

COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

October 21, 1997

6:45 PM

Chairman Pariseau called the meeting to order.

The Clerk called the roll.

Present: Aldermen Pariseau, Elise, Sysyn, Shea, Hirschmann

Messrs.: Diane Prew

Chairman Pariseau addressed item 4 of the agenda first:

Communication from Alderman Elise seeking the Board's endorsement of an exploratory committee to identify a program whereby work of local artists can be displayed on a rotating basis at the soon to be renovated City Hall.

Alderman Shea moved for discussion, Alderman Sysyn duly seconded the motion.

Chairman Pariseau asked when the City Hall renovation project would be completed.

It was noted that occupancy would be around Labor Day in 1998.

Alderman Elise stated I have contacted the individuals on this list and they are very interested.

Chairman Pariseau stated that is the other problem I have noting Alderman Elise is not going to be around next year and I don't know if you have that right to appoint committees. I have no problem with the committee itself, but appointing specific people and this won't go into effect until next September or so.

Alderman Elise stated if you'll notice, I'm not on this list.

Chairman Pariseau stated, I know, but I don't think any Alderman should have that right to appoint a committee without input from others.

Alderman Elise stated I don't look at it as a right, I look at it as this is an issue that is worth looking at and it is not necessarily my right to appoint a committee. What I am doing is suggesting that as the City of Sherbrooke, Canada has really valued their artists and artwork and how artwork does enhance their building and their city hall and it also enhances other buildings in the City. For example, the City of Nashua has a program where student art is displayed in all of the city buildings downtown, so what I'm saying is...

Chairman Pariseau interjected I don't have a problem with the committee, the problem I have is you appointing members to that committee.

Alderman Elise stated what I'm saying is that this is a valued thing that I initiated and I'm not the only one that values this and that the people that I have suggested who can go forward with this effort are people that can look at it practically. For example, the City Clerk's Office who's in charge of City Hall and who comes in and goes should know what's happening as they are very much aware of patriotic events, etc. so that particular department should be on board; that Federated Arts is very much in favor of this effort and would love to see artwork displayed at City Hall. The Manchester Artists Association thinks it's wonderful and they would like to see this go forward and the Institute of Arts have just instituted a college level credited program for art in the City and they would like to see this go forward. Karen Lord an Art Teacher at Central High School would love to participate in this effort. What I'm suggesting is...I'm not on this committee, but these people have agreed to work together so we should endorse the fact that these people are going to work together and then come back and propose to the Board of Mayor and Aldermen at such time that they are ready to a program to place Manchester artwork in City Hall and the next Board, at that particular time when it is proposed can then say yes or no. But, the effort is very, very worthwhile and very valuable to the City and just this week I got a call from somebody who said that they would be willing to put artwork in the Assessor's Office. There is a lot of interest in this area and what I'm saying is these people want to work together, we should endorse their efforts and at such time when they are ready to come before the Board of Mayor and Aldermen they will and whoever is in place at that time can say yes or no.

Alderman Shea moved to accept Alderman Elise's suggestion.

Alderman Hirschmann stated on behalf of Alderman Elise I've just seen at the Animal Shelter beautiful artwork that was donated and hanging there and it looks wonderful. Every courthouse that goes up, ten percent of the funds are dedicated to art to hang on the walls and beautify the place.

Chairman Pariseau stated I don't have a problem with the committee, I have a problem with an Alderman naming that committee.

Alderman Shea moved to amend his motion to include Karen Lord. Alderman Hirschmann duly seconded the motion as amended. The motion carried with Alderman Pariseau duly recorded in opposition.

Chairman Pariseau addressed item 5 of the agenda next:

Communication from Chief Driscoll requesting authorization to enter into a lease agreement for a maximum of \$45,000 over five years to complete the upgrade of the card access security system.

Alderman Shea moved to approve the request of Chief Driscoll to enter into a lease agreement. Alderman Sysyn duly seconded the motion. The motion carried with Alderman Hirschmann duly recorded as abstaining.

Chairman Pariseau addressed item 6 of the agenda next:

Communication from Dan Desfosses relative to Mr. Harris' "New Hampshire Pawn Shop" contracts.

Chairman Pariseau suggested this communication from Mr. Desfosses be received and filed.

Clerk Johnson stated Deputy Clerk Bergeron had approached her prior to the meeting stating if the Committee desired...apparently, the complaint basically is that you have a pawn shop that is carrying the law to the extent as far as it can and what Paul said is that he could work with the Solicitor and the Police Department if the Committee so desired.

Alderman Sysyn asked is this person doing anything illegal.

Clerk Johnson stated my understanding is he is carrying the law to as high a degree as he can.

Alderman Hirschmann asked if the letter could be read as it could not make it out.

Chairman Pariseau obliged and read the letter into the record as follows:

Dear Mayor and Board of Aldermen:

On Friday, August 1st, I paid \$35.00 and filed a civil case against Mr. Nate Harris' NH Pawn Shop a few doors over from the City hall building.

According to the State code book Nate's 10 day and 3 week loan contracts are illegal. The law states that there is a four month period.

Also, my coronet which I bought from Ted Herbert's for _____ because of Nate's illegal contract is one of many items currently for sale in Mr. Harris' "New Hampshire Pawn Shop".

The State code book that the City librarian was kind enough to find for me when I gave her the appropriate numbers stated that the (speak to Paul Bergeron) sets the amount of interest on a loan for a pledged item. Manchester has done nothing. And so _____ is now legal practice in the City by New Hampshire Pawn Shop, 990 Elm Street and have lost my coronet.

s/Dan Desfosses

On motion of Alderman Hirschmann, duly seconded by Alderman Shea, it was voted to review the communication from Mr. Desfosses to the City Clerk's, Police and Solicitor for review the law and see if anything could be incorporated into the business licensing program.

Chairman Pariseau addressed item 3 of the agenda next:

Update of the City's automation project to be presented by Diane Prew, Director of Information Systems.

Ms. Prew stated I'd like to start by saying that the metropolitan area network that we were putting in is now completed in the 21 buildings on-site which includes the School Department. The PC upgrades...they are presently working on PC networks with the Police Department, Welfare, the Library, Parks, Recreation and Cemetery, and the Water Department. With these new systems we have started deploying city-wide E-Mail and this I think will be very exciting for City departments. We anticipate that we will be meeting with you in the future to

discuss an E-Mail policy which should be put in place. E-Mail will also allow for central sharing of documents such as agendas, etc. It's going to take a little while yet. Right now, the only departments that are on are our department and the Police Department, so it's going to be a little while before it gets down to City Hall, the Plaza at this point. Once we've completed that we will be installing a standby file server that's a security item should we have our system go down we will have one standing right next to it that we can bring everybody up with again which is part of the disaster recovery plan. We're also dealing with the Internet access. Currently, departments that have need for the Internet have stand alone PC's and that is because we do not have the necessary security on our network yet to protect the City. We will be doing that and at that point City departments will have access from their desktop to the Internet. We are a bit behind on these projects due to staffing problems, we still have our LAN Administrator position which has been open for nine months, I have two support positions that are open and advertising has not been very successful. We set up an interview with one gentleman and the day before he was suppose to come he took another job. The Commerce Secretary William Daley has said that the technology labor shortage is approaching a crises in the country and it's not going to get better in the years to come. So, the Fire Department is still looking for a position, they offered it and the individual went back to his employer and I guess his employer made him a better offer to stay. The School Department is looking for a technology manager, they have made two offers both of which were turned down. So, there are definitely some problems in that area. The HTE system which is the municipal system went live on July 1st, the general ledger accounts, accounts payable, accounts receivable, purchasing, and payroll is up. We have had some problems.

Chairman Pariseau asked were the problems serious enough for a department to pull out of the process, in your opinion.

Ms. Prew replied in my opinion, no. I think what has happened is it was a number of issues. With data entry we manually had to input 2,700 employees and in order to do that they hired a number of temporary data entry clerks who are not as familiar with the data as regular staff would be. The regular staff was learning the

new system, they received new PC's that they had not worked with before and learning Windows, so there was a learning curve there that had to be dealt with. So, I think that given those areas and the fact that this is a very extensive project that we've embarked upon it's not uncommon for there to be problems. We consolidated four systems into one, the City payroll, School, Water, and Airport so that is a very large undertaking and have to expect that there will be problems.

There were a certain amount of delays, the new Superintendent of Schools wasn't comfortable with the chart of accounts as it was being recommended and so we had to address those needs and adjustments were made; that did cause delays in the implementation of the final chart about two months. So, right now what's happening is we are cleaning up all of this data. The payroll is being posted to the general ledger and everything has been posted except the July payrolls because those were the worse that needed to be corrected, so we anticipated about two weeks before being finished with that. The accruals that the employees have been looking for are going to be printed on the checks on October 30th. Year-to-date totals will be addressed by year-end so that there will be one W2. Departments will need to review their payroll reports and general ledger accounts to be sure that everything is posting, but it's a matter of cleaning up, the system is working and then there are project balances that need to be put into the system and at that point the data should be complete.

Alderman Hirschmann asked in manhours, how many manhours was that conversion for School, I want to know about all of the setting it up, the training, anything that had to do with the School Department, I want to know about the entire situation, how much money and if we have to send them a bill for the whole thing, if they want to pull out, pull out, but I want to send them a bill.

Chairman Pariseau stated we're going to have a presentation by Finance at the regular meeting tonight.

Alderman Hirschmann stated I don't want to put you on the spot, but you'll be asked those questions tonight, we just want to know how much money was expended doing it.

Alderman Shea stated it is my understanding that the School Department has to spend \$10,000 or something.

Ms. Prew stated that was a misunderstanding. Every year the School Department sends us a request for information, how much money we have spent on behalf of the School Department, it's not a number that is taken out of the School Department's budget, it's the value of the services that we would provide to them

and that number, I think that's being discussed was the value of the services that we would have provided to the School Department, there's no charge to them. They would be running on the City's system with the software that was purchased under this bond which was the intent of the bond. The administrating network that was installed in order for them to access the system was paid for out of the bond, so there was no cost to the School Department.

Alderman Shea asked what is the primary problem with the School Department.

Ms. Prew replied what happened with the payroll system...when you enter into play in payroll you have to assign that employee a home account number, so my employee records show that I belong to the Information Systems Department. When the payroll started keying the chart of accounts was not applied so that the accounts that were entered were not totally correct. So, the payroll processes but then when you go to post that payroll to the general ledger it's going to try to compare those and it won't find it which is why payroll couldn't be posted. So, what has to be done is that you go back into those payroll transactions and correct those account numbers and then you post to the general ledger. So, in terms of reporting if you want to get reports out of the general ledger and if the data wasn't there yet, those reports wouldn't be correct. The reports would come out but there would be a lot of information missing. Now, the information was available in the payroll module because the way HTE works is the general ledger is kind of the center and you run payroll and you run receivable and accounts payable and all of the departments enter that information into those modules and as they're processed they create a file which then the Finance Department releases going into the general ledger and if there are problems and if things don't match up, items get rejected then they need to be created so they can be posted properly. So, really where we are at in the process right now is that we're very close, it's a matter of cleaning up the existing data and getting it into the general ledger. But, I want to emphasize that the information is there, it can be gotten in different ways and there are reports and I think you'll see some of that this evening.

Alderman Hirschmann stated all of the temporaries that were hire to enter that data were hired by the School Department.

Ms. Prew stated we weren't involved with that, I'm not sure, it may have been coordinated with Janelle in Finance, but I believe we picked up the expenses associated with that which was the intention of the overtime, etc.

Alderman Shea stated as I understand it they're going back to the old payroll system, can they then come back into the new system without too much difficulty, what is the resolution of this.

Chairman Pariseau asked would going with HTE take as much time as it will for them to go back to the old system.

Ms. Prew replied you have a number of issues. First, we've had to continue to do their payroll, accounts payable and such while they're bringing up the old system, people have to be paid. In order for them to populate their old system they need the information that has already gone into the new system, if they're going to do

payroll they are going to need to have the payroll information that has already been processed to load into their system in order to do W2's, so the new system needs to be corrected before that can be done anyway.

Chairman Pariseau interjected that we have two taxicab licenses to hear, so if you don't mind I don't want to shut you off but you will be making a presentation to the Board this evening.

Alderman Hirschmann asked is the Airport's system fine or is it done yet.

Ms. Prew replied the Airport is part of the City system, we just rebuilt an interface between their Airport billing system and that seems to be working. Everyone was paid in payroll whether they were paid under the system or manual checks were cut that we knew about. There may have been some people that got direct deposit that didn't realize it, if they didn't know about it they couldn't address it.

On motion of Alderman Sysyn, duly seconded by Alderman Elise, it was voted to enter into non-public session in order to address taxicab license matters.

On motion of Alderman Sysyn, duly seconded by Alderman Elise, it was voted to reenter public session.

On motion of Alderman Hirschmann, duly seconded by Alderman Shea, it was voted to uphold the decision of the Business Licensing Division to not license Faith Poulin due to her failure to appear for a drug testing until such time as she has taken the drug test and a report has been submitted of the results.

On motion of Alderman Elise, duly seconded by Alderman Shea, it was voted to deny the appeal of Shawn Ramos based on his motor vehicle record.

TABLED ITEMS

Communication from Alderman Elise relative to her suggestion of making Manchester more "business friendly".

(Note: amended proposal submitted by Alderman Elise on 5/6/97 and communications from Mr. Shea and Ms. Golz in support of such proposal enclosed.

(Tabled 12/17/96)

This item remained on the table.

Communication from Thomas O'Rourke, Continental Cablevision, (MediaOne), advising that effective May 1, 1997, monthly charges for converter boxes and remote controls will increase slightly, while the rates of installation and service visits will decrease.

(Note: Tabled 5/20/97 and referred to the City Solicitor requesting that he highlight the franchise agreement and outline same to the Committee.)

This item remained on the table.

Proposed Procurement Ordinance submitted by PBS in consultation with the City Solicitor and City Clerk.

(Tabled 7/29/97)

This item remained on the table.

Communication from the Deputy Finance Officer requesting the Board consider issuance of a City policy as follows:

establish a threshold on the amount of inventory a department can carry from one year to the next such as setting an upper limit of 1% of the department's operating budget, exclusive of restricted items or 5% of a department's non-salary line item.

(Tabled 7/29/97)

This item remained on the table.

There being no further business to come before the Committee, on motion of Alderman Shea, duly seconded by Alderman Hirschmann, it was voted to adjourn.

A True Record. Attest.

Clerk of Committee