

TECHNOLOGY COMMITTEE MEETING

FEBRUARY 9, 2010

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

Dave: IT Committee for the County has been formed by the Commissioners and the people present, several things to be discussed and presented to the Commissioners and the Department Heads within the County.

Robin handed out a template for a computer policy for the County. Sheriff's Department has one similar to this template and very stringent. There is a disclaimer that comes up on the computers in the Sheriff's Department when logging in and you have to say yes to that in order to continue on. Dave asked that everyone review the policy template and make any type of changes and bring back to the next month's meeting for review and set a date for implementation.

Dave asked if there was anything from the last meeting that needed to be discussed.

Robin stated that Jerry had put together a computer inventory and Robin asked that Dave Wells help put together a rotation schedule like the one he did for the Town of Wolfeboro. Dave W. said he would be able to help with that.

Dave asked that we start an agenda for next meeting to discuss any old business and new items and also track the status of items we discuss and check off that they are either in progress or completed.

Dave asked each person to take a turn to talk about any IT issues within their department and/or any purchases they might want to make.

Dave: County Attorney's office has requested that a camera be installed outside their entrance door, this is a security issue. This will allow Betsy to see who is standing outside waiting to be buzzed in, don't have that ability now. Will most likely be an IP based camera – which is less expensive and she can view it right from her computer. It will come up under a web-browser. Dave has already contacted a vendor – Knight Security.

Ann asked if this would be a live camera or would it be running film. Dave said it would be a live feed, and not recorded. Ann asked about the cameras located around the building, for example if someone fell in the parking lot could they go back and look at that information and Dave said yes.

Wanda: County Attorney's around the state are looking into networking all of their material together so everyone has access to it. This is being done through a grant. The next meeting they have Wanda needs to know the bandwidth and capacity that we have here. Looking at either housing servers in Concord or at

each county location. Believes they are leaning towards each county location due to speed.

Dave: Who is actually setting this up? Is it the State or the County Attorney's as a group and who is setting this up for them?

Sheriff's office just did a similar thing with ICAC for the state and used David Wells as the vetted vendor. Using Microsoft Exchange and Sharepoint, would probably be looking at a 10 user license.

Dave W.: Can get bandwidth amounts from Time Warner, and most likely sharing it with the Business Office. Time Warner is the best bang for the buck in this location as we don't have a lot of options here. You could either have a dedicated drop for this application at 4.5Mbps or share it with the building. If you choose the whole 4.5Mbps then it would be a monthly fee of approximately \$80/month.

Dave: If Robin G. wanted to host the County Attorney's meeting here then Dave W. could be available to talk to them regarding some options.

Wanda: The only other issue they have in the office is the tape backup takes 2 tapes and doesn't always boot out the 1st tape in order to put the 2nd tape in. Does anyone know how to fix this?

Ann: Everything that the Registry has is through the leased contract with Conner & Conner. Having a discussion with them on purchasing a laptop. Doing a system on a ledger system, not really a problem, but it is time consuming. Have other purchases she wants to make such as a fire safe. Ann not satisfied with service from Iron Mountain.

Dave: Everything in Sheriff's office is scanned. Would document management be more beneficial on-site vs. utilizing Iron Mountain.

Sandi:

- Interested in the inventory analysis that Dave W. and Jerry will be working on
- Telephone service is an issue monthly phone bill is \$455.00 plus a month. A good portion of this is calling to cell phones, vendors, DPOA's, etc. Can we do better with a different vendor. Have been talking with Fairpoint, but hoping to do something in the interim before new home is built.
- New Nursing Home – Captain Meyers and David Wells helped with the wiring discussions
- Met with 3 nurse call vendors to date – hoping to have a wireless paging system that sends a page to the LNA with the resident that needs assistance. Also hoping that the fall prevention program will somehow interface with this system.
- Waiting for quotes on door security system, whether it is a wander guard system or secure care system, they are all similar we are concerned with the cognitively impaired residents and them getting out

of the building.

- Time and attendance system, we will wire for front, rear and main area and will start looking at vendors.
- Will wire for cameras, placement and utilization will be discussed later.
- Proximity cards still in discussion, have not isolated all locations.
- Test and document cabling upon installation, computer generate labels for all wiring.
- Known equipment needs, we have 6 caretrackers and we will need 2 more and 2 more computer stations for nursing.

Dave W.: Sandi, have you mapped out what equipment would go from the old nursing home to the new nursing home yet? There is some equipment in the old facility that are near the end of their life span, I can think of 2 switches right now, they should be replaced and not carried over, same with the main computer.

Sandi: Yes, that needs to be evaluated. The instructions have been that everything in the old home needs to be moved to the new home. If something is about to fail and we can justify.

Dave W.: The components behind Paula's desk are a mixed bag, some new and some older, in particular one switch that has had numerous problems should be replaced.

Sandi: I believe that can happen with recommendations from this committee and we can budget that in for next year.

Dave: The word failure has come up several times, who do people call when equipment fails?

Sandi: Paula troubleshoots the best she can and then if she can't resolve the issue she calls Dave Wells.

Dave W.: Most departments in the County utilize my services but there is no formal arrangement or contract to do that with the County. We want to look at preventive maintenance here. You really want to have some sort of hardware contract with a vendor in the event of failure. It may be done at the County but it is not consistent.

Dave: Not just prevention but also have a solution when it fails. Failures are inevitable it is how it is dealt with when it happens.

Steph: Discussed with Robin the need for a new computer mine is 2003 and with doing the website work have multiple applications open at once.

Dave: Will look to see if there is something that can be put in to place in the

meantime to keep Stephenie's computer running. Steph, put together the requirements of what you will need for a new system for the next meeting. The Sheriff's department get used computers in from organizations and we refurbish them, some are to old to use.

Sandi: These systems would be perfect for a resident in the nursing home to use to either send email or surf the Internet.

Jerry: Heating and air units run on Windows 95, there is no upgrade for it. That is something we need to look into in the future. It's a big deal to look at a new application. Jerry to do a cost analysis on the heating and air unit application for the Admin building.

Kathy A.: Biggest concern is maintaining the computers, cleaning them out, getting rid of old things in there. Instructions on what needs to be done would be good, just to get the dust out of them would be good.

Dave: Sheriff's department takes computers outside every 4 weeks and blows the dust out of them. The amount of dust that collects is incredible and it shortens the life of the computer. We do updates on the machines approximately every 3-4 weeks or when we receive email alert patches. This is important to us because we work 24/7 and computers have to work, there is no option for failure. Just as the nursing home will have to have a 24/7 operation. Conducting computer maintenance is extremely time consuming, we are probably looking at a full time position, we have a minimum of 4 departments, it is time the County looks at having an IT Department.

Steph: The email list in the Admin building needs to be cleaned up.

Dave W.: Who maintains this list? No one is maintaining this list.

Robin: To have a shared directory for employees to access that has Safety Committee info, Tech Committee info, policies and procedures, etc.

Dave: Asked Dave W. to get a cost for Web Expression, one license. This is the program that the Sheriff's department uses for their website. A Microsoft product used to build websites. It makes sense to have one solution that everyone is using.

Dave: There is a training lab that is available to the County to do trainings. Sheriff's department has already put on 4-5 trainings utilizing this lab. Contact Dave in the Sheriff's department to utilize this service.

Sandi: Would like to see the nursing home website as the go to place and really develop that. Want a place for the community to go to see what is going on with

the progress of the new home and this will be a priority. Sandi looking to do a weekly update for the site.

Steph: Talked about setting up a Facebook page for the Nursing Home. Build a website page like the one of done for Deeds. Working on the jail site at the moment. Steph to set up a meeting with Sandi to discuss this.

Agenda for next meeting:

Old Business/New Business

- Discussion and finalize IT policy – date to implement
- Work on rotation schedule with David Wells – Jerry & Robin
- Talk about County Attorney camera and quote next meeting
- Backup issue for County Attorney's office
- Discussion on document management for Registry – archiving digital data
- New phone system for Nursing Home – County wide?
- Providing solutions for failure protection – who is called when there is an issue?
- Solutions for maintenance for County IT systems, do an analysis, how many computers involved, time involved, etc.
- Server maintenance
- Website – recurring topic

Next meeting Tuesday, 3/9 at 10 am in the Delegation Room.