Technology & Communications Commission
MINUTES
May 7, 2024

Commission Members Present: Richard Jackson, Vice Chair
Aaron Nadler
Katherine Johnson
Chris Grandjean
Eric Whyne

Commission Member Absent   John Binkley Chair
Brandon Garay

Council Liaison Absent: Neil Steinberg

Staff Present: John Callahan

1. Call to Order 7:00PM

2. Establish Quorum

3. Pledge of Allegiance
4. Approval of Minutes – April 2, 2024, Motion Nadler, 2nd Johnson, Motion Passes 5-0.
5. Petitioners – None

6. Old Business
   a. Digital Town Hall Technology and Communications Commission Public Input
   Mr. Callahan indicated that the survey was still in the Town Manager's Office and the Jakub was out of Town and would be back on Monday.

7. New Business
   a. Network Assessment Project – Update
   Mr. Callahan discussed the Network Assessment Project, which aims to address numerous network changes made by multiple contractors over the years. These changes have led to various configurations and a need to streamline the network architecture. The project is driven by the upcoming end-of-life and support for existing Cisco equipment and is funded by the current and next fiscal year's capital asset replacement fund.

   The organization has been moving towards a cloud-first approach, incorporating Azure and Microsoft 365, and is considering direct connections to these services. An RFP was released in late 2023, seeking a comprehensive network assessment, including security protocols, gap analysis, capacity planning, and performance optimization, particularly for the enterprise video management system.

   After receiving 22 proposals, most within the budget range, they interviewed three companies and are now in the contract phase with one. The project is expected to kick off soon and take approximately six months. The findings will guide network improvements,

including replacing Cisco equipment and enhancing bandwidth and throughput, to prevent issues like the severe network slowdown experienced a year and a half ago.

b. Video Enterprise Server Project – Update

c.

Mr. Callahan discussed the Video Enterprise Server Project, which aims to consolidate and upgrade the town's disparate camera systems into a unified enterprise system. The project has been ongoing for at least two years, initially involving various types of camera systems, including analog and IP, across different facilities like the airport, parks, utilities, town hall, and others. Many of these systems are outdated, maxed out in storage capacity, and no longer supported by manufacturers.

To address these issues, an RFI was created two years ago to gather community input, leading to the involvement of Siemens, which provided a detailed assessment of the current systems and recommendations for improvement. Siemens offered both cloud-based (Articules) and on-premise (Milestone) solutions. The plan is to replace old cameras with Axis cameras, chosen for their industry leadership, and to pilot the cloud solution at the airport, parks, and select traffic cameras.

Currently, the project focuses on camera replacement, storage, and management systems, with potential future integration of analytics. Emergency Management now oversees the project, which involves a fully managed service contract to handle upgrades and maintenance, relieving IT of these responsibilities. The project also includes a network analysis to optimize video data flow and ensure adequate bandwidth for cloud storage.

Additionally, efforts are being made to integrate the police department's camera needs into this system, eliminating the need for a separate setup. The project has been approved by the town council and is ready to proceed with the procurement and deployment of new equipment.

d. Backup Server Project - Update

Mr. Callahan provided an overview of the Town's backup solution, which has evolved significantly over the past few years. The town has worked with a single company for about six to seven years and is currently in the third year of their current backup strategy, which involves off-site redundant backups.

The town aims to transition from maintaining physical backup equipment to utilizing cloud backup as a service. This shift would eliminate the need for rented backup spaces and associated equipment costs. Initially, there was some resistance from the network engineer, who preferred physical servers and storage devices. However, he eventually supported the transition to cloud technology.

Last year, as the maintenance contract for the existing system neared its end, the town issued an RFP and received six proposals for cloud-first or hybrid backup solutions. Two companies were shortlisted and interviewed. Currently, the town is waiting for revised government cloud pricing, as the initial proposals included commercial cloud pricing.

Since the backup solution is within the internal approval threshold, it does not require council approval. The next steps involve contract review, configuration, and migration to the

new system, which could be completed within a few weeks. The IT department is also pushing to move more data to OneDrive and SharePoint to reduce reliance on file servers, aligning with their strategy of maintaining virtual environments and cloud-based standby systems. This approach will eliminate the need to replace backup systems every few years.

8. Commissioner Comments
   Mr. Jackson talked about the Boards and Commission Networking event held at Ida Lee Park last Monday. John Binkley presented for the Commission and the information provided by the other Commission was insightful.

9. Council Rep Comments – none

10. IT Director Comments
    Mr. Callahan thanked the commission for what they do for the Town and gave a brief update on IT Department's move to the third floor of Town Hall.

11. Adjourn 7:31 PM Motion to adjourn, Johnson, 2nd Nadler, Motion Passes 5-0.

Next Meeting, June 4, 2024, 7:00 pm.