



**Technology and Communications Commission**  
**October 1, 2024, 7:00 p.m.**  
**Council Chamber, Town Hall**  
**Agenda**

- Call to Order
- Establish Quorum
- Pledge of Allegiance
- Approval of Minutes
  - September 3, 2024, Meeting Minutes
- Petitioners
- Old Business
  - Technology and Communications Commission Annual Report December 10, 2024
  - IT Director Search - Update
- New Business
  - Information Technology Meetings with Departments – Discussion
  - FY2026 Budget Schedule - Presentation
- Commissioner Comments
- Council Member Comments
- Information Technology Director Comments
- Adjourn

*If you require any type of reasonable accommodation as a result of a physical, sensory or mental disability, to attend and/or participate in this meeting, please contact Jakub Jedrzejczak, Director of Information Technology, 703-771-2708. Three days' advance notice is requested.*

**Technology & Communications Commission**  
**DRAFT MINUTES**  
**September 3, 2024**

Commission Members Present: John Binkley (Chair)  
Richard Jackson, Vice Chair  
Aaron Nadler  
Katherine Johnson  
Chris Grandjean  
Brandon Garay  
Eric Whyne

Council Liaison Present: Neil Steinberg

Staff Present: John Callahan  
Owen Snyder

1. Call to Order 7:00PM
2. Establish Quorum  
Quorum present.
3. Pledge of Allegiance
4. Approval of Minutes – August 2, 2024  
Motion to approve Jackson, 2<sup>nd</sup> Garay Motion Passes 7-0.
5. Petitioners – None
6. Old Business

Digital Town Hall Technology and Communications Commission Public Input – Update  
**Mr. Snyder**, the Assistant Town Manager for Finance and Human Resources, provided an update on the Digital Town Hall initiative. He reintroduced himself to the group and explained that the project is currently in a transitional phase, pending the appointment of a new IT Director. Snyder mentioned that the commission had been working on a public survey regarding the initiative, but that survey will be paused until the new director is in place to reevaluate the program and its initiatives.

He highlighted that a consultant's report had been completed, which offers guidance for moving forward. While certain aspects of the Digital Town Hall will continue to be maintained by the IT team, a full evaluation and any further developments will wait until the new leadership is on board. Snyder invited questions and acknowledged that this update had been in discussion for several months.

7. New Business  
Technology and Communications Commission Annual Report December 10, 2024  
**Mr. Callahan** provided an update on the annual report presentation to the Town Council, which is scheduled for the first meeting in December, specifically on December 10th. He noted that the commission won't be meeting in November due to Election Day, so preparations for the presentation need to begin now.

He mentioned that past reports involved an overview of the commission's role and activities throughout the year, and offered to provide a list of current projects for inclusion. The next meeting is set for October 1st, where any necessary corrections can be discussed. The final presentation must be submitted shortly after that meeting to meet deadlines.

**Mr. Callahan** also asked if there were any changes or additions the commission would like to make to the presentation this year, ensuring they could be addressed before the December meeting.

**Mr. Binkley** discussed the idea of contributing to the structuring of the position that will replace Kuba's (Mr. Jedrzejczak) role. He suggested that the commission could offer expertise, particularly in the area of segregation of duties, which the town will need to consider as it matures. He emphasized that while having everything under one person might have been fine in the early stages, the town has now progressed beyond that point, and questions about proper segregation could arise.

**Mr. Binkley** noted that depending on the outcome of the search for Cuba's replacement, this input might or might not be relevant. He acknowledged that the town leadership, like Owen Snyder, may prefer that the commission stays out of certain areas, but if there's value the commission can add, they are willing to contribute. This idea, beyond the usual project updates, could potentially be included in the upcoming presentation.

**Mr. Binkley** suggested including meaningful metrics in the report to the Town Council, as they had been well-received in previous presentations. He recalled that when Cuba presented data, such as the number of firewall attack attempts per hour, it helped illustrate the seriousness of IT security to council members who may not deal with these issues regularly. Hearing about hundreds of attacks being blocked each hour made the importance of IT security more tangible.

**Mr. Binkley** believes that similar metrics could again help highlight the stakes involved and make the council more aware of the ongoing efforts of the IT team.

**Mr. Jackson**, coming from a finance perspective, suggested including a brief update on the department's budget performance in the report, such as whether it is under or over budget. He emphasized that this kind of financial information would be useful for Town Council members.

**Mr. Jackson** also recommended highlighting the recent relocation of the help desk staff to a more efficient workspace upstairs, noting how impressed he was with the improved use of space. He believes these updates would interest the Council but suggested keeping them concise, with just a bullet point for each.

**Mr. Binkley** offered to emphasize and support any key issues or concerns that the team feels need more attention in the upcoming presentation. He mentioned the willingness to highlight serious matters that have been previously discussed with the staff, ensuring they get the necessary focus. While not wanting to overshadow anyone else's efforts or "steal their thunder," he made it clear that he and his team are ready to address or reinforce any important points that need to be raised.

**Mr. Callahan** explained that Kuba (Mr. Jedrzejczak) would typically bring budget items to the commission for approval, allowing members to be informed when discussing proposals with Town Council. This process ensures that Council members are aware of IT department

requests, such as new positions or programs, and minimizes questions by relying on the commission's expertise.

**Mr. Callahan** mentioned that if additional information is needed during budget deliberations, he or others can present it. He also noted that the proposed IT budget for FY 2026 will likely be discussed in the December meeting for review by the commission.

#### IT Department Projects Update – Presentation

**Mr. Callahan** provided an update on several major IT projects. He discussed the ongoing improvements to the Council Chamber's audio, video, and broadcast systems, including resolving issues with microphones, projectors, and air conditioning. The steering committee is evaluating new microphone and tablet options, which may include voting features.

He also covered the public safety call handling and phone system migration, where efforts are focused on reducing spam calls to the police department's non-emergency line through an interactive phone tree system. Additionally, there is ongoing work to migrate phones from Cisco to Microsoft Teams.

The Tyler New World CAD system project is nearing completion. This initiative aims to enable communication between the town's CAD system and Loudoun County's, which will facilitate better coordination for emergency services.

For the Enterprise Video Server project, upgrades are being made to traffic and building surveillance cameras, with part of the system being moved to the cloud. Broken or outdated cameras will be replaced first, followed by ongoing replacements as needed.

In terms of GIS projects, there is an update of the town's mapping data with RokTech and enhancements to stormwater management systems. A migration to a newer GIS version is also in progress.

System integration work includes updating financial systems at the Balch Library, improving procurement systems, and upgrading SCADA systems for water and wastewater utilities.

The network assessment is reviewing security and design improvements. Immediate fixes for low-priority issues will be addressed first, with larger network upgrades planned for later.

Lastly, the department is replacing aging laptops, a process accelerated by the shift from desktops to laptops during COVID-19. **Mr. Callahan** concluded the update and invited questions, though none were posed.

**Mr. Binkley** asked whether there is a sufficient understanding of the various cloud services being used, including Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS), given that new services seem to be added regularly.

**Mr. Callahan** stated that the IT department has a good grasp of the various cloud services in use, including SaaS, PaaS, and hybrid solutions. He mentioned that many services have been transitioned to the cloud over the past few years, moving from a heavily on-premises setup to a more cloud-based model. This shift has allowed the department to focus more on user technology rather than server maintenance. He acknowledged that while there is a strong understanding of current services, there is still work needed on developing policies and procedures for these services.

**Mr. Binkley** asked who is responsible for managing third-party risk for SaaS services. Specifically, he wanted to know if the IT department or the business owners are responsible for vetting and approving these third-party services.

**Mr. Callahan** commented that the IT department has been involved in every SaaS project undertaken. He noted that for each project, including decisions related to Munis and Lucidity, IT has played a key role in evaluating and recommending whether solutions should be cloud-based or on-premises. He emphasized that IT has been crucial in the decision-making process, especially for cloud-hosted solutions.

#### IT Director Search – Update

**Mr. Snyder** provided an update on the search for the IT Director. The position was publicly posted on August 3rd and 15th, and the Berkeley Group, which is familiar with the town and its IT department, is assisting with the search. The first review of applications will occur on September 13th, and the process will continue through the end of September. The timeline includes a virtual interview with HR, himself, and the Berkeley Group, followed by potential on-site visits. The process is expected to conclude by the end of October, with a new IT Director possibly starting by December. The Tech Commission will likely be involved in the final on-site visits to meet with candidates and assess their fit.

**Mr. Snyder** mentioned that he will keep everyone updated on the IT Director search process and will attend monthly meetings. By early October, they expect to have a shortlist of applicants. The interest in the position has been strong, with many applications received in just a few weeks, which is promising. Further details will be provided as the process progresses.

8. New Business

9. Commissioner Comments.

**Mr. Binkley** expressed appreciation for the time and effort put into the meetings and presentations. He acknowledged the long-standing relationships with team members and emphasized how crucial their information and contributions are to the process. He thanked everyone for their valuable input and support.

**Mr. Grandjean** expressed regret for missing Kuba's (Mr. Jedrzejczak last meeting and send-off party due to COVID. He thanked John for stepping in to manage the department and welcomed Owen to the conversation. He also hoped everyone had a good end of summer and holiday weekend and noted that they are moving forward.

10. Council Rep Comments.

11. IT Director Comments

**Mr. Callahan** expressed is thanks for the commissions support through this transition.

12. Adjourn 7:48PM Motion Jackson, 2<sup>nd</sup> Johnson Passes 7-0

Next Meeting, October 1, 2024, 7:00 pm.