

## COMMITTEE ON ADMINISTRATION/INFORMATION SYSTEMS

**September 16, 2008**  
**Aldermen O'Neil, Garrity,**  
**Osborne, Pinard, Domaingue**

**6:00 PM**  
**Aldermanic Chambers**  
**City Hall (3<sup>rd</sup> Floor)**

Chairman O'Neil called the meeting to order.

The Clerk called the roll.

Present: Aldermen O'Neil, Garrity, Osborne, Pinard, Domaingue.

Chairman O'Neil addressed item 4 of the agenda:

4. Communication from Jeff Eisenberg, Manchester Monarchs, requesting permission to place 14'x3' banners on overpasses throughout the city from Saturday, October 4 through Saturday, October 18 to promote the upcoming season.

Alderman Garrity moved to approve this request, subject to the approval of the Public Works Director. The motion was duly seconded by Alderman Pinard. There being none opposed the motion carried.

Chairman O'Neil stated I would like to welcome Nichole Vailas and Matt Welsh from the Monarchs. They were here I think last night as well. Kevin Sheppard has just requested that these banners be placed subject to his approval because some of the bridges that have been discussed the City actually has no control over. They are actually state bridges.

Chairman O'Neil addressed item 5 of the agenda:

5. Ratify and confirm phone poll conducted August 22, 2008 granting permission for a banner to be hung across Hanover Street from September 12, 2008 until September 14, 2008 for Glendi.  
*(Unanimous vote with the exception of Alderman Pinard and Alderman Domaingue who could not be reached.)*

On motion of Alderman Osborne, duly seconded by Alderman Domaingue, it was voted to approve this item.

Chairman O'Neil addressed item 6 of the agenda:

6. Ratify and confirm phone poll conducted August 22, 2008 granting permission for a banner to be hung across Hanover Street from October 13, 2008 until October 30, 2008 for New Hampshire's Third Annual Go Red for Women Luncheon.  
*(Unanimous vote with the exception of Alderman Pinard and Alderman Domaingue who could not be reached.)*

On motion of Alderman Pinard, duly seconded by Alderman Domaingue, it was voted to approve this item.

Chairman O'Neil addressed item 7 of the agenda:

7. Ratify and confirm phone poll conducted August 22, 2008 granting permission for a banner to be hung across Hanover Street from October 30, 2008 until November 7, 2008 for the Manchester City Marathon to be held on November 2, 2008.  
*(Unanimous vote with the exception of Alderman Pinard and Alderman Domaingue who could not be reached.)*

On motion of Alderman Domaingue, duly seconded by Alderman Garrity, it was voted to approve this item.

Chairman O'Neil addressed item 3 of the agenda:

3. Communication from Jennie Angell, Director of Information Services, providing an update on department activities.

Ms. Jennie Angell, Director of Information Services, stated good evening and thank you very much for seeing me. What I am going to do is just give you a quick update on what we have been doing and interrupt me whenever if you have any questions. I will get started. Right now what we are doing is installing a Chronis workforce central that is an upgrade to software which both Highway and Parks have been using. This came about when we had such challenging budgets this year we were really looking at where we could cut and we were looking at the cost we were paying for maintenance for these systems both Highway and Parks were using. They are actually using two separate systems. So we spoke with Chronis and we worked out a deal where we are actually leasing the brand new product for less money than we are paying for maintenance on the other one. We got all new clocks and after three years we will actually own the software. Our maintenance will go from over \$20,000 a year to about \$4,500. It also gives us the ability to eventually add all of the Highway employees, including EPD and

Facilities. There is a little extra, so we thought we might actually put our department on to see how this works with non-labor to see if it is something that makes sense to extend to other departments. We also did have a department head meeting where they did a presentation and some of the larger departments like Airport had expressed an interest and I have actually talked to them. We are looking to see what it actually does. It is supposed to help us manage overtime with the thought of possibly reducing labor costs, but we really did it to reduce the cost of doing payroll as we now do it. It has the added bonus of hopefully providing some more capabilities once we get it up and running. The City's website continues to evolve. We have been working closely with Intown Manchester so we are posting a lot of events that are going on in the City. We are working with Southern New Hampshire University. One of their marketing classes has actually taken the Parks portion of this website and they are looking at it from a marketing standpoint to see what we can do to highlight and make it more user friendly and more of an economic development tool. We met with them last week and we should see a proposal from them later on in the semester. Hopefully if you approve everything tonight the senior center will be able to purchase a product called My Senior Center, which will help them manage their events and their clients and calendars. It's a product that is designed just for senior centers and we will also be able to export their calendars so that will also show up on the website. We are working with the Tax Collector's office for online bill payments and their new motor vehicle system. As far as the web goes, we have a long list of items that we are working towards. If you see something that you see another community is doing that you think would be good in Manchester, if you could let me know that would be great. We have a long list but any suggestions you have...this is very fluid and we are looking to just make it a better service for everybody who lives here. The next item I have is security audit. With some of the breaches of security that have gone on recently, this is probably something we should have done a while ago but we are going systematically through all departments. There are quite a few different systems, databases, out there that departments use for various things. From a technical standpoint we are looking at seeing where the vulnerabilities might be. Some of these are in-house created systems. Some of them are purchased third party systems and what we are looking to do is to close up any places where the City could be vulnerable to breaches and inappropriate use of the data. Once we go through this we are going to be working with the departments and if necessary we will be talking to Bill Sanders and the City Auditor. Both Bill Sanders and the City Auditor are aware that we are doing this and we are kind of working with them. Along with this audit we have this thing that is required called PCI compliance which is payment card industry data security. This is a requirement as the City moves forward to take more credit cards either at purchase locations or over the web we are required to be in PCI compliance so while we are doing the security audit we are also going through these things so that we can comply with the vendors. The Police

Computer Aided Dispatch System has been up for almost a year. Most of the kinks have been slowly worked out. We do still have an issue with alarm billing. We had a meeting yesterday and we have a conference call with the vendor tomorrow. We may have some issues where this software cannot bill in accordance with the City ordinances. So we are looking at what our options are, whether we use another third party. That's where we are with that. The last thing I have is a bond money request. When we did our current year budget, I had requested...in the past four years we had gotten technology money in the amount of \$250,000. I had requested \$400,000 and what I got was \$142,000 because of the tight budgets. When I spoke with Alderman Lopez at the time he said he realized that this isn't sufficient. He told me what I should do once the budget settles down is to talk to Bill Sanders and see if there are any opportunities for bonding some of the needs. So because of that recommendation, I did meet with Bill and I did list out some things that the City really should consider purchasing with pricing and I just want to go over it briefly here. We recognize that money is...there is not a lot of it but I thought we would be remised if we didn't at least bring this to your attention. These items are very important and normally what we would do if we got the amount of money we normally get we would just take care of these and report on it after, but with the funding we were given we don't have the money to do this. The first thing I want to talk about is network access control. I don't have a lot of information on here but just to give you a general idea, the City's network encompasses approximately 60 buildings. It goes as far as the Airport. It goes to all the City offices. It goes to Water Works. It goes to the Police Station, the Fire Station, substations, parking garages and this is the latest security requirement that networks are having. Network access control is what Hannaford did not have that allowed the most recent breach. If you look at the very last page I actually have explained why do we need network access control and I printed out a Google page of stuff from Hannaford. All of the Hannaford highlights are lawsuits where there was a breach and there were many thousands of customers whose credit card information was at risk. What this does is with network access control, because our network is so far reaching, we can't definitely tell if some unauthorized device has been added to our network and that's what this is and it's new. It's the new way of reaching networks and these are products that we need to put on a network to protect it and to protect the security and information that we have. If you want more information on that, it gets kind of complicated but I can if you want to talk about what this does.

Alderman Garrity asked this network access control, Hannaford's or TJX did not have that?

Ms. Angell replied no, because what has happened is we have firewalls. We have virus software. We have spam software. We have a lot of different security measures to protect the servers so people can't get in that way. Since they can't

get in that way, they are finding new ways to get at networks. This is the newest thing. It's like having the newest kind of spam. You have equipment and you have software that actually goes out and can see everything that's on the network and it can tell you when something new has been put on the network. That's something they did not have and that's what happened. Somebody put some unauthorized equipment on their network, within their buildings and that's where they are picking that up.

Ms. Angell stated the next thing I have on here is called email archiving. This is a result of new federal rules of civil procedure which dictate the speed and format under which we must provide electronic document discovery. In New Hampshire in 2008 they passed House Bill 1408 which updates the right to know requirements for electronic documents and communications. This all has to do with email. To give you a little historical background of a real case, during the Gilbane lawsuit, there was an email discovery and the email that Gilbane wanted was going to cost the City \$42,000 plus 800 hours of labor if we did it and \$51,000 if we outsourced it to a contractor. That time frame is no longer acceptable under the new rules. Also, because of the way email is stored and handled, without this type of tool I cannot even comply with the requirements because if, for example, Dan sends me an email and then he deletes it, and I delete it but before I delete it I forwarded it to Alderman Domaingue, she has it. She saves it on her hard drive but then it's deleted out of her email so then I have no way of knowing that it's there so there is no way I can comply but I am required to provide it because it could be on a City machine. This type of tool allows me to be in compliance with the new statutes and that's what that is. That's approximately what it costs. The next item I have on here is file archiving for \$20,000. Just to give you an idea of the amount of storage we have, three years ago we had one terabytes of storage, and now we have four terabytes of storage. If I can archive it, the cost is about \$4 a gigabyte. If I don't archive it, it costs \$28 a gigabyte. So, for \$20,000 it saves the City treatment and a considerable amount of money. The last thing I have got on here is PC's for Police. In the scheme of things we replace the oldest PC's in order. The last few years we have not gotten funding that we had previously so we are now on a nine year replacement plan for PC's and because Police is the one who's up, Police has the oldest of PC's. They have about 80 PC's that are over six years old so some of the PC's can't do the functions that they are needing to do in the Police Department. That's what that is. It's a request that I have put together with Bill for consideration if there is any bonding, so that just gives you a little information. If you have any questions I am available at any time.

Chairman O'Neil asked Jennie, on the PC's for Police, are we talking about buying laptops or not?

Ms. Angell replied what we do when it's time to replace a machine is we find out what a person does and what's appropriate. A lot of department heads prefer to have laptops. The Police Department a number of those machines have multiple users and a desktop is cheaper than having a laptop so we find out what people need and then we try to do what is appropriate.

Chairman O'Neil stated one of my observations during the floods was that if we had had more people on laptops we might have been able to save more, and it's something worth looking at and maybe having a discussion. I agree with you there is a lot of shared....

Ms. Angell interjected right. Also a laptop can cost about twice as much and it has a shorter life. So that has to be considered. In the flood we lost 11 PC's and two laptops.

Chairman O'Neil stated a point was made to me that a lot of work done by Police, although we have then in the cruisers, is done offsite. They are writing notes and then going back and somebody has to put it into the system. It's just worth exploring. I am not saying it is right or wrong; it's just worth exploring.

Ms. Angell stated we do try to take that into consideration.

Alderman Garrity moved to send this item to the Committee on Community Improvement for 2009 budget. The motion was duly seconded by Alderman Pinard. There being none opposed, the motion carried.

Alderman Garrity stated with your discussions with Alderman Lopez we have some bond capacity that is left over from...we made adjustments when we did the budget.

Chairman O'Neil asked so it is for the 2009 budget?

Alderman Garrity replied yes.

Chairman O'Neil asked Jennie, on the computer aided dispatch and record management system, have we surveyed the rank and file at all just to get any feedback?

Ms. Angell replied I asked. It has not been formal. I can do that.

Chairman O'Neil stated I have heard great things from the administrator level and I think that's fine. I know early on there was some concern with Police doing

accident reports. It required two or three times their time from the previous system.

Ms. Angell stated there were some issues early on with connectivity that we did resolve.

Chairman O'Neil stated even how user friendly the system was to do an accident report...so if we could do a survey and see if there are any things we may be missing.

Ms. Angell stated I will work with Chief Mara on that.

Chairman O'Neil stated that would be appreciated. Chief Burkush as well. I don't think there is anything but just in case.

Ms. Angell stated I would also like to take this opportunity to formally thank the Fire Department. During the flood, it was from the efforts of the Fire Fighters who were on duty at the time that kept the waters from getting into our office. They sandbagged the doors and they squeegee water and some did get into the Fire Department basement but it was short of reaching our office, so I would like to make sure everybody knows that our office is very appreciative of the efforts.

Chairman O'Neil addressed item 11 of the agenda:

11. Communication from Jennie Angell, Director of Information Services, regarding a policy authorizing website access to City Commissioners.  
(Tabled 4/1/08)

On motion of Alderman Garrity, duly seconded by Alderman Pinard, it was voted to remove item 11 from the table.

Ms. Angell stated thank you. This is a memo that I had sent to the Committee last March. I had missed the meeting and it has been tabled ever since. On the website, departments are responsible for the content that goes into their part of the website, but we do have some agencies that aren't really City departments that request from time to time to be able to put something on the website and generally that's done through a sponsoring department. What we have got here is in the event that there is not a sponsoring department that the City Clerk would be the sponsoring department to give us the okay that this organization is appropriate to put something on the website.

Chairman O'Neil asked you don't see it potentially getting out of control at all?

Ms. Angell replied I am going to be coming back to this Committee with some recommendations. Right now there is quite a bit of stuff on the website. The Mayor really wants the website to reflect Manchester with a lot of the things that are going on so there is a lot of information on that which is happening in the City. A lot of it has to do with nonprofits and other events but also we have got some of the big events on Verizon and some of the events on the Palace and some of the big things just so people know that it affects schedules. It can affect traffic and it's out there. Sometimes we had UNH extension who had some information on some of the different things going on, and then there was a conservation group that really needed to. Normally we have a department sponsor and we are just trying to get a structure set up for when somebody comes in and they are not really being sponsored by a department. I guess we don't want to be the official gate keeper or maybe you want us to be the official gate keeper.

Chairman O'Neil stated I'm thinking it probably would be better that you are the official gate keeping although this specific request is just for the Arts Commission, correct?

Ms. Angell stated this was for the Arts Commission, yes, but we have the Arts Commission and then we may have something else. It's so that I don't have to come to the Board every time.

Alderman Domaingue stated I am actually going to have to abstain from this vote because this is actually something I pushed to do when I was at the Arts Commission. I can speak to the ability of the individual who wants to maintain it and she's got a background in this sort of thing. I know it had been frustrating. As the former Chairman of the Arts Commission, it had been frustrating for us to continue to update on a timely basis the events and local art expos and things that were going on just because of the backlog.

Chairman O'Neil asked so you are in favor of this and you think it can be controlled?

Alderman Domaingue replied I think it's a great idea but I think it should probably be evaluated on a case by case basis as with everything.

Ms. Angell stated you want us to bring each one of them here I guess because in the summertime you don't meet and it could be a backlog or...

Chairman O'Neil interjected I know the Solicitor does not like phone polls but we can always do phone polls.

Alderman Domaingue stated my only other thought...I don't know much about IT and information systems and posting; Jennie does. So maybe we leave it in her discretion and if she has a question she can bring it before the Committee.

Alderman O'Neil stated that would make sense if you are not comfortable with something, you could bring it to the Committee.

Ms. Angell stated because of the fact that I got this from the web administrative this afternoon maybe I can bring it the next time we have a Committee meeting because we do have some postings. For example we do have two roller derby teams in the City right now. One of them practices at one of the ice arenas and we found out there was another one. They wanted to post some kind of something and I checked with Chuck DePrima and told him they were practicing in his arena. we went out at looked at it and it looks like kind of a fun thing and it looks wholesome and all that stuff. Then there was another that we decided was getting too risqué for a G rated website.

Chairman O'Neil stated my only concern is that we don't want all this to take over the public's ability if they want information from the Building Department, or Parks and Recreation, or the City Clerk. We want them to feel comfortable going there and it's not dominated by all these, in our efforts to try to support some of their groups. I think a motion would be in order to approve subject to the approval of the information systems director, and if she has concern with it that it can be forwarded to the Committee on Administration for approval.

Alderman Garrity moved to approve item 11 subject to the approval of the Information Systems Director. The motion was duly seconded by Alderman Pinard. The motion carried, with Alderman Domaingue abstaining.

## **TABLED ITEMS**

8. Proposal of new Department of Facilities, Grounds & Recreation submitted by Mayor Guinta.

*Note: Information requested from Parks & Recreation and Highway/Facilities enclosed.*

(Tabled 2/5/08)

This item remained on the table.

9. Proposal for new Community Development Department submitted by Mayor Guinta.

*Note: The Committee is awaiting reports from the Human Resources Director (Analysis of the salary structure and the organizational chart of the proposed department); the Facilities Division Director (Summary of proposed reconstruction of the Annex, 2<sup>nd</sup> floor to accommodate the proposed department); and from the three Department Heads effected by the proposal (including a copy of the current organizational chart for the departments and a listing of positions with salary grades).*  
(Tabled 4/1/08)

This item remained on the table.

10. Copy of a communication from Alderman Lopez to Committee on Community Improvement requesting the BMA to ask the Finance Officer, City Solicitor and Bond Counsel (if needed) to review the possibility of using Rooms and Meals Tax money in the future for Storm Water Utility/Sidewalks/Streets.

*Note: The Committee is awaiting further information from the Finance Department.*  
(Tabled 09/25/2007)

This item remained on the table.

There being no further business, on motion of Alderman Pinard, duly seconded by Alderman Osborne it was voted to adjourn.

A True Record. Attest.

Clerk of Committee