

Technology & Communications Commission
MINUTES
June 7, 2022

Commission Members Present: Peter Hill, Chair
Aaron Nadler
Richard Jackson
Katherine Johnson

Commission Member Absent: John Binkley Vice Chair

Council Liaison Absent: Neil Steinberg

Staff Present: Jakub Jedrzejczak
John Callahan

1. Call to Order 7:01PM
2. Establish Quorum
3. Pledge of Allegiance
4. Approval of Minutes

May 3, 2022, Mr. Jackson Motion to approve. 2nd Ms. Johnson, motion passes 4-0

5. Petitioners – None.
6. Old Business

- a. Verizon Franchise Agreement

Mr. Jedrzejczak explains that the Deputy Town Attorney is recommending extending the agreement for one more year. The covid pandemic slowed down the assessment for the Town and County. The County is behind on their renewal as well and that is impacting the Town renewal schedule. There is no harm in the extending the process as the Town is not experiencing any Verizon problems.

Mr. Jedrzejczak, in answering Council Steinberg question on how to improve the process and include internet connections as part of the cable franchise. This has to be done by Congress and the Virginia SCC does not have the authority in the State over the internet. Best would be that Council request an informational item from the Town Attorney Office if interested in taking any action.

Mr. Hill is there anything the commission needs to do for the franchise agreement. Mr. Jedrzejczak has indicated that all the work has been done all ready and just waiting for the contract to be renewed.

7. Subcommittee Reports

Economic Development/Mason Enterprise Center Partnership – None

8. New Business

Expansion of Information Technology Training - Discussion

Mr. Jedrzejczak talked about how change has taken place in the technology and that today workers have minimal technical skills and are in jobs that require moderate or complex job

usage. Most of these workers did not need technical skills when they entered the work force where today they need more technical skills. The Information Technology department is using Tech Tuesday each month to provide a wide variety of topic on applications that the Town utilizes to perform their jobs. Cyber Security training is required for all Town employees annually.

Mr. Jedrzejczak continues in that the benefits of training is saves money, time, boost confidence in employees and allows for team building. Employees can see what different departments do and they learn to work together on projects. The skill gaps and not knowing are the concerns on the employee. The benefits of the good training leads to the good customer service. The IT Department focus will be on IT Basics for those that are not familiar with technology for all staff, managers and leadership. With the introduction of O365 there are a lot of changes in how we communicate in the Town. Some employees are resistant to the new communication and training is a way to overcome the employee's hesitancy of new technologies.

The threats that impact us are Cybersecurity and training will improve cybersecurity, productivity, and efficiency. The training weaknesses that the Town has is that there is no in-person training facility that does not have to be setup and broken down. There is no formal approach in place at this time. There is no set technology learning curriculum in place.

Mr. Jedrzejczak added that the GIS program is migrating to a new GIS application and there is a need to train town employees on the new GIS Pro.

Mr. Hill asked, are there user groups that spread across other companies? Mr. Jedrzejczak indicated that there is a Laserfiche user group that Leesburg will be hosting the meeting in July.

Mr. Hill surprised that it took this long to get to training.

Ms. Johnson says that an interactive in-person training is the way to go as the person will get comfortable to learn the new technology. Also getting the user feedback during the training will help the instructor in adjusting for the next training.

Mr. Hill wonder how Covid has changed the dynamic work as more people worked from home. Mr. Jedrzejczak responded that Covid change the way we communicated and now we have new online tools for people to communicate, but the culture of the organization needs to change as well. There is value in doing administrative work from home is needed and having a hybrid approach of working at home and office has value.

Mr. Hill asked how the Town physical attendance compares to pre covid. Mr. Jedrzejczak responded that there are some employees at work fulltime from home and some that are hybrid and some that are back in the office completely. It also depends on the function of the jobs.

Does the town have rules about telework? Mr. Jedrzejczak indicated there are rules and a telework agreement that employees have to sign and agree to before they are allowed to telework.

Ms. Johnson There is an option training for new employees. They are all virtual due to the nature of her company. It is helpful to have in-person training and also cheat sheets are valuable to employees when using new applications.

Mr. Nadler commented on identifying the key people(Champions) who have influence in departments that know the technology are valuable to have. Assign someone to the hardest employee and work with them on the new application and win that employee over and they can be your champion for others in the department. Need to target the champions and (inaudible) are the key in the organization works best.

Mr. Hill say one of the things to consider in the process the trainer needs to be imbedded into the user community.

Ms. Johnson that you should work with the trainer to actually walk through the process and give feedback to tweak the training.

Mr. Hill is asking why the training has not happen sooner but understands how well the Town has advanced in technology of the last three years.

9. Commissioner Comments –

Mr. Hill Down two member and Neil asked if members knew of people that would be interested. Also, not sure if there is a restriction of whether the person needs to live in Town or not.

Mr. Nadler has an action item to find out if they live in town or not.

Ms. Johnson lot of tech people in the neighborhood and they need to be involved but overall, there is not a lot of commitment needed.

10. Council Liaison Comments – none

11. Director of Information Technology Comments-none

12. Adjourn 7:45 PM *Mr. Jackson Motion to adjourn, 2nd Ms. Johnson. Motion to adjourn passes 4-0.*

Next Meeting: July 5, 2022