his understanding that the committee needed to delete \$14,000 from the budget.

Tim noted Mike is increasing the prices on some of the items.

Diane described the numbers as "soft numbers."

Tim said he feels strongly about the access control line item, stating he believes it is time to take it seriously.

Mike said, "We've already gotten to the point where we're kind of having to work around what the buildings either are willing to do or have the budget to do. This is a gray area to begin with on which one of us should be paying for it. Maybe we need to say if we need to continue expanding this, we roll it into the Capital Improvement Project funds they're trying to get for fixing the exterior doors and door frames."

Diane suggested that perhaps the committee should state it is willing to fund a portion of the project and also strongly advice the Common Council to consider including the project among the other Capital Improvements Projects and provide more funding.

Tim asked if it would be possible to place some funds for access control in the Enterprise/Special Revenue/CIP column as there are Fire Department items involved.

Mike said the Fire Department items would not apply to the Enterprise Funds. Mike said the City Clerk's Suite could be split among the various groups.

Tim suggested deleting the SQL Server and increasing funding for access control.

Mike said the budget will be reduced to \$65,000 if the committee removes the SQL Server and reduce the amount budgeted for replacement telephones from \$4,000 (IT's share) to \$2,000.

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739 However, Mike also pointed out that doing so does not increase the funding for access control.
740 Mike noted he had increased the amount budgeted for cabinet replacement from \$2,000 to
741 \$5,000 to match the information he had received in the quote and said it seems as though this
742 amount will be decreased. Mike said he can reduce the cabinet replacement line item to \$3,000
743 and increase the access control line item to \$7,000.

744

745 Pam asked Mike if the cabinet is the line item for which Joint Municipal Court possibly could
746 contribute 4 percent of the cost.

747

748 Mike said yes and told committee members that \$7,500 could be budgeted for access control if
749 JMC contributes 4 percent. Mike then read the totals for each line item:

750

- 751 • \$12,000 for Gigabit L3 switches (IT's share is \$6,665)
- 752 • \$16,000 for backup server (IT's share is \$6,560)
- 753 • \$8,000 for backup software (IT's share is \$3,280)
- 754 • \$3,000 for environmental monitoring (IT's share is \$1,763)
- 755 • \$3,000 for cabinet replacement (IT's share is \$2,880)
- 756 • \$1,750 for patch cables & transceivers (IT's share is \$1,160)
- 757 • \$6,000 for Aquatic Center fiber (IT's share is \$6,000)
- 758 • \$20,000 for workstation replacement (IT's share is \$20,000)
- 759 • \$7,500 for access control (IT's share is \$6,320)
- 760 • \$12,000 for 10G aggregation switch (IT's share is \$4,920)
- 761 • \$20,000 for Wi-Fi expansion project (IT's share is \$0)
- 762 • \$12,000 for Windows 10 update (IT's share is \$4,100)
- 763 • \$3,000 for replacement phones (6) (IT's share is \$2,000)
- 764 • \$2,000 for IT workbench updates (IT's share is \$820)

765

766 Motion by Diane, second by Ald. Every, to approve the new/replacement IT Budget for 2018,
767 Item Nos. 1-14. Items Nos. 15 and 16 will be deleted.

768

769 Mike noted IT's share totals \$66,468, which is \$7 less than IT's maximum approvable dollar
770 amount. Mike said it is his understanding from what committee members have shared with him,
771 \$2,000 for replacement telephones would be removed if the IT Budget must be reduced to 95
772 percent of the maximum total (\$63,151). Mike asked committee members if they want to delete
773 another \$1,000 off the bottom, such as the IT workbench updates. Mike also asked committee
774 members if they want to reduce the amount budgeted for the Windows 10 update, if necessary.

775

776 Diane asked Mike if he has a firm financial figure for the Windows 10 update.

777

778 Mike said he does not, stating, "This is more like giving us a pool of available money to work

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20

779 within for that product.” Mike addressed the backup software line item and said he believes he
780 will be able to find a satisfactory solution that is less than what is listed. Mike asked committee
781 members if they agree that items at the end of the list will be removed if the budget must be
782 reduced to 95 percent of the maximum total.

783

784 Pam asked Mike if he is comfortable removing the IT workbench update line item, if necessary.

785

786 Mike said he could attempt to utilize extra funds for this item, if necessary.

787

788 On voice vote, motion carried.

789

790 Diane noted that the 2018 IT Budget will be given to Fred for review and asked if City
791 Administrator Rindfleisch is now responsible for the budget.

792

793 Mike said the budget will not return to the committee until final approval by the Common
794 Council, and he told committee members there will not be any real public updates until that time.
795 Mike promised to further examine the line items committee members had questioned, and he told
796 committee members he believes “we’re in a pretty good place for the funding levels for them.”

797

798 **Adjournment**

799

800 Motion by Ald. Every, second by Pam, to adjourn at 8:12 p.m.

801

802 On voice vote, motion carried.

803

804

805 Recorded by:

806

807 Kirk Bey