Technology Committee Minutes

July 28, 2011- 3:30 p.m.

Present: Chairman Veitch; Supervisors Raymond, Southworth, and Lawler; Jason Kemper, Planning Director; Bob Kingsbury, Data Processing; Ryan Moore, Mgmt. Analyst; Jack Kalinkewicz, Personnel; Brian O'Conor Auditor; Sandy Fischer, Maplewood Manor; George Martin, D'Arcy Plummer, Treasurer; Karin Levison, Vickie Colson, Public Health.

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

On a motion made by Mrs. Southworth, seconded by Mr. Lawler the minutes of the June 22, 2011 meeting were approved unanimously.

Ms. Levison said her office received a notice from their billing software company, Progresa, on June 15th that they were no longer going to support the Oracle 9I that their system currently runs on and that they would have to upgrade to Oracle 11g. Ms. Levison said there are two different ways that the software could be configured, where one would require the service upgrades and one would not. The option to meet all of the requirements to reconfigure the current software would require a on-time software upgrade for approximately $22,000 and would require a one time charge by Progresa of approximately $3,000. The Oracle software upgrade itself would be covered in the current contract, she said. This would mean that the annual costs would remain fairly constant; however, there are usually plus or minus 2% annual increases. The only downside to this option would be that there is always the potential that more upgrading will be needed as there are always regulatory changes throughout the year based on all the new healthcare reforms.

The second option is called Progresa, the Hosted Model SaaS. In this model there would be no need to upgrade the Agency servers. A fee would be paid to Progesa that would include third-party costs (i.e. Oracle) and future software upgrade costs. The hosted model has a lot of benefits that include reducing the support required by Data Processing staff, down time when scheduling quarterly updates and other hidden costs of the current configuration including power consumption, air conditioning costs, buying back-up tapes, etc. The current agency's therapy supervisor is the one that manages the system internally, which takes a great deal of her time and leaves less time for her duties of managing the therapy providers. Ms. Levison said if they were to have the hosted model they would have remote access via internet, which would increase the potential to have real-time data for the nurses. There would be an increase in redundancy and security for HIPAA compliance and the synchronizing of time would be much less for staff.

Ms. Levison said the total cost for the first year upgrade costs for option one would be $69,594.19.

Option two total annual costs would be $69,054 with an annual increase of approximately 2%.

Mr. Lawler asked when Oracle 9 was last updated? Mr. Kingsbury said approximately three or four years ago.

Mr. Lawler asked Mr. Kingsbury if he knew of any other server needs at this time? He said if you are going to buy servers you get a much better price when you buy more than one. He suggested that if the county is going to buy a large server, that it might make more sense if there are things out there that are going to have to be replaced, that this maybe it would be a time to look at things in a much broader context.

Mr. Lawler asked if any of this was budgeted? Ms. Levison said, yes, Public Health pays by the month. The costs this year have been approximately $21,000.

Mr. Lawler asked how the county defines a capital expense? Mr. Martin said $10,000 or more.

Mr. Lawler asked how long the contract is for if the Hosted Model is chosen? Ms. Levison said it is an annual contract?

Mr. Lawler said going with the Hosted Model is the way to go, especially if it is primarily already in the budget.

Ms. Raymond suggested that it might be helpful to the committee to get some informal monthly reports on, how long it takes and what kind of manpower is required to repair equipment.

Mr. Lawler asked what year the main frame system was purchased? Mr. Kingsbury said the current system is approximately three years old.

A motion was made by Mr. Lawler, seconded by Ms. Raymond to recommend Option Two (Hosted Model) for Public Health and to forward the recommendation on the Public Health Committee for their approval. Unanimous.

Ms. Raymond asked Ms. Levison if she was confident with what is required, and that it will not require any new outside money from anywhere? Ms. Levison said, yes.

Mr. Veitch said the Computer and IT Policy has been in effect for a while. The Personnel Department sent out the policy to each department for employees to review, sign and agree with it. Several requests and questions have been received back from different departments with regard to some of the language within the IT policy, therefore, the policy has not been adopted by all departments was of yet. Mr. Veitch said next week he plans to go to departments that had questions to answer them. He said there would be amendments made to the policy at next months Technology meeting.

Mr. Kingsbury said the inventory audit has been completed in the Public Health Department. The county audit is approximately half way completed and it is anticipated that it will be fully completed by September.

Mr. Lawler said that at some point the county is going to have to look at technology and IT in a much more global fashion. This is when it becomes a capital project and will need to be funded over the long term.

Mr. Veitch said in terms of the countywide picture, technology has to be looked at as equally important as other departments. IT is the part of the county that needs to become far more organized.

Mr. Veitch said technology decisions that are made at the county have to be made in more of a business sense rather than a financial sense. Mr. Veitch said he would be making a proposal for an IT Director position to help make the business decisions.

Mr. Veitch said there was a subcommittee that was established for automating the time card system. The committee consists of Supervisors Veitch, and Daly, Spencer Hellwig, County Administrator, Jack Kalinkewicz, Personnel Director, and Sam Pitcheralle, Treasurer. Meetings were held with some companies that offer this and at some point they will be presented to the Capital Planning Committee. Mr. Kalinkewicz is working on an RFP and a meeting is scheduled on August 4th to review the proposal and send out the RFP.

Mr. Moore gave the following update on the email system. In terms of users, there were cuts in some of the more expensive exchange class users who were able get what they wanted with business class. The exchange class users two months ago were 60 and they are now down to 46 and potentially they could be down a couple more. Business class as of now is approximately 330. There are approximately 15 blackberry's syncing up in association with those exchange accounts, and the utilization on the exchange side is very good. There are some people on the business class side that are down on utilization, but so far so good. Mr. Kemper said if someone is on a Droid or IPhone there is no charge for those.

Mr. Lawler asked if there was an email user policy? Mr. Veitch said the county email is hosted. There is no retention policy at the county, other than a State law that requires that certain documents have to be retained.

Mr. Kemper said the two major issues of transition were the varying degrees of software and how outdated they were, and the other was there was no file structure. Mr. Kemper suggested setting up a training video on how to set up a data file.

Mr. Veitch said at last months meeting Ms. Hargrave talked about the Board of Supervisors potential automation of their systems. Mr. Veitch said he has received information from Ms. Hargrave in terms of what the Board of Supervisors does regarding of time and materials. Mr. Veitch said after asking Ms. Hargrave how much paper was

used at the last Board of Supervisors meeting, the reply was 553 pages for the agenda, local law and all the resolutions. Once a month there are between 500 and 600 sheets of paper used for one board meeting, spending an hour to hour and a half printing the documents.   There are approximately 6,700 pages of paper used in a given year for the Board Meetings, he said.

Mr. Veitch thanked the Treasurers office for their diligence in figuring out how to email pay stubs to employees. The technology committee has requested this, he said.

On a motion made by Mrs. Southworth, seconded by Ms. Raymond the meeting was adjourned.

Respectfully submitted,
Chris Sansom