

TECHNOLOGY COMMITTEE MEETING

April 13, 2010

PRESENT: David M., Stephenie, Robin G., Wanda, Robin R., Kathy A., Michael F., Paula, Ann A. Jerry

Dave: We will start off the meeting with Kyle Fritz from CMC. He's here to explain what his company does and what services they might be able to provide to the County.

Kyle: Spoke about the CMC the Company. We are a systems integrator and sell and install telecommunications hardware and we work with many municipalities. We help people understand what they have in place for systems and how to move forward and where technology is going. I have done an initial assessment of where the County's telecommunication structure stands right now and basically it is a very disjointed setup. The Admin building has four separate phone systems for most departments, one in the nursing home and one in the jail. Did an analysis of the phone bill to take a look at what is being paid out monthly which is approximately \$3,500.00 for all the phone lines for each building. I got a competitive quote for exactly what we have now, this company right off the bat could save approximately \$600./mo.

I had a chance to speak with the Commissioners a few weeks ago regarding the new nursing home, and how do we look at bringing all the communications under one infrastructure. In the Admin building I would put one system in, put in different carrier services and reduce the price significantly. I don't have those numbers yet, but I know the Commissioners will want to see the offset. If we can reduce these prices significantly and use the savings to install a new system else where and integrate them all. One of the things I will need direction on is to find out in the initial scope is there is no physical connection between the buildings. In order to integrate the County onto one system there will have to be a physical connection in order to do this. The best way to do that is a hard connection either fiber or copper. There is the opportunity as you are digging soon and there is going to be some connection to this building anyway for the boiler systems. A single system will be more efficient and less costly on a monthly basis. I have done an assessment of all the lines, what you are paying now, and what you could potentially save on a monthly basis.

Kathy A. It is still unclear as to what our phone contract really is.

Kyle: Right now there is the potential to save \$600./month, but if that contract can't be broken, then you would be stuck at this point with what you have until the contract ends.

Ann: I have a question. All of us are billed for phones by department, will it still break it down for us?

Kyle: We can absolutely put a system in that will track and separate out line usage by department.

Dave: That is really up to the Commissioners on how they want to handle it, they

may decide to not break it down by department where it will be a centralized system.

Robin G.: But we are the ones that have to submit a budget.

Dave: It probably won't be in your budget if they did a complete integration. The County would pay for it.

Ann: When you did your analysis was it a savings overall?

Kyle: The bill that I got did break it down by department, so that's how I did it. The \$600.00 was a savings overall. The Sheriff's department had the highest usage and it was done on current usage.

Kathy: The bulk of the cost and savings will be the Sheriff's Dept., jail and the nursing home.

Kyle: This is just an analysis of exactly what you have now, not replacing anything. Moving forward I tried to give a general depiction of what an integrated setup would look like. It would be all lines coming into a single system, extension dial to each person, voicemail access and add some of the functionality that is missing. The dialing a number to get to a different department would be gone, and if it is someone you call frequently then you can put their extension number as a button on your phone. What I need to try and do now, is itemize the infrastructure costs that is actually going to cost the County money and compare that back to what the savings will be. I need some guidance on going about what will be done about connectivity between the buildings and was this built into the cost of the new nursing home. It is beneficial to get connection between the buildings now while you are under construction phase even if you don't go to a centralized system right away.

Ann: When you say an outside provider, what do you mean? Doesn't FairPoint own the lines?

Kyle: FairPoint owns the physical poles and wire, but are required by law to sell their services to other providers, CLEC's. They did this so FairPoint or Verizon would not have a monopoly on telecommunication services, so other service providers could offer these services at a competitive rate.

Ann: As an integrated system, if something happens will we all be down at the same time?

Dave: That is the reason Dispatch has to have 3 different systems, because we can't be done. If one fails, it automatically rolls to the next system.

Kyle: It is called disaster recovery and we do a lot of that. What we do is make sure there is a fail safe solution in place in the event of a disaster. You could keep a separate phone line outside of the system for emergency purposes and instructions on what to do in case of emergency.

Robin G.: Have you worked with State agencies, or Counties.

Kyle: We have the Town of Exeter which would be the closest type of scenario to here. They are inter-connected and some are a fiber link and carrier to carrier link. All communicate via extension numbers and we have back up phone lines for their dispatch. We also set up an emergency operations center for them as well.

Robin G.: I was at a meeting where they were doing criminal records checks over the Internet and eliminating the SPOTs terminals.

Dave: It is done with a VPN connection and they are waiting for the FBI to approve that.

Robin G.: Will we be able to have that ability with this system?

Kyle: I am just looking at phone services and equipment. I have not done an assessment of the actual data network structure here, so I don't have a good handle on what that looks like.

Robin G.: What makes most sense in the long run, to have it all integrated?

Dave: It depends, but my main concern was to get the buildings connected and we can fund the other pieces as we can.

Kyle: Look at what the infrastructure needs are down the road.

Robin G.: Who are your customers.

Kyle: Our target audience is multi-site, larger organizations. Banks, municipalities, schools. I am scheduled to meet with the Commissioners again. I will be talking with the nursing home folks again on putting together a system for them and if there is purchasing to be done, I'm assuming that will be an RFP process.

Dave: You will want to take this up with the Commissioners and find out what the process will be and how far they want you to go, as it will have to go out to bid.

Kathy: Is there a way to down-size our lines if we are not getting maximum utilization out of them and is there a way to track that?

Kyle: Yes, you can have FairPoint give us what usage is over a time period and we would take that information and figure out the overall usage.

Kyle left the meeting.

Dave: Did the policy get sent out.

Robin: Yes, it did.

Dave: For comment or changes?

Robin: It was sent out for comment, I need to make the changes people commented on and I need to add the disclaimer.

Dave: Resend the policy so everyone has it. Is there any other old business we need to discuss?

Robin: Just the County Attorney's office and their IT issues.

Wanda: We are working on it.

Mike: We have extra camera's at the jail.

Dave: We will need to set the software up.

Mike: I will take a look and see what we have.

Robin G.: The County Attorney's statewide and the AG's office are looking at an integrated system which will be purchased with money from the stimulus funds. It will have some cost to the County at some point for on-going maintenance fees and upgrades but I don't know what that will be at this point.

Dave: I had a call from Tracey at Cybertron she is looking to come speak to us about what services they provide. The jail currently uses them for their computer support.

Mike: Whatever the issue we have, a virus, mouse doesn't work and we call them and they take care of it. We paid \$5,000. this year for their service. It's for every piece of computer equipment that we have over there.

Robin G.: How many times have you called them this year?

Mike: 5 or 6. We have a service contract with them so they will come for any computer issue we have.

Dave: What is their response time?

Mike: It depends on the need and issue.

Dave: What does everyone else do?

Paula: We use Dave Wells he does all our hardware and software setup.

Dave: How much do you budget for that.

Paula: That total line is about \$90k, but that includes other stuff, probably about \$9,000 for Dave.

Robin G.: If we can have them come in and present and give us a global price to maintain the whole county.

Mike: You definitely want an outside party taking care of your computer needs, you don't want it inter-departmental. Bid it out.

Dave: There is \$15K just between the two departments, there definitely is a need here. We will contact Cybertron and invite them to the next meeting.

Robin G.: (to Ann) Does your vendor do any other than registries?

Ann A.: I'm not sure I will ask.

Dave: For the next meeting write down notes about what your computer requirements are and expansion needs are for the future.

Kathy: Would your department utilize Cybertron?

Dave: I would have to look at that. The ICAC and forensics would be no. The email server, sure.

Robin: How do other Sheriff's Departments handle it? Do they have outside companies do their maintenance?

Dave: I'm not sure, but they probably have someone internally, or an IT department handles it.

Robin G.: Have you talked to any of their customers?

Dave: Just one, and I invited them because they already take care of a County department. Mike, can you bring a copy of the lease so I can look at so we can all get an idea about it.

Meeting adjourned.

Next meeting Tuesday, 5/11 at 10 am in the Delegation Room.