INFORMATION SYSTEMS COMMITTEE MEETING MINUTES
January 14, 2019

The Information Systems Committee meeting was called to order by Chairperson, Amy Michael at 5:37 P.M. Present were: Rob Kairis, Andrew Kluge, Bruce Ribelin, Paul Moskun and Joe Bica. Also attending the meeting were Mayor Frank Seman; Finance Director, Kim Cecora; Service Director, Kay Dubinsky; City Engineer, Bob Finney; Police Chief Jeff Wallis; Jim Shank representing Neighborhood Development Services; Katie Mazanec representing Quality IP; Alyssa Stephens representing ADVAN Design; Larry Silenius of 123 North Walnut Street, Ravenna, Ohio; Clifford Soudil of 434 Woodland Street, Ravenna, Ohio Diana Kane and Angie Reedy representing the Design Review Commission.

Ms. Michael asked if Mr. Kluge would share the information he was able to obtain regarding the 5G. She just wanted it on the agenda so that it stays on. She knows there was supposed to be some further discussion with the State Representative.

Mr. Kluge said the main question is if they want to have someone come in to represent to Council. A representative from consulting group, Velocity or one the City of Hudson worked with; Stark County is doing something similar. He wanted to pose that to Council before going any further. The individual Mayor Seman spoke with from Utah said he would fly out to present.

Ms. Michael said he would be interesting to see what Hudson did since it is a local community.

Mr. Kairis said he thinks it is useful to at least investigate it.

Mr. Kluge said that this is for increasing the speed and bandwidth for businesses. Residents might come next but first, they need to look at for businesses. Some of the consulting groups, specifically the one that worked in Hudson want to speak to no less than 50 people. He didn't know if that was something they could talk with the Chamber about to see if some local businesses might be interested.

Ms. Michael said she could work with the director on that. She'll talk to her tomorrow and see what kind of feedback they can get. If they're able to get the numbers, then they can schedule it.

Mr. Kluge said the name of the company is Magellan. They can go to forthutility.org there are RFPs on there, rollouts, etc. He will also reach out to see if they can get just a presentation to Council if that minimum number can't be guaranteed.

Ms. Michael said that next item for discussion is the hardware purchases.

Mr. Cecora said last year a comprehensive replacement was planned for hardware. It obviously did not get done in 2018. It was moved into the 2019 schedule. They are about to embark on assembling the capital budget. A big chunk of that capital plan will be an investment in replacing workstations. There are some timely issues that need to be addressed that Quality IP asked to be fast tracked. One is a standalone workstation for forensic software in the Police Department. There is some urgency to get that because they just purchased the forensic software. Quality IP felt it was important that any forensic software be confined and contained within the Police Department and not on a person's specific PC. The other item has to do with some network switches. While they are on the subject of a comprehensive replacement, part of it is the technology involved.

Ms. Mazanec said a few months back they went offline on a Saturday morning and gained access to all of the current switches and found that a number of them were far past the end of life. They have not received any security updates for well over a year. That puts the entire network at risk. One of the pluses for the switches they are suggesting is that it will somewhat future-proof the City. It will install the wireless system that the City already purchased; it will allow them to replace the phone system; hopefully that will be in the next year or two. It will allow for them to use the newer voiceover IT technology with these switches and it's going to play a part the suggestion they will be rolling out for hardware replacement. This is really preliminary but rather than replacing all the PCs with the full standalone PC, as they go through, they would like to replace them with a client machine that goes back to a terminal server so that they last a little longer, a much easier to replace and cheaper to replace. These faster and more secure switches are going to help with that as well.

Mr. Cecora said rather than build this into the capital budget, which will be coming at the end of March, they would like to appropriate the monies right away to get these issues resolved right away.

Ms. Mazanec said they tried to break it out by the location of the switches. The different locations will require slightly different switches based on the current equipment out there and the number of switches out there now. She believes the Wastewater Plant has three small switches that cannot be programmed or have any security put on it. They would take all of those connections and put them into the secure switch. They have found that in several locations but believes Wastewater was one of the worst.

Ms. Michael said this is something needed immediately. She can't believe they have gone so long without anything major happening.

Mr. Cecora said the total cost of the switches is $5,367.00, that includes the Water Plant; City Hall Annex (which is both the RAC and Annex offices); City Hall itself and the Street Garage. The standalone item is $1,394.00 for the forensic computer. The total request is $6,761.00.

There being no questions or comments, it was decided by those present that the issue would be referred to Committee of the Whole for further action.

Ms. Michael said the next item on the agenda is the website development with AdVan Design.

Mayor Seman said the council clerk sent out a list and they requested meeting with Ms. Stephens as a group to have some input into the new website. Ms. Stephens is here to go over the list. They are basic questions in order to get some ideas and the direction to go.

Ms. Michael asked how long they are looking at once they get some input.

Ms. Stephens responded that it will be four to six weeks. That takes into account approval after every stage. They will have a prototype or screen shots at every stage. That four to six weeks is highly dependent on the approval. That also includes artful development. They can go in and help with any copywriting etc. They will also be able to log in and take care of any updates needed. They usually their training and documentation after website launch. They will supply that documentation to the City and walk them through it.

Ms. Michael said the first question is what do you like about the current website. She does like the pictures on it and would like to see more pictures of what Ravenna has to offer. She likes that it has the ability to pay utilities, programs, etc., She thinks the standard information is perfect.

Mr. Kluge said he thinks he's more concerned about what the department heads want more than he's concerned about what Council wants. He'd like to know what the Chiefs want to see on their personal pages which they can edit on their end. He doesn't know if the different department heads received the questionnaire but that might be where you get feedback.

Mayor Seman said there has been discussion and the department heads mostly have someone else who works on it. If you get further down the list, the question about the main point of contact and who manages the website after it is launched. They envision the employee who is designated by the department head to make the changes on it. They've got people in Police and Fire, which are critical. They have to go beyond just being friendly, there is safety involved. Ms. Stephens is trying to get direction for this and Mr. Kluge is right, they department heads and employees who work on the website should be involved. They did talk about a few specifics. The RAC in particular uses it constantly. Ms. Watkins will be meeting with Ms. Stephens to discuss it and make any changes if needed.

Ms. Michael said that today, she is just looking for input from Council. The administration valued their input if they have any. If not, that is fine. They will go about it as planned. One of the things she was really adamant about is having information such as if she were someone from outside the City and wanted to know what we have here, she would like to see there is a hospital in the community. She would like to see how close it is to Kent State, to Hiram, NeoMed, Youngstown, etc. She thinks Ravenna is a hidden gem, centrally located to a number of highways and the Ohio Turnpike. She likes to look at as somebody from the outside looking in; about the government and why they would pick Ravenna. She thinks pictures of the parks, historic district, etc., would help sell the City.

Mr. Ribelin said he would like to see opportunities to buy buildings, what funds would be available for improvements, etc. He thinks there are people who bought buildings in the past and say they wish they would have known about that.

Mr. Kairis said they are talking about content issues. His question is what is the process. All he would like is for them to take the content they have and repackage it; do they offer two or three different options? Do they just do one and then tweak it?

Ms. Stephens explained that first they are scraping the entire site to see all of the content, descriptions, pictures, etc. They are going to look at everything that is there today. From that the team goes through and makes tweaks the recommendations based on not only best practices, but also based on any other content recommendations. They give it back to the City for any revisions they might have. It is a very informal process where they go through those revisions very quickly. They can work it any way. They can repackage it and get it back to them or they can have a whole new content change. The platform is called Word Press. It's very easy for the users to tweak words and content. They make sure they have the brand standards, the logo, the correct colors, etc. Then it's sent off to a designer for added touches. They will then see basically the finished product.

Mr. Cecora asked how difficult is rebranding with something like this.

Ms. Stephens said it's a very transferrable kind of platform. There are thousands of developers just like them who can do this. If they tell her tomorrow that the logo changed, they can go in and update it. It's very simple and user friendly. The opposite end of this, after launch, anything that is more technical, they are available for help.

Mr. Rainone asked if Mayor Seman has discussed where this lives internally; who is the webmaster?

Mayor Seman responded in the negative stating that it has been discussed internally. One of the questions on the questionnaire is who would be managing it. Heather does more than that than anybody else and she volunteered to be the liaison with it.

Mr. Kluge said during the earlier meetings, they discussed putting different controls on if Mr. Finney wanted to put something on and it was to be approved by Heather. That is one idea.

Ms. Stephens said there are definitely different levels of user administration. There might be an editor who is allowed to go in and create pages but not permitted to publish. That publishing has to go through a top level administrator.

Mr. Cecora asked how many mockups do they typically present to a client.

Mr. Stephens said it's done in a very staged process. They do a wireframe; then a style, usually one or two; they show a couple of different options.

Mr. Moskun said that he sees a huge asset; for instance, when there were movies in front of the courthouse, there were several commented later that they didn't know anything about it and it was not really publicized in a big manner. He believes it could have drawn approximately twice as many people some of those nights. That would be a good asset just at that one point alone.

Ms. Stephens said that the ability to add and update content as far as events is very simple. The question would then become making sure there are links back to social media. They will have the ability to show events very simply. They didn't really discuss a full event calendar with the ability for people to register and pay online. That is something that can be easily added down the line. They can definitely add that but right now, adding simple events would be really great. They love getting as many photographs as they can get their hands on. They can provide a drop box link that's totally secure. If she could have their input on uploading photos, that would be very helpful. Doing that in a timely manner would fit into their timeline. Also, the employee portal they briefly discussed there are forms on there after the employee is able to log in. Are those forms secure? They are PDF forms; is there anything on there that should not be public? Her question, is it required for employees to have a secure log in to the website or can it be a page that employees can download forms to ultimately turn in.

Mr. Kluge said they discussed it at one point and ultimately there was some security issue on the backend with those forms specifically.

Ms. Stephens said she knows they mentioned it awhile back. She is just looking for detail on what those forms entail, how secure they need to be and if there is a requirement for employees to be able to log in to a portal, if the only thing they are accessing is the forms or if there is another way to do that effectively.

Mr. Finney said that he just saved the forms to his hard drive and never went to the internet to complete them. They would not necessarily have access to a shared drive but Council would need another avenue to get those forms if they took it off the website.

The clerk noted Council doesn't need the forms that are on the website; those are mostly leave requests, purchase orders, tracking sheets, etc. The only thing they would need in the that's on there right now might be the Personnel Policy & Procedures Handbook.

Mr. Finney said he doesn't know any reason that the forms can't be saved to the hard drives.

Diana Kane asked, as a member of the Design Review Commission, if there will be an area on the website regarding the historic district or design review; the application for design review.

Mr. Finney responded in the affirmative stating he will ensure that they will go through and look at photos, etc. They will make sure there is an area regarding the historic district.

Ms. Michael said that if Ms. Kane has any pictures, they can upload them and return them to her.

Mr. Finney said that Design Review would like their own path for their applications, pictures, etc.

There being no further discussion, the meeting adjourned at 6:10 PM.

ATTEST:

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Clerk of Council   Amy Michael, Chairperson
                                                             Information Systems Committee