

Technology & Communications Commission
MINUTES
February 7, 2023

Commission Members Present: John Binkley, Chair
Richard Jackson, Vice Chair
Aaron Nadler
Rob Fulcer

Absent Katherine Johnson
Chris Grandjean

Council Liaison Present: Neil Steinberg

Staff Present: Jakub Jedrzejczak
John Callahan

1. Call to Order 7:00PM
2. Establish Quorum
 - Quorum present.
3. Pledge of Allegiance
4. Approval of Minutes – January 3, 2023
 - Motion to approve Jackson, 2nd Nadler Passes 4-0.
5. Petitioners
6. Old Business –
 - Election of Officers
 - Nomination for Chair, John Binkley Motion Jackson, 2nd Nadler Passes 3-0-1 (Binkley Abstained)
 - Nomination for Vice Chair, Richard Jackson, Motion Nadler, 2nd Fulcer Passes 4-0
 - 2022 Annual Report

Mr. Jedrzejczak invited the commission to attend the Annual Boards and Commissions Networking Event being held at Ida Lee Recreation Center, Lower Level, on March 30th, 2023, at 6 p.m. Stressing that this is a valuable opportunity because the department gets to showcase what IT does, its accomplishments, and where it's headed. He further requested a volunteer for a 5-minute presentation, which he will assist in preparing, and advocated for participation in this unique opportunity to network with other commissioners, listen to other departments' visions, obtain feedback on how IT is doing, and enjoy the food.

It was agreed that the 2022 Annual Report presentation to the Council will be on March 14, 2023. It will include a presentation which will be edited (shortening) for presentation at the Annual Boards and Commissions Networking Event on March 30th.

7. Subcommittee Reports

Chair, John Binkley, motion to temporary remove the Economic Development/Mason Enterprise Center Partnership from the agenda, Jackson 2nd, passes 4-0.

8. New Business - Overview of Information Technology Help Desk Presentation Callahan

- **Mr. Jedrzejczak** proceeded to the introduction of Mr. Callahan and the presentation on IT's help desk (HD). Stating that, at one point, the HD was the core of IT. Since, the department has transitioned to enterprise projects; nonetheless, still a very important part of the department.
- **Mr. Callahan** presented the trajectory of the HD since the department's inception back in 1999, its staffing capacity, software (i.e., Lansweeper), platforms (i.e., Track It, Airtable), and processes. Stressing that it has been a continuous collaborative process with multiple opportunities for improvement, both, in the stockroom and the field. More specifically, Mr. Callahan pointed out that the current systems IT has in place are mainly manual; "silos onto themselves" not talking to each other, relying on vendors to do order tracking.
- The department hopes to elevate the user (staff and residents) experience significantly. "Looking for *that* system where we can get the most of how the system interacts with the user... a system that will get used to help us have a more accurate inventory" – stated **Mr. Callahan**. Further adding that improving the HD experience is equally important. The department envisions a self-service feature where users can reset their own passwords not only for Microsoft, but also for other applications such as Lucity. Additionally, obtaining a knowledge base where people can navigate and see if they can get the help they need. This will be the first step before a ticket is created and staff remotes-in to fix the issue.
- **Mr. Callahan** concluded his presentation stressing the need for a comprehensive, integrated IT workflow with a streamlined system for the user. "It's an IT workflow for the user through the life of the person here, but it's also the workflow of the piece of equipment or software update or patch all into an application, and then we can utilize" with vendor capacity and other manufactures to input information. "We've been successful by adding people, but we need some help on the backend to help track some of the stuff so that they are more efficient, productive in their day...to be efficient, to be more customer service focused, we need to take care of ourselves – and this is what we are looking at doing next."
- **Mr. Callahan** opened the floor for questions. [30:36]
- **Mr. Fulcer's** question was inaudible.
- **Mr. Callahan** replied that "we buy, we are trying to develop that placement cycle." Elaborating that there have been some setbacks with COVID: a lag upgrading Windows from 7 to 10 and a lag replacing all Dell computers with HP computers. And that

purchasing a bit more expensive computers has paid off since they have the ability to run multiple applications.

- To this **Mr. Jedrzejczak** added that the replacement of laptops cycle was completed about 2 months ago. “This is a huge accomplishment, we’ve never had that in Town. All laptops here are HP for all employees except for public safety and all the people that work in the field... and that has enables us to the second, very large accomplishment: we’ve upgraded about 80% of all the laptops, so far, to Windows 11- we should finish this process this month and every computer will be Windows 11, which is great” – said Mr. Jedrzejczak – alluding to the Town’s decision to invest in a bit more expensive laptops to allow upgrades without changing the hardware.
- **Mr. Fulcer** made an inaudible question.
- **Mr. Callahan** stated that the issue with Town Hall is that IT gets a lot of walk-ins; and staff is not good at logging in tickets for the walk-ins – including for the Board and Commission members coming in and getting UB keys. “We are tracking the fact that you are getting a UB key, but it does not mean we are creating a help-ticket for you”- stated Mr. Callahan- and agreed that it’s an interaction IT should be tracking at the HD.
- “It’s just that the UB key is a specific thing, tracking on a separate spreadsheet because you must go through every employee...we do track, it’s approximately 200 a month; this month I think it was 148, but we track the tickets for all the employees when they call in” – stated **Mr. Jedrzejczak**.
- **Mr. Jedrzejczak** elaborated on his HD vision and stated that “the HD is the people, the technology, and the training for me, and when it comes to service itself, there is no week that goes by that I don’t get an email saying how great we are doing, which is great; very rarely I get a suggestion we can improve on something. So, when it comes to the actual service, we are doing great...everybody steps in when it’s needed.” Furthermore, Mr. Jedrzejczak expressed that he is very proud of the inventory processes they have in place; it’s auditable and accountable, but when it comes to technology, a better management process is needed. Specifically, fully integrated solutions to include a townwide Cloud solution. To this end, Mr. Callahan is actively looking into platforms where vendors have these integrated solutions; a platform that will also support submitting a ticket from the iPhone and interactively resolving an issue.
- **Mr. Binkley** asked if there is anything that is needed to make a real impact for the end-users from the support perspective that IT does not have, that the Commission should be thinking about, advocating for?
- **Mr. Callahan** replied that the department needs the tools to become more effective and efficient; the talent is there, and staff is willing and capable to train as needed to remain competitive with all the new applications/software that will elevate the user experience.
- In response to Mr. Binkley’s question, **Mr. Jedrzejczak** replied “we need more technology for the IT department,” like having a chat feature, any kind of self-service, a platform

where people can find answers to their questions before submitting a ticket requesting assistance, and a digital town hall (DTH). “But if we are talking about building this DTH, we will need a vehicle that will be able to assist – not only employees but also residents that will utilize more and more technology to interact with us” – stressed Mr. Jedrzejczak.

- **Mr. Callahan** agreed; explaining that IT complaints go through various channels before getting to them. Having a centralized system on the website where people can direct their concerns by completing an online form is optimal and does away with the possibility of an eventual public facing.

9. Commissioner Comments

- **Mr. Jackson:** pointed out that the April meeting is scheduled the first week of April which coincides with public school spring break and suggested to move the meeting to the second week in April.
- **Mr. Callahan** and **Mr. Jedrzejczak** responded that the meeting does not need to be in Town Hall nor on a Tuesday.
- **Mr. Callahan** will provide tentative dates for the months of April, July, and October. These tentative dates will be emailed prior to March’s meeting for discussion.
- **Mr. Fulcer** expressed that he looks forward to winning the commission. He further stated that he identified with Mr. Callahan’s presentation. “I am the outside guy, ...I want to be able to contribute and learn, I look forward to that, thank you” stated Mr. Fulcer.
- **Mr. Nadler’s** council sponsor suggested a possible art walk using GIS where users would be able to “find the mural.” Similar to what the Town’s Tree Walk.
- **Mr. Jedrzejczak** supported the initiative but requested a sponsor for this tentative project. Not financially, but someone to contact and clarify ideas with. Maybe the liaison for the Art Council Commission? “We are open to it, but the ideas have to come from somewhere else.”
- **Mr. Fulcer** stated that the Parks and Recreation Commission is in the process of placing plaques for Mr. Raflo and different people, and one of the ideas was to be able to take the QR code to show all kinds of information on the trails.
- **Mr. Jedrzejczak** response was “Absolutely!” Stating how he has seen more and more QR codes for different purposes as he walks through Ida Lee and along the street; embracing this post-COVID proliferation that eliminates paper for many good reasons.
- **Mr. Nadler** further added that Parks and Recreation also talked about a contest to find all the plaques. “Like catching Pokémons” added **Mr. Jedrzejczak**.
- “Yes” - replied **Mr. Nadler**.

Mr. Binkley: That have model and you can use augmented reality Kuba can run around the city.

Mr. Nadler shared that lots of commissions were talking about parking in downtown business and walkability; how are people directed when a parking lot in Town is full?

Mr. Jedrzejczak stated that right now the Town is in the process of switching all the parking to Park Mobile; improving not only accessibility to a payment method that does not require quarters, but also the design; the application itself has built-in geospatial information.

“I will reach out to our GIS expert to see if there is a way to create a subset of Leesburg specific that will be easily accessible in Leesburg’s website or soon in this digital town hall solution which you can zoom down to Leesburg downtown and all the Park Mobiles will show up”- said **Mr. Jedrzejczak**.

Further adding that “some of the functionality may already exists within the mobile application itself, ... just because we are switching, I think, the visibility of the parking itself will also automatically improve.” Also, according to **Mr. Jedrzejczak** there’s a lot of discussion on what should be in these little signs and what color (green or more maroon). He anticipates that there might be a way to include some of the 3D barcodes that would carry additional information that will help residents with this experience.

Mr. Binkley stated that he dislikes certain parking applications for privacy practices; made no mention of any application in particular.

Mr. Jedrzejczak agreed and added that the lack of competition causes virtually everyone to use one application. As he understands it, the decision was already made that we [the Town] will be using this application [Parking Mobile].

Mr. Binkley stated that he will still use the browser.

Mr. Jedrzejczak hopes that there are options to turn off certain functions within the application as a standard feature if some users are not comfortable sharing all the information from their phones.

Mr. Binkley welcomed Mr. Fulcer and looks forward to working with Jackson as the Vice Chair. Expressed his excitement about next year and thanked all present, Council representative and staff.

10. Council Representative Comments

- **Mr. Steinberg** welcomed the newest member to the commission and expressed his wish to get a full complement in the future to not worry about quorum.
- **Mr. Jackson** expressed that “Congratulations” are in order referring to Mr. Steinberg as the new Vice Mayor of Leesburg [followed by applause].

11. IT Director Comments

- **Mr. Jedrzejczak** congratulated the Chair, Vice Chair, and Vice Mayor Steinberg; expressed how great the commission is and his anticipation in working with everyone. Hoping for a fast fill of the one vacant commission seat to continue to do great work.
- **Mr. Jedrzejczak** continued to encourage all to read the monthly report , as the heartbeat of his organization, to see IT's progress. Emphasizing that the HD is one function of the many functions of IT – internally and with other departments. Overall, he is very happy.
- “Cybersecurity has been a priority for us, there has been some challenges” added **Mr. Jedrzejczak**. Sharing the great news that he has been selected as advisor to the government committee for cybersecurity for the state of Virginia. Elaborating that it has been created to distribute funds for Virginia, and that as representative of a “small town” he will voice the need for financial backing because like large towns, Leesburg, and other incorporated towns, have a police and utility department that need help with cybersecurity. Adding that most people involved with the committee are executives from large counties with different needs and budgets, having grant writers, and all the additional backing support smaller towns lack.

12. Adjourn 8:01pm. Motion Jackson, 2nd Nadler Passes 4-0

Next Meeting, March 7, 2023, 7:00 pm.