

Technology & Communications Commission
MINUTES
August 2, 2022

Commission Members Present: Peter Hill, Chair
Aaron Nadler
Richard Jackson
Katherine Johnson
Ben Taylor
Chris Grandjean (Virtual)

Commission Member Absent: John Binkley Vice Chair

Council Liaison Absent: Neil Steinberg

Staff Present: Jakub Jedrzejczak
John Callahan

1. Call to Order 7:00 PM
2. Establish Quorum
3. "Pursuant to VA Code § 2.2-3708.2 and the Town's Remote Electronic Participation Policy, Commissioner Chris Grandjean has notified me, as the Chair, that he is unable to attend the meeting due to out of town. Arrangements have been made for his voice to be heard by everybody. Commissioner Chris Gran is participating from Sargent, Texas."
Allow Commissioner Chris Grandjean to participate remotely. *Mr. Jackson motion, 2nd Ms. Johnson, motion passes 5-0*
4. Pledge of Allegiance
5. Approval of Minutes
July 5, 2022, Mr. Jackson Motion. Ms. Johnson 2nd, motion to approved passes 5-0
6. Petitioners – None.
7. Old Business
8. Subcommittee Reports
Economic Development/Mason Enterprise Center Partnership – None
9. New Business

Mr. Jedrzejczak gave an overview of the why the Department of Information Technology was looking to change out the old Cisco telephony system. He presented at a previous meeting of the commission the needs of a new phone system and that the commission supported the department in moving forward with the Teams phone system. Town IT staff researched cloud phone technology and hired a contractor to assist in putting together the request for information (RFI). The Senior System Analyst made the decision to separate the project into two projects. One for the POTS line and the other for the business VoIP phone systems. The department looked at implementing additional functionality for call centers for our utilities department. The phone system core team met to discuss the project multiple times throughout the process to determine the direction to go for a new phone system. The town received 17 responses from the RFI and 5 recommend Microsoft

Teams, 3 were Ring Central and 8 others were all different phone technologies including Webex phones. The purpose of the RFI was to learn what was out there and what would work best for the Town. All of the systems had different management and administrative portals. Today the Town uses Active Directory and use Microsoft Office 365 and it makes sense to go with Microsoft Teams as we are familiar with the applications to manage the phones. While reviewing the responses for the phones, our Clerk's Office reached out and indicated that they needed some advanced eDiscovery tools in Microsoft for the Freedom of Information Act (FOIA) and the Town was missing that functionality. In researching the licenses, the Microsoft G5 licenses has the eDiscovery functionality the Clerk's Office needs. This push the department for another reason to go with Microsoft Teams for the phones since the Town would be gaining the additional advance functionality of eDiscovery and of the Teams phone licensing with the G5 licenses. Mr. Jedrzejczak mention that there is additional functionality that the Town would get with the G5 licenses along with Teams phones and eDiscovery. There was a follow up meeting of the core team to go over the results and recommendation with the Teams phones.

Mr. Hill stated it look like if you get all the functionality with another solution, it would be a Rube Goldberg solution. Mr. Jedrzejczak said it would be confusion with another chat tool and if you are working on Teams why would you need something else. Why do I need an additional administrator for the phone system if I already have a Microsoft Administrator.

Mr. Hill indicates that installation cost is not the only cost that the operation cost will go up significantly.

Mr. Jedrzejczak say that going with the Microsoft G5 licensing is the highest level of licensing and that the cost is predicable if we go with the G5 and not have a cost for Microsoft and a separate system.

Mr. Hill, are you going to have to put a bid out for the phones?

Mr. Jedrzejczak indicates that we can upgrade to G5 from G3 under the current contract with existing provider and only for licenses. For the Team phone implementations, we would have to have to release a request for proposal (RFP).

Mr. Hill asked if you need some justification for just bidding teams? Mr. Jedrzejczak responded that we do not need to justify it since we already vested in that technology. That the RFI was only for information and is not a solicitation for bid. The Town will need to do a contract modification since it value is above by 25% of the existing contract and it will be approved by the Town Council.

Mr. Hill ask if the commission need to support for Council. Mr. Jedrzejczak indicated that any support would be needed when the time comes and when it comes time for a vote if someone can be at the meeting.

Mr. Hill ask if council is on-board with the Teams concept, or do they know about it?

Mr. Jedrzejczak indicated that they are on-board since they have approved the G3 licenses in the past and have no doubt that they will support it.

The upgrade of the licenses takes 10 days to G5 from the time of order. We can start in parallel the process of the Teams implementer. The department is always looking for the most experience companies to implement.

Mr. Hill asked if there any value left to the Town on the CISCO phones? Mr. Jedrzejczak indicates that the Town will be able to use some of the newer Cisco models.

Mr. Hill asked if there is any money in the budget for this? Mr. Jedrzejczak indicated that there is money in the budget.

Mr. Jedrzejczak gave the commission an overview of the enterprise video system. There are multiple departments with multiple systems across the Town. Public Works being the largest. There is no central place to control all of the video systems. We want to offer one system to all departments for video management and storage.

Challenges today include camera licenses, as they cannot be upgraded and cannot expand the system for some of the cameras. Other challenges include recordings and space(storage) and compliance problems for retention issues.

The Town is looking for a SaaS approach as the model and will need to change for how the Town is paying for the cameras and system from capital to operational. We have an immediate need to add additional cameras and the system cannot support the system.

Mr. Hill asked if this system manages the police patrol cameras. Mr. Jedrzejczak indicated that they are separated from the other camera system. The body worn cameras are on a separate system.

Mr. Callahan gave an overview of the video enterprise system. The Council approved \$500,000 dollars for the project. The problem is how we take the money dedicated for capital and turn it too operational. The core group met and set the expectations for what IT wanted for the Technology, SaaS, and Cloud First. Each department provided their inventory to Bud Seigel and Mr. Callahan and from that we produced the RFI. The group reviewed the RFI and was posted on July 5. The vendors then can ask questions about the information in the RFI, and the town will provide an addendum with the answers to the questions. The core group will review the responses and choose the best technology and produce an RFP for the official procurement in September time frame. Hopefully by the fall the Town will pick a vendor and implement the solution.

Mr. Hill asked if any of the hardware that exist can be reused? Mr. Callahan responded that as much that we possible can reuse the old cameras.

Mr. Hill asked about improving resolution on the cameras? Mr. Callahan asked for recommendations and best practices in the RFI as each department have different needs for resolutions.

Mr. Jedrzejczak indicated that the Town is looking for the right platform to meet the needs of the departments.

Mr. Hill are there any surveillance issues that came up that the current technology did not resolve?

Mr. Jedrzejczak responded that there are not enough cameras, and the resolution is too low in certain camera systems.

Mr. Hill asked if there were any incidents that trigger the project? Mr. Jedrzejczak responded that he did not want to respond directly with any detail.

Mr. Hill, what kind of processing are you looking at doing? Mr. Callahan responded back in that we would pull clips of video and storing it on our network and now being backed of large video footage as well as storing video for long period of time if it is evidence.

Mr. Hill are you going to do like license identification or facial recognition? Mr. Callahan responded that the police department has not requested those analytics. They have talked about it with the group but not requested it knowing that a request can be done later.

Mr. Grandjean asked if we have rules or policies into the cloud and who maintains control of the files? Mr. Jedrzejczak indicated that the Library of Virginia dictates how long we maintain the files for destruction. Mr. Callahan responded that we would want to maintain ownership of the files and the roles and administrator roles is also highly looked at as well. There are only certain people in Town that can access video in Town. The Town Attorney's Office has guided us on the policy for viewing video files.

Mr. Hill is there any of this available for public request? Mr. Jedrzejczak and Mr. Callahan did not have any knowledge of data being requested in the past.

Ms. Johnson asked if we own are they going to have (inaudible) Mr. Callahan indicated that we would own the data and not be used by the vendor.

Mr. Hill asked if we have levels of security on the system and if we obtain one, we want security on it first. Mr. Callahan indicated that we would get the Gov Cloud first. Mr. Hill stated that the projects look interesting and well managed.

10. Commissioner Comments – None

11. Council Liaison Comments – None

12. Director of Information Technology Comments- None

13. Adjourn 7:54 PM *Ms. Johnson Motion to adjourn, Mr. Taylor 2nd. Motion to adjourn passes 6-0.*

Next Meeting: September 6, 2022