

Technology Committee Minutes
May 18, 2011 – 4:00 p.m.

Present: Chairman Veitch; Supervisors Raymond and Lawler; Spencer Hellwig, Administrator; Ryan Moore, Mgmt. Analyst; Jason Kemper, Planning; Bob Kingsbury, Data Processing; Hans Lehr, Mental Health; Brian O’Conor, Auditor; Rick Cobello, CIO Schenectady County; D’Arcy Plummer, Sam Pitcherelle, Treasurer.

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

On a motion made by Mr. Kingsbury, seconded by Ms. Raymond the minutes of the April 20, 2011 meeting were approved unanimously.

Mr. Veitch introduced Mr. Cobello, a resident of Saratoga County and CIO of Schenectady County. He stated that he would be addressing the committee on what Schenectady County does, with a general overview of what he thinks Saratoga County could do.

Mr. Cobello said Schenectady County has approximately a \$300 million budget, with approximately 1,400 employees. They also take care of the Social Services Department, so there isn’t a separate IT department for them, with 39 departments, 13 buildings and 13 people to manage a \$300 million budget. The key is putting together a team of people, which include programmers to fix all computers, networking, support DSS, DA, highway, but 90% of the work is done in house because you can leverage the expertise of the people who are there, he said. There was no emergency management center when Mr. Cobella came on board, no backup files, and no place for disaster recovery or business continuity. An emergency management center has been built and they now have kits that can go to any building in the county and plug into any building, where those buildings can become an emergency management center. It wasn’t the technology that sold it; it was the versatility of how to keep government running and the continuity of the business. All email is done in house because there are many email applications that are written for people that they use emails for.

Mr. Lawler asked Mr. Cobella how they access the internet? Mr. Cobella said they host their own website. Instead of designing a website that couldn’t be changed they bought a contact management system and trained everyone to manage their own piece. Mr. Lawler asked what the IT budget was? Mr. Cobella said the IT costs are approximately \$500,000/yr., \$1 million in capital items, and approximately \$500,000 in operating costs. Mr. Lawler asked Mr. Kingsbury what Saratoga County spends? He said, approximately \$30,000. Mr. Hellwig said that our costs are broken out by department, so if you took the software and the hardware costs that are being paid by the departments they would probably be similar. Mr. Hellwig asked if Schenectady County breaks any of the costs out by department or are they all consolidated? Mr. Cobella said it is all consolidated under him. Mr. Cobella said the key takeaway is to focus on the business, and the technology will take care of itself.

Mr. Lawler asked if Schenectady County had a disaster recovery plan? Mr. Cobella said yes, it is a written document, and he would make sure that Mr. Kingsbury has a copy.

Ms. Raymond asked Mr. Cobello if they first came up with a plan and then came up with a plan to implement it? Mr. Cobello said, yes, the first two years were spent getting rid of the band aides and the duct tape and developing a plan.

Mr. Lawler suggested having Mr. Kingsbury meet with department heads to ask them what their most urgent needs are, which would give the committee, as a whole, something to consider. Mr. Veitch said he thought that was something that the committee is going to have to do, but he asked that the committee wait another couple of weeks before moving in that direction.

Ms. Raymond said as we go down this path, if we put them altogether, it may be when we look at them collectively there may be a technology savings by going to the next level. We can't have a plan, if we are doing it one piece at a time.

Ms. Raymond suggested working through NYSAC with their Technology person to get some models from people who have already figured it out.

Mr. Veitch said Mr. Lehr came to the committee last month with a request for a software proposal for the Mental Health Department. The committee sent him back to see if the software would be compatible with Public Health, as well as, Maplewood Manor in terms of what he is trying to meet with this software.

Mr. Lehr said the current version of Netsmart software supports HIPAA Version 4010. We will need to upgrade our software to meet the new federal requirement. As well established customers of Netsmart, we will not be charged for the upgraded versions. However, we will be paying for installation of the software, initially in our TEST environment, and then in our LIVE environment.

The upgrade path for maintaining our MIS internally is based upon a 64-bit server technology, which is replacing a 32-bit technology.

Mr. Lehr said Mr. Kingsbury has priced out the 64-bit server as follows:

Software Upgrade	\$25,082.00
Hardware (64-bit server)	\$12,257.45
Data Cartridges	<u>\$ 472.65</u>
	\$37,812.10 (One Time Costs)

Mr. Lehr said another option has been explored with Netsmart, where they can host our MIS for \$40/mo. per user. This would ensure predictable costs on a year to year basis, and would eliminate the need to buy stand-alone hardware on a recurring basis. The next change in federal standards, the 5010 is not likely to be the last, and would be absorbed by Netsmart. It would also reduce the person hours, both by Data Processing and the Mental Health Center, regularly devoted to current hardware and software maintenance.

Migration and Configuration	\$ 8,000.00
Estimated Annual User Fee	<u>\$24,000.00</u>
Total	\$32,000.00

Mr. Lehr said neither of the proposals includes maintenance fees. It is just the basic setup to be able to build in January and the Migration and Configuration is a one-time expense. Mr. Lehr said there are approximately 50 users. If you have an assigned user that accesses that system, only if they do it once a month, there is a charge for that person. There is a user name for each person and it doesn't matter whether they use the system or not.

Mr. Veitch asked what the maintenance fees were? Mr. Lehr said they are approximately \$35,000 and this is a cost that is already in the budget.

Mr. Lehr said at the last meeting the question was asked about what other counties are doing. He said to date Maplewood Manor has not done any cross platforming in terms of Public Health, Maplewood Manor, Alcohol Drug or Mental Health. Mr. Lehr said he has had extensive conversations with a number of community service directors, for example, in Ithaca, they are not as established as we are. Albany very actively pursued this ten years ago, and what they have done is they have collapsed a lot of the things that we are talking about, but in terms of departments they decided that they couldn't meld the same software for the respective departments. In Rensselaer right now, which is the most progressive in this area, they are also individualized, but the person who is heading it up thinks that they might be able to at least transport this to Public Health. No one at this point has done the cross platform between the respective departments.

Mr. Veitch said this was the committee's charge for Mr. Lehr. Instead of buying three different systems for three different departments, why can't we investigate getting one software package for all three because they are very close in what they do as far as their general operating. Mr. Lehr said, Public Health may work on the technology side, but he is not hearing anyone say that about the Nursing Home.

Ms. Raymond said in the next three to five years you are going to see huge differences in the kind of technology that State Governments send out and expect to get things back through. She said she thought that there would be a lot more with regard to medical records, billing, etc, being computerized.

Mr. Lawler asked if there had been upgrades to the 4010 system? Mr. Lehr said, yes, there have been numerous upgrades. Mr. Lawler asked who does the upgrades? Mr. Lehr said he downloads the software and installs it in the system. Mr. Lawler asked, what is it that they do for the fee of \$30,000/yr.? Mr. Lehr said if there are any problems where the system breaks down, they will do the fix.

Mr. Veitch made the recommendation that this go to the Public Health Committee with the leasing option from Netsmart.

A motion was made by Ms. Raymond, seconded by Mr. Kingsbury to forward to the Public Health Committee a recommendation to enter into a leasing agreement with Netsmart. Unanimous.

Mr. Kemper said they are moving their way through the email system upgrade tentatively scheduled for either June 2nd or 3rd. There were originally approximately 460 county emails and the process of verifying them has taken longer than anticipated. There are approximately 126 emails that have never been checked, assigned to anyone or don't exist, he said. Mr. Kemper thanked Mrs. McNamara from Personnel for her help in the process.

Mr. Veitch said the process has begun with a pre-survey of all offices with regard to PC Inventory. This is a two step process, with the first step to walk through the offices and mark down what is seen. The second part will be to put bar codes on all equipment that is found so that it can be tracked. There will be a second go around to get more detailed information, such as hard drive space, processor, etc.

Mr. Lawler asked Mr. Pitcherale to provide him with the balance sheet for fixed ITS's and the fixed asset ID Policy.

Mr. Veitch said he and Ms. Daly have met with CMA Consulting with regard to the county time and attendance system, where CMA gave a basic overview of what they do. There are several vendors out there and the other vendor, who has also requested a meeting, is Kronos. A meeting will be scheduled with them as well. No decisions will be made without consulting the Treasurer's office as well as the Personnel Department. With an initial look, there are huge investments with going to the electronic system, as Mr. Kalinkewicz outlined in his presentation at the last meeting he said.

Ms. Raymond asked if these companies offer either buying the software or leasing it? Mr. Veitch said, yes, they could either build the system for us or we could lease. Mr. Veitch cautioned that if the county were to commit there would be other systems down the line that would be affected by that, and the problem is that once you are in it will be hard to get out. We don't want to make that kind of decision lightly, he said.

Mr. Lawler asked what the time frame was for the time and attendance system? Mr. Veitch said he is thinking 2012.

Mr. Veitch said the new IT Policy has been established, however there are some things that need to be addressed before it can be implemented, such as VPN access, User ID's, Passwords and Mobile Devices.

On a motion made by Ms. Raymond, seconded by Mr. Kemper the meeting was adjourned.

Respectfully submitted,
Chris Sansom