



Ravenna City Council
Information Systems Committee Meeting Minutes
May 17, 2021

The public meeting was held via Zoom and live streamed via YouTube. A video recording of the meeting can be found at: <https://www.youtube.com/watch?v=yOauzpMGOPg&t=6698s>

Council present via Zoom: Council President Andrew Kluge, Amy Michael, Rob Kairis, Paul Moskun, Cheryl Wood, Tim Calfee, Christina West, and Matt Harper.

Also attending the meeting via Zoom: Mayor Frank Seman; Police Chief, Jeff Wallis; Finance Director, Brian Huff; City Engineer, Bob Finney; Service Director, Kay Dubinsky, Katie Mazanek, Ryan Markham and Council Clerk, Chelsea Gregor

The Information Systems Committee Meeting was called to order at 5:38 P.M. by Committee member, Christina West.

The first discussion item was a Quality IP update.

Mr. Markham stated that he feels that Quality IP has accomplished a lot of projects over the last three years, especially regarding security initiatives and a new phone system. Their contract is up in August and the City agreed to a one-year contract last year because of the uncertainty of covid and the funds that would be available for this year. He stated that Quality IP was able to accommodate the needs throughout the pandemic and were able to provide more staff than the City was expecting and provide the best user experience possible. More projects are being planned, which include police cruisers and downtown Wi-Fi. He said that they are excited with the direction that the City is moving towards and happy to be a part of it.

Mr. Moskun asked what the cost difference would be from the year prior.

Mr. Markham stated that new items have been added that were not part of the contract, including the phones and security products, and said that they are proposing a \$650 a month increase without charging hourly for the new services. He stated that communication with the City has increased by having Quality IP employees on hand and available in person several days a week.

Mr. Kluge stated that part of the responsibility for employees and officials is to communicate effectively to Quality IP if they run across an issue.

Mayor Seman stated that he has not been unhappy with Quality IP and anytime he has contacted them they have responded quickly. He stated that Tim Contant is now able to view service tickets to help follow up on issues for employees.

Mr. Kluge stated that Council can say yes or no but ultimately it is up to the Mayor to give direction on the matter since it is the people inside the City offices utilizing the services.

In response to Mr. Harpers question, Mr. Markham stated that in the upcoming contract it will include Quality IP staff on site three days a week. He also stated that they have set up a disaster recovery site at the annex which has live replication of services where they can fail over real time in the event that something would happen at City Hall. They have also extended evening services until 11:00 pm. and provided prime fiber connectivity to City buildings.

Mr. Kairis stated that the City should be consulting with Gary Bishop once the City receives the proposal from Quality IP.

- The item was for discussion only

There being no further business for discussion, the meeting adjourned at 6:02 P.M.

ATTEST:

Clerk of Council

**Christina West, Chairperson
Information Systems Committee**