M E M O R A N D U M

To: **Board of Supervisors**

From: **Walter Banks, IT Director**

Date: **September 4th, 2013**

Subject: **Board of Supervisors Information Technology Committee Report**

The Board of Supervisors Information Technology Committee met on Wednesday, September 4, 2013 at 8:15 am, in the 1st Floor Conference Room, County Administration Building 107 N. Kent St., Winchester, Virginia. Committee members present: Gary Lofton, Chairman, Chuck Dehaven, Bob Wells, Quaiser Absar, and Todd Robertson. Committee members absent: Brian Madagan. Others present were Walter Banks, IT Director, Patrick Fly, GIS Manager, Alisa Scott, Administrative Assistant, Denny Linaburg, Fire Chief and Kris Tierney, Assistant County Administrator.

The Board of Supervisors IT Committee welcomes Bob Wells to the Committee.

The committee submits the following:

Items Requiring Board Action

1. **None**

Items NOT Requiring Board Action

1. **Old Business**

    A. **Phone Implementation Project Update:** Mr. Banks let the committee know that the project was completed on time and with a change order ($3,000) to legacy equipment. Department of Social Services was also successfully added. Mr. Banks thanked the IT staff and commended outstanding performances from quality personnel.
    IT Department will continually provide staff training on the phone system once a month

B. **Broadband Project**: Mr. Fly commented that the project is now winding down with the full report due this Friday (September 6, 2013) after many communications with the vendor to ensure the county was issued a specific report. The Broadband Management Team is expected to be briefed at the end of September.

It is the County's effort to facilitate Internet Providers to increase their footprint in Frederick County and not be a broadband Internet Provider. Larger providers such as Comcast are willing to expand.

C. **Adding satellite offices such as Economic Development Center, Winchester Regional Airport:** The committee discussed the possibility and cost allocation of IT services to agencies for which the county serves as fiscal agent.

D. **Personnel**: Mr. Banks let the committee know about a single position located at the Public Safety Building that was now being shared by all positions within the IT Department. Mr. Linaburg supported the decision for this position to be shared and the committee also agreed that the idea of distributed knowledge would benefit the county. Mr. Linaburg said, "The plan to share this position is the best plan we've had. It gives me a level of comfort that no matter who comes to work at the PSB they have an overall understanding of the importance of redundancy and IT support. We're firing on all cylinders now".

Mr. Banks again recognized the excellent staff work and cooperation from the entire county as adjustments have been made. Mr. Banks is currently looking into the current IT structure to see how the IT Department can more efficiently serve the IT needs of the county staff and community at an overall savings by eliminating that position.

Mr. Banks would like to look internally and add a single position of Trainer/Project Manager or Project Coordinator to the IT Department because of the success of the phone project and the ongoing high investments in different technologies and services.

E. **Fire Reporting Software**: Mr. Linaburg brought to the committee a recommendation that Fire & Rescue no longer use their current software for creating and submitting EMS reports, Firehouse. He suggested that due to the unstable software and the fact that there are no web-based applications, the Committee approve the purchase of software used by Valley Health, and the state, Image Trend.

Mr. Dehaven asked about the use of mobile devices and Mr. Linaburg responded that the county would be receiving a grant for that purchase. Mr. Dehaven wanted to ensure that the agreement also included services the state was providing at no additional cost to the county. Also, Mr. Dehaven asked about training and Mr. Banks responded that this project would be a hybrid project where IT would be able to provide some training to end users as well. It was confirmed to the committee that the service fee was slightly higher (4%) than normal.

Security concerns were also brought up to the committee and Mr. Banks and Mr. Linaburg assured the committee that through standard networking permissions and the security already enabled on the software, that unauthorized use would not exist.

It was determined that the committee would recommend the software purchase to the Finance Committee in order to stay consistent that all funding requests are moved to the Finance Committee.

Mr. Dehaven moved that the Frederick County IT Committee recommend the purchase of EMS reporting software for Fire & Rescue and forward the recommendation to the Finance Committee. Mr. Wells seconded the motion and the motion was approved.

D. **Comments/Questions**

5. Meeting adjourned. The next meeting will be Wednesday, October 2nd, 2013. We will confirm one week prior.