

## Technology Committee Minutes

February 16, 2011 – 4:00 p.m.

Present: Chairman Veitch; Supervisors Raymond, Daly, Southworth, and Lawler; Spencer Hellwig, Administrator; Jason Kemper, Planning; Bob Kingsbury, Data Processing; Press.

Chairman Veitch called the meeting to order and welcomed all in attendance.

**On a motion made by Ms. Daly, seconded by Mrs. Southworth the minutes of the January 19, 2011 meeting were approved unanimously.**

Mr. Veitch said he distributed to each committee member a report that was put together by Mr. Kemper explaining some of the issues with regard to the county e-mail system. The document explained what is current in the county e-mail system and what there will be with the proposed e-mail system. Mr. Veitch said the biggest part is the SPAM filtering and virus protection. Currently the county has none; however, the proposal has three layers of SPAM filtering and four stages of virus protection which would eliminate 99% of the current problems with the e-mail system.

Mr. Kemper said it is not unheard of to get 30 to 40 SPAM a day, so the time spent eliminating them uses a huge part of the Data Processing departments time, using approximately three days a week of staff time cleaning out machines.

Mr. Kemper said when the county first did the website project, which included the e-mail system, we opted out from doing future updates. The e-mail program is now approximately four years old, with no virus protection and no SPAM filtering unless the user sets it. With this proposal ICOM Tech Services would handle it, eliminating 99% of the problems we are having immediately. An added feature to the system would be to include Blackberry users as well.

Mr. Veitch said some of the questions that were brought up were to determine how many county cell phones there were. After some research it was determined that there are approximately 51 county paid cell phones, and 12 smart phones.

Mr. Lawler asked if the county has a formal retention policy? Mr. Kingsbury said there is no email retention policy because the way it is setup now, once someone logs in and brings the email down to either outlook or outlook express it is gone off the server and on the local PC.

Mr. Lawler asked if the county has a standard user policy? Mr. Kingsbury said he didn't think there was a user policy.

Mr. Lawler said he would suggest that the county establishes a user's policy, otherwise, individual hard drives will end up being clogged with data.

Mr. Lawler asked what the county policy was on cell phone usage? Do we know how many people are using their personal phones to send and receive county email? Mr. Kemper said he looked at this last year, and estimated that there are approximately 15 to 20 smart phones being used for county business by people.

Mr. Lawler suggested having a policy for employee usage of their own cell phone, with some way for someone to get approval to use their cell phone and receive reimbursement for county business.

Ms. Raymond said she agrees that there should be a policy. If an employee is using their personal cell phone for county business there should be a pre-approval process.

Mrs. Southworth asked if the \$20,000 that is in the budget was specifically budgeted for this purpose? Mr. Kingsbury said no, the User Committee is kind of a catchall pot to cover things that don't normally get budgeted, such as when someone's PC breaks.

Mrs. Southworth said what would happen if a server were to go down or something else were to happen? Mr. Hellwig said \$30,000 was budgeted at the beginning of the year. Historically that number has been \$60,000, but the number has been scaled back. This year \$5,000 has been spent out of that account, year to date, so there is a balance of approximately \$25,000. Mrs. Southworth said the remaining \$5,000 isn't a lot of money seeing as it is only February.

Mr. Veitch said there is a contingency budget that can be tapped if needed.

Mr. Lawler asked, going forward is this going to be a recurring expense? Mr. Kemper said, it could be because there is a monthly hosting fee for the email, and we will have constant virus and SPAM updates along the way with this service.

**A motion was made by Mr. Lawler, seconded by Ms. Daly to approve a resolution to approve upgrades to the County E-mail system provided by ICOM Tech Services at a cost not to exceed \$20,000. Unanimous.**

Mr. Veitch requested that Mr. Kingsbury do a PC Inventory audit for the county with regard to what we have, what the processor speed is, and what all the hard drives are on all the computers in the county. Mr. Kingsbury reported that there were 489 active PC's.

Mr. Lawler requested that the report be forwarded to all committee members for their review.

Mr. Lawler asked what the operating systems were on the computers? Mr. Kingsbury said most of them operate on Windows XP, with a few Vista and Windows 2007 and a few Windows 98 machines. The PC count does not include the County Clerk or the PC's

at the Department of Social Services, he said. The County Clerk has her own maintenance contract, and many of the machines in Social Services are State owned.

Mr. Lawler said most businesses will replace their PC's on a three to five year cycle. He asked if the county had a plan? Mr. Kingsbury said there is no plan, except for the Sheriff's laptops that are on a three-year rotation.

Ms. Raymond said it might not be a bad idea to have Department Heads review the inventory list with regard to their departments, to see if they are in agreement with what is on the paper. Mr. Veitch agreed.

Mr. Kingsbury said last year the vacancy review committee set aside some money and talked about ways to monitor web usage. Mr. Kingsbury said he has spoken to a company called Bloxx for web filtering appliances, and received a quote of \$4,500 for one month. Bloxx will control inappropriate websites, websites impacting on organizational inefficiency and employee productivity, IM, P2P and File downloads, search engine results; and Viruses, Spyware and Phishing sites. All security features come as standard on Bloxx appliances with the following included at no extra charge: Tru-View Technology; Reporting and Management tools; full LDAP support; Proxy with onboard cache; IM, P2P & file download management and Malware protection.

Ms. Raymond asked if one device covers everything? Mr. Kingsbury said it doesn't cover everything, it covers every access point to the internet. Currently there are nine access points. Ms. Raymond requested a list of the access points.

Ms. Raymond requested that any decisions be put off for a month, giving Supervisors that will be attending the NYSAC conference an opportunity to see what else is out there. She suggested beginning with a minor contract with one place to see how it would work and what the employee reaction would be. She said a policy should be put in place first.

Ms. Raymond suggested reaching out to NYSAC and ask what policies are already in place, as all of the larger Counties already have policies.

Mr. Lawler suggested taking one unit and monitoring the traffic for one month and then printing out the report. The committee agreed to try a one-month free trial and have Mr. Hellwig and Mr. Kingsbury decide what department to monitor.

Mr. Veitch said the DA's office has in place an internet acceptable use policy and an email/phone policy as well. He suggested collecting all the individual policies that departments have implemented on their own and have a subcommittee look into policies from other counties. The subcommittee will consist of Mr. Veitch, Mr. Hellwig and Mrs. Southworth and Ms. Raymond.

Mr. Veitch said as we go forward we will need to look at employee training. Ms. Daly said in going through the subcommittee with the Personnel Department and working with each department it was noted that there are a lot of gaps in terms of what the departments

level of knowledge is to what the needs are, either for the department or in the community.

Ms. Daly suggested that once everything is in place, and the equipment is there to support the email and the computers, that we begin to train people. Mr. Kingsbury said there is a training room with six PC's. Ms. Daly suggested reaching out to some of the universities to see if they have any students or professors that would be willing to join us in training people.

Mr. Veitch said he has signed up for the NACO Technology Summit that will take place on March 5<sup>th</sup> in Washington, D.C.

Ms. Raymond asked that any information that is going to be discussed at the Technology Committee meetings be distributed to all committee members 24 hours in advance of the meeting.

Mr. Kingsbury said the New York State Local Government IT Directors Association will be meeting in Saratoga Springs in May.

**On a motion made by Ms. Raymond, seconded by Ms. Daly the meeting was adjourned.**

Respectfully submitted,  
Chris Sansom