TECHNOLOGY COMMITTEE MEETING

JANUARY 12, 2010

PRESENT: Jerry, Wanda, Dave M., Ann, Sandi, David W., Stephenie, Paula, Mike, Chip, Kathy A., Robin

Chip: Technology committee first official meeting, today will mostly talk about the issues as we move forward with a new nursing home. Trying to figure out the technology needs for the rooms, common areas and the wiring involved. On a more global sense what we want to have happen with this committee is to bring all the departments in and standardize the computer purchasing of equipment, software, hardware, etc ., across the County. Have all departments inventoried there equipment? We want to start aging equipment and recycling them through other departments and having a replacement process going on in the County. Pull together an inventory and aging process by June to try and figure out what is needed for the next year.   Sandi can speak to the needs of the Nursing Home, but I was trying to sketch out in my mind the needs of a resident ten years from now and will we have hard wire or wireless technology. The other goal for this committee is when a department comes forward with a request for hardware, software, etc., they will have to bring with them a recommendation from the Technology committee approving the purchase, that will be the process.

Robin: The commissioner's also mentioned that any policies that are put into place regarding computer usage need to be reviewed and approved by this committee as well. Content that will go on the website will also be reviewed by this committee.

Ann: All of my department's computers are rented through Conner & Conner. I am not sure if I am the one who should be here.

Chip: We are looking for multiple skill level and computer experience to come up with a reasonable solution to technology issues. You may not always lease your equipment and the information gathered in this group may be valuable to you going forward.

Dave M. You could add value on a policy, it may not always be a technical issue being addressed.

Dave W. When I am working with a group, we always start with the business side and not with engineering side, once business needs are determined then the technology side follows naturally. Need to determine the services you provide first and then glean the technology component from that.

Sandi: Last week we spoke about computer systems with the Building Committee, will we be wireless or not and I realized that the home cannot work in a vacuum and we need to know what the vision is for the County's technology plan for computerization.   Do we have a plan for connectivity within the County Complex?

Chip: We should have a plan, it's 2010.

Sandi: Some of what the nursing home does going forward will be based on what that plan is.

Dave M.: I can address the phone situation. Last year the Commissioner's allocated money for the delegation room to be used as an Emergency Operation Ctr. This was due to the H1N1 flu situation we have activated this once a card was put in so we could have 5 additional lines if needed.   There have been talks with the Commissioner's on having one phone system to accommodate the whole complex. The up front costs are huge, but the monthly cost savings are huge. Overall the bills will save the County thousands of dollars monthly. With a new building going in this would be a perfect time to look at this again and appropriately run the cabling for what is needed for that as we are breaking ground.

Chip: You are right that we need to create an infrastructure that is amenable to our needs going forward serving a large number of people.

Dave W. : Co-convergence of data and phone are critical, when building the new building using Voice over IP (VOIP) will utilize one network for both. If you don't plan for this you will be using two networks, one for phone and one for data.

Sandi: Add to that the Nurse call system. You have to look at it as one and then try to pick it apart and look at it separately.

Dave W.: There is a certain amount of wiring involved to be wireless. Certain industries are regulated in their wireless capability in being compliant with these regulations. If you look at where we are now there are certain over-arching services that we can benefit from such as, phone service, email these are things that are common to the whole county. Some of the servers can serve the whole county and some are very specific to certain applications and specialized for example, forensic work in the Sheriff's office, payroll in the business office, County Attorney and jail, these applications need to be kept in strictest of confidence and separated from the rest of the County, but on the other hand where ever you can benefit from global services this should be done as it would be more cost effective.

Dave M.: Question on how many different email servers were within the County. Identified 4 different email services, this would be a way to consolidate.

Dave W.: These types of decisions to consolidate need to be carefully planned out.

Chip: We need to schematically start to look at what we have and where we want to go. We want to concentrate on the Nsg Home as this is going out to bid very soon. What are our technology expectations going to be when we are residents of the nursing home.

Dave W.: You want to make sure that the services for the staff and residents are totally separate and secure.

Dave M.: You may want to color code the data ports that are in each room for easy connectivity. Figure out what services you want and then when you bid it out you can state what is needed in each room, common areas, etc. You may want multiples of these in certain areas.

Chip: Does going wireless with any of these provide any savings?

Dave W.: Wireless is very good for things that need to be mobil, such as staff using carts, dietary and MNA's, and guest hotspots where folks can get Internet access in the lobby. Need to have both hard-wired and wireless, and multiple

wireless which is a mesh network.

Dave M.: Will need more then one mesh network, one for guests and residents and another for staff.. Will most likely need multiple meshes and antennas.

Chip: What sort of hardware are we looking at on a multiple wireless network.

Dave W:. Spec out for the new facility what is needed, you don't want to have to retro-fit once you have built the building. Caretracker has to take priority over other things and as previously said the baby-boomers coming into the facility are used to technology are not going to want to give that up. Address needs for residents and staff separately.

Dave M.: Can break down by IP address, so they are on totally separate networks, a business class connection for staff and an open connection for the general public. You will have multiple addresses available and can separate those out for multiple networks.

Ann: Expressed concern of her issues with her internet cable connection. She asked Sandi how paperless the nursing home was.

Sandi: Nursing home is still using a lot of paper, but the standards are that we have to be paperless by 2014 and we will work diligently towards that as the standards are set. We are talking with software folks as we move forward and as we go towards an Electronic Medical Record (EMR), it will be phased in slowly.

Dave M.: The Sheriff's dept. has been paperless for about 2 years now. Scan and store documents electronically, mostly PDF files, and need to keep there paper documents for 7 or 8 years.

Dave W.: Stressed that there are a tremendous amount to grant funds available for EMR out there for automation, but need to get on that now. This could help off-set some of the cost for the new structure.

Sandi has met with the County grant writer.

Chip: Another thing I want to happen here is and integrated circle of all the utilities. Would like to see some sort of centralized reporting system so Kathy doesn't have to go through the bills manually to see what is going on where. We need to consolidate the ordering and purchasing of computers and push standardization as much as possible.

Dave M.: Very much in support of having the County purchase equipment through Dave Wells as he is a certified HP re-seller and it is much easier to deal with one vendor than multiple throughout the County.

Chip.: I'm ok with that for a purchase here or there, but if we go to centralized systems we have to put it out to bid and

Dave W.: Is in agreement with Chip and you don't want to vary your process for any vendor. You want to buy the solution not just the name, ex. HP, you need to find the best fit for your organization and your requirements. The County needs to identify there needs and go after it, building management, EMR, etc. Outside grants to assist with energy and EMR.

Dave M.: Clarified he was speaking of small purchases under $5,000, then we don't have to constantly hunt for pricing.

Chip: Let's develop a checklist aging out what the usage is, potential usage, etc., back to the inventory share with Dave Wells, so he can pick up something we are missing and make recommendations on aging out.

Dave W.: On the technology committee for the Town of Wolfeboro and he and Bob Ness have created a life cycle for equipment that consists of three stages.
Kathy: Stated there were issues with the farm computer.
Mike: the jail's vendor said that the computer was designed for home and wouldn't run on that network.
Sandi: We have a better idea of what we are looking at.
Robin: Do we need to prioritize our needs?
Dave W.: Start with what the vision is for the new building and the residents and staff. Query staff and residents on there needs.
Chip: The first priority is to make correct choices for the building now so don't have to re-do once the building is up. Make sure the wiring is what is exactly needed.
Dave W.: It is critical to get the initial infrastructure right for the future.
Chip: That is a discussion that needs to be done tomorrow with the building committee. We need a Director for this committee and secretary. Robin will be the secretary and disseminate the committee and Dave M. will be the Director of the Committee. Will meet once a month initially.

Dave W. and Dave M. to attend the Building Committee meeting on Wed.
Someone to be the keeper of the schematics for the County.

Next Meeting Agenda:

   Electronic Policy for the County.
   Computer issues – update by department
   Purchases
   Sandi and Paula – new building update
   Security – related to technology
   Training Lab
   Website- updates-license for software

Trainings on website
Steph – website updates – list of things done so far

Next meeting Tuesday, 2/9 at 10am in the Delegation Room.