

Draft

**MINUTES OF**  
**MUNICIPAL SERVICES COMMITTEE MEETING**  
**APRIL 19, 2016**

**ATTENDANCE**

**Members and Guests**

Peter Souza  
Sharron Howe  
Joyce Stille  
Robert Skinner  
Jim Hayden  
Tim Webb  
Bill Smith  
Maria Capriola  
Judy Ceramicoli  
Hayley Wagner  
Guy Scaife  
Tom Cooke  
Lisa Pellegrini  
Scott Roberts  
Garry Brumback  
Jeff Bridges  
Jonathan Luiz  
Chris Kervick  
Carl Fazzina  
Dan Salazar  
Bill Oliver  
Hedy Ayers  
Jayhon Ghassem-Zadeh  
Maureen Goulet  
Jennifer March-Wackers  
Pauline Yoder

**Town**

Windsor  
Bloomfield  
Bolton  
Canton  
East Granby  
Ellington  
Granby  
Mansfield  
Marlborough  
Marlborough  
Rocky Hill  
Simsbury  
Somers  
South Windsor  
Southington  
Wethersfield  
Windsor  
Windsor Locks  
CCAT  
CCAT  
Prime 3SG  
CRCOG  
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CRCOG

Chair Peter Souza called the meeting to order at 12:03 p.m. He asked Ms. March-Wackers to introduce the new Municipal Services Department staff member, Jayhon Ghassem-Zadeh, and we also went around the room since there were a number of new people present.

**ADOPTION OF MINUTES: MARCH 15, 2016**

Chair Peter Souza asked for a motion to adopt the minutes from the 3/15/16 Municipal Services Committee. Ms. Stille made the motion, Mr. Cooke seconded. All voted in favor of the motion.

**NUTMEG SERVICE CLOUD: HOSTING AND BEYOND**

Ms. March-Wackers introduced the subject and talked through some of the common issues towns have with IT, including cost and budget issues, the maintenance that is

required, as well as not having good information on how much they need. These difficulties are combined with changing expectations for government, including transparency, convenience, efficiency, sustainability and results. Mr. Salazar then discussed the Nutmeg Network, which has a number of advantages for towns, including that it's not on the internet and the significantly lower cost of hosting services. Mr. Salazar spoke about the process CCAT uses, and asked members to think about their goals and resources, and how they can then develop solutions for each town's specific situation. CCAT offers virtual resources, will help with migration, and they have a number of options available to towns using CCAT for hosting. Towns can use CCAT for file servers, application servers, email and communication, disaster recovery, backup - there are a number of options. Mr. Salazar also walked through some of the advantages of using CCAT, which includes not having to pay the costs to maintain a server room on site, such as air conditioning and generators, and having dedicated staff monitoring the security of your information.

Ms. March-Wackers said there are number of additional things that can be done with the Nutmeg Network. The demonstration projects CROG Municipal Services have been implementing are supposed to show the value of the Nutmeg Network. There is a bulleted list in the meeting packet that shows some of the other possibilities we could pursue based on previous brainstorming sessions. Mr. Salazar said that CCAT also offers application developing. He stated that their security is audited by a 3<sup>rd</sup> party, and they watch the system for unusual behavior inside the network. Ms. March-Wackers said towns might be more vulnerable if they are all on their own, and that there are some vulnerabilities everyone has. Mr. Salazar said that having virtual services mitigates a lot of security issues. The Nutmeg Network also has a unique security benefit, because it is basically a wide area network that doesn't touch the internet to connect to the Data Center or the other towns. Virtualization is also a benefit for disaster recovery and backup, since it allows towns to get back to work right way.

Mr. Roberts mentioned that any network that touches a PSAP must be compliant with certain protections? Mr. Salazar said they haven't done any public safety yet, but they are aware of the compliance issues. Ms. Pellegrini thanked Mr. Salazar and Mr. Fazzino for being here. Somers recently had a Trojan Horse attack, and actually got hit twice. They are still in recovery mode. Her town is not yet on the Nutmeg Network but she said they are getting close. She asked CCAT to come to her town, they need to upgrade their server and would like to pull together a list of bullet points for the pre-meeting, so they know what they need to look at. Backup and recovery are common threads shared by all towns, and a push for this could be coordinated with an upcoming CIRMA paper.

Mr. Scaife uses file servers, but he said important that towns recognize the knowledge required for managing their IT. Functioning IT is the backbone for the town, and he wanted to caution against outsourcing your backbone. Having that local knowledge helps towns to identify productivity gaps. He said town leaders must understand this essential function.

#### **WHAT'S NEXT: CROG SERVICE SHARING**

Ms. March-Wackers walked through the current shared service offerings, which include general service sharing, the Capitol Region Purchasing Council, and the CROG IT

Services Cooperative. Our departmental goal is to maintain quality of service delivery while expanding Nutmeg Network cloud offerings. Our goal is to grow direct service offerings focused on core operational needs, expand Nutmeg Network offerings, and to respond to state mandates, while maintaining quality service. She then shared the goals for each program area, which includes expansion of service, increasing participation and improving and expanding measurements.

She asked members to talk about which of the services we've been talking about for years should be prioritized as we move forward. She mentioned financial systems, she said that she is aware that most people are not happy with the options available currently. Ms. Capriola said that one thing Mansfield experienced when they were building Storrs Center was the need for temporary building officials when ramping up for a big project. A question was raised about how much capacity does CRCOG have for this. Ms. March-Wackers said we have flexibility and some capacity. Chairman Souza asked for how we could work through this in an organized fashion. Perhaps members could rank their top three priorities and we could proceed from there. We could focus on the top six of the group's priorities. Mr. Smith said we need to know what needs exist and assess those.

The next best step is data gathering. Priorities are constantly changing, but identifying what is already existing is a great place to start. We need a baseline which we can share. We also need to see what will be addressed with the HR portal and the EDMS project. We don't want to overlap efforts. Mr. Webb suggested we keep the existing list in draft state because it will never be complete. He said we could apply the 80/20 rule when choosing which projects to pursue.

Ms. Capriola suggested we look at assessors, many towns will have retirements soon and there isn't a lot of depth out there. Mr. Cooke suggested finance systems, they are expensive, the market doesn't have good offerings, they don't work well with other systems. Maybe a cooperative municipal approach could cut down software costs. Mr. Souza suggested we inventory what is already in use, and prioritize from there. How do we build off of hosting services?

Ms. March-Wackers said although the Municipal Service Department reach is statewide, she will focus on the 38 CRCOG towns, but asked members to be aware that any tools developed could become available statewide. We have some money in the budget for municipal projects. We are not relying on state money. We will report back next month.

### **STATUS REPORTS**

Ms. Ayers reported on the HR portal. This demonstration project is in its infancy, but they are moving quickly. The salary survey will include what CCM gathers but will include additional information. In addition, the data will be much easier to access and analyze. We have completed the RFP process but the award hasn't been made yet. She said it will contain best practices, templates, model personnel policies, job descriptions and checklists. We will eventually add union contracts and the ability to exchange information. She is focused on meeting the grant requirements, but some possibilities for the future include HRIS, applicant tracking, and onboarding.

Ms. Yoder reported on Regional Online Permitting. We now have two systems available, Viewpermit and Municipity. The online portal will eventually host both services. Please contact her if you would like a demo.

Ms. Yoder also reported on the Regional Performance Incentive Program. She said the expectation is it won't be funded, but we're waiting to hear.

Ms. Goulet shared the total bid savings for the Capitol Region Purchasing Council for the 2015-16 fiscal year: \$1.5 million. Ms. March-Wackers shared that we would also be meeting with DOT to discuss the possibility of a heavy construction eziQC program.

**OTHER BUSINESS**

Mr. Webb reported on the National Snow and Ice conference, which will be held at the CT Convention Center. This is a conference of the American Public Works Association, of which Mr. Webb is the Vice-President. Sign-ups have exceeded expectations, but he noticed a number of our members had not yet signed up, so he brought the information for them.

Ms. Ayers shared that the University of Hartford is hosting a Business Matchmaker program. This is an opportunity for towns to expand the diversity of their supply chain. We will send out a flyer this afternoon regarding this event.

**ADJOURNMENT**

With no other business, Mr. Webb made a motion to adjourn, seconded by Ms. Stille. Chairman Souza adjourned the meeting at 1:26 p.m.