Village of Orland Park Technology Commission
Meeting Minutes – June 8, 2021
Zoom Meeting

Technology Commission Members:

Chairman, Jay Swanson

Commissioners: Mike Galvin, Kurt Johnson, Greg Lewis, Carol McGury, Eric Olson, Ray Oral, and Jay Swanson

CALL TO ORDER/ROLL CALL

In attendance: (7) Galvin, Johnson, McGury, Olson, Oral, Swanson, and Director of IT Dave Buwick

Absent: (1) Greg Lewis

2020-0430 APPROVAL OF MINUTES

The May 11, 2021, Technology Commission Minutes were moved for approval by Commissioner; Motion to amend minutes from April 13, 2021 regarding a commissioner filling the open Secretary position, seconded by Commissioner ---- the amendment carries and the minutes are amended and approved by the Committee. Motion to approve the minutes as amended --- approved.

Welcome to the Commission.

We have another introduction tonight of a new member; Eric Olsen I've recently moved back to Orland Park a couple years ago. I'm a software developer by trade so I've experienced technology in the business for 23 years. I haven't driven tech projects, like Innoprise level projects, but I have experienced them.

Looking forward to meeting everyone face to face. How do we work the mechanics of shifting from Zoom to meeting live? Do we have to notify the public that we are not meeting live? It's published on the agenda; I don't think there's any formal announcement we need to do. We just print on the agenda the location of the meeting is going to be at Village Hall in one of the conference rooms or in the Board room – depending on availability. I do think as a protocol that's its worthwhile to pool the group to make sure everyone is comfortable meeting in person because if someone is not than it would have to be a combined in person and Zoom call. And that is extremely difficult with the technology that we currently have. The Board room would be out for a meeting like that.

I'm ok with meeting in person, I just want to be sensitive to how others feel. Should we make a motion to meet live? Go ahead.
---Motion to meet Live: seconded by Carol
Any discussion about meeting live or are we all in agreement – can we call for a vote?
---Motion for live meetings for July 13th for the Tech Commission
---Motion carries – all agree

Should we discuss the two members that have resigned from the Commission? Ed Giron and John Matusik have decided to no longer be members. They reported to the Mayor directly rather than letting us know. But those will be two people that will no longer be with us on the Commission.

How long have they been on the Commission? John hasn't been on for a full year – 4 to 6 months possibly. Ed's been on since Dave Buwick has been with the Village – 2 years. He is swamped. He works at AbbVie up North and the commute is rough and he is involved in a big project right now and just can't give the time. Plus, he served a long time.

Eric Olsen and I believe Mike Galvin are the two new people, Eric is already attending with us, Mike could not make the Board of Trustees meeting last night to be sworn in so he will be at our July 13th meeting. Mike is attending this meeting.

Mike do you want to do an intro: Mike Galvin, I'm a co-founder at a company called 16Solutions, and IT Consulting firm based in Chicago. Been doing this for about 21 years, all over the IT space. Have done a lot of projects for several different industries. Happy to be here and good to meet everyone virtually and looking forward to getting involved. Welcome, and nice to have you involved.

D.   OLD/NEW BUSINESS

2021-0359 Technology Commission Bylaws Review

We had copies of the By-laws and they seem awkward. Dave provided the latest approved version – apparently, unbeknownst to me, there was a website where we have all of the Bylaws for all of the Village Commissions listed. So we were able to track that down and pulled the approved the Bylaws from that site and then we edited them based on some of the discussions we had at the last meeting.

So the one that we should be considering is the 6A version? The draft – the one with the Draft watermark on it. We wanted to give you both version so that you can compare and work off of.

Whoever edited the 6A version but is much simpler. Dave edited it and wanted the input from the Tech Commission as to their thoughts on the revisions. Things we took

out were information about these terms that start in June and all the stuff that we didn't see as being necessary because we have members coming on at different times during the year. The other issue that came up, which also came up with another Commission, that there were Commissioners that were appointed for a 1-year term and ended up staying on indefinitely – for quite some time. I wanted to give us the flexibility, that technically it's a 1-year term but you may serve beyond that term at the wishes of the Commission and the Mayor. Granted, that's a discussion item that we can talk about. But that was one change as not to have as much detail about these terms, like how long they are and when they start. Which gives us a bit more flexibility. Many of these existing Commissioners have been on for a lot longer than 1 year. Also, we talked about advice regarding present and future Information Technology projects, plans, policies and procedures. Able to make recommendations to Village staff and/or the Board. Other duties as assigned.

Any other thoughts or concerns: The simpler the better. Nice job of tiding up the Bylaws, it went from 6 pages to a much more compact and sensible order. Why make things more complicated than they need to be.

Carol said that in Section 2 of the Bylaws you may want to break this out into Membership, Term and Compensation as 3 separate sections. More of a semantics decision – is there an Attorney that needs to look at this? Or somebody else that needs to make sure Dave will look at it and makes sure that if the Commission votes to approves these draft Bylaws than I will run it past to see what formally we need to do, whether the attorney needs to review it and make sure it's clean. I don't think that the Board needs to review/rule on it. These are the original Bylaws and as you can see they combined everything into one. That's something we can flush out later. Thought it was worth, especially with all the new members, having another look at the Bylaws and tidying them up a bit. And add anything that any of the Commissioners want to add.

Motion to approve the Bylaws as amended, subject to any legal and/or Village/Board approval ---- seconded by _____(insert name?)

One point, if the attorney does make changes, is the Commissions desire that we bring those changes back to the Commission for a review and approval? Yes, we need to make sure we understand what changes, if any, and why.

Motion carries completely.

In addition to the Bylaws, the overall purpose of the Commission is still a vague concept to me. It isn't nailed down very tightly. Not sure I understand at Jay. Well, what is the purpose of the Commission? More specific idea…what is the purpose of the Commission would help me at least. I just joined the Commission last August, so I'm relatively new at this.

The Bylaws should pretty much spell that out, that we are here to advise Orland's IT function from the standpoint of whether it's projects, whether it's vision, whether it's to fill in the blank. Could be what the Board might ask us to consider as well.

I'm okay with that, I'm just thinking did I miss something along the way but that's a pretty concise statement about what we are doing. I'm good with that.

Jay, are you comfortable with the language in Section 4 because I think that's generic enough. I think Dave did a nice job making it generic enough, but I think that it looked like before that we were doing staff's job – exactly!

Are we part of the staff? I know we are not, but I like the new one much better.

Here's what I think, and you guys are more than welcome to pile on to this, even if you disagree. We all have experiences that come from different realms, whether its public, private, infrastructure, development…whatever it may be, and you guys, Dave yourself, may have been in public service – if not your entire carrier or maybe a large part of your carrier. So I think some of this is kind of a mind meld of what we can bring together and help you think about – it's kind of the art of impossible. So for me it's more about how do we think about ways Orland can improve its Tech infrastructure. And its environment kind of seeded by the things we've learned and experienced and done on our own. We are resources that you can also tap. I will admit, I am not well read at this point and time on what we can't say and how we say it. I learned a lot in the last meeting, I realized that this Open Meetings Act is something I need to learn more about but I would hope that, Dave, you can tap on each of us for some specific expertise that we might bring to the table at any given point in time to help you in whatever it is you are doing. Agreed.

I think the website was a good example of getting the Commissioners input into the wire frame of the website and the navigation, also some of the graphics. These are some of the things we should be focused on with regard to the website. Another example could be when we get some bandwidth and start tackling a technology plan for the Village. As I mentioned previously, we are triaging and trying to get major infrastructure in place and that's really what we are focused on strategically at the moment. Once we get that in place, we can step back and strategically where do we want to go as a Village and what's out there from a technology stand point and what makes sense and brings the most value to the Village and its residence. Agreed.

One thing, Sean Kampas, the previous Chair kind of struggled with was time commitment from Commissioners. He has a consulting background and he wanted to dive into the nitty gritty of some stuff and the commitment from Commissioners did not do that was challenging. Because you are volunteers. There is also, unfortunately, in this day and age, there's a fine line I've got to walk with what I share with the Commission because if you get to much into the nitty gritty, this is a public meeting and

that goes in the minutes, that goes into the agenda, that can go into attachments. That's why I have to be careful about what I share publicly that we are doing because I don't want to offer hackers free information about exactly what model of switches we are using, what our network architecture is, what kind of servers are we using – some of that slips through public procurement.

That's actually irrelevant to what I think our mission is, you'd never share schematics with IP addresses and things like that to give the farm away. In terms of broader topics of discussion, I think I may have mentioned this in the last meeting, if there was a Technology Plan that was put together is there something in the 2-3-year realm that would say maybe more goes to the cloud, and if so, why, what's the business benefit of doing that? So I think those are the discussions that I think we should be having. Agreed

Is there anything you'd like added to the Bylaws to reflect that? No, to Carol's point, I think it's generic enough that it leaves the door open for what we want to do. Great!

That's what I was hoping for. Let's leave it real flexible. So we will wait to hear from the legal review and wait and see.

There may need to be something, I see an ordinance number here, I don't know if that's the ordinance that's established the Commission or if it's an ordinance that established the Commission and the Bylaws. So that's my charge to get that nailed down for you.

2021-0431 Information Technology Projects Dashboard Report Review

Yes, something that you all mentioned a meeting or two ago, was a projects dash board, this is a first swing at it-with using our SmartSheets cloud based project management platform that the Village's IT and Public Work's departments are using. Thought it was a good first swing at, again I need to be careful about what information I'm sharing, we are obviously not going to be sharing all the security stuff that we will be doing and other things that may get a little interesting.

This is the legend that I thought would be pertinent to send to you, kind of what do these numbers mean. These are just major projects. Heavy duty infrastructure projects that we are currently undertaking. What I thought was important was to start coming up with metrics to prioritize these projects. Anybody involved in IT realizes that one of the hardest challenges we have is prioritizing. You have to juggle hot fixes and urgent fixes that have to be done, security patches and upgrades along with ongoing projects. I thought this would be good way to balance these out and that is what is right here.

These are the levels 1-4. 4 being the highest or most important. Impact, is it one department or is it multiple departments or whole organization? Does it impact the

public or outside groups? From an IT perspective, a public or outside group, that impact is huge. It might be a cheap item but if it affects the public it's a pretty big deal.

So like the website – is that a 4? Yes. IT is not in control of that project, I need to get an update from Nabeha, who is our Communications and Marketing Manager. Any one in consulting can argue over the metrics or whether they should be different or not. And then there's health, and this is pretty subjective. What's a major issue, what's a cautionary issue and things like that. Unfortunately, I couldn't get another color, SmartSheets doesn't allow me another color.

Network Structured Cabling Infrastructure (NSCI): Replacing all of our network structured cabling – that is substantially complete. All that is really left is to install the wireless access points and remove the old existing cable. Maybe some drops that my need to be moved or put here and there. But its substantially complete and that was quite an undertaking. We are really happy that's nearing the end of the road here.

Quick question regarding this one – so this was an Impact 4 – an impact to staff, right for the most part? Yes, to the whole organization.

Yes, I mean to all of Orland Park – so would they agree that this was great and things are much better now? Or do they even notice?

Who, like a resident? No, not a resident, I'm talking about the staff.

Yes, the staff do notice. Because previously, with the best of intentions, our facilities staff installed the cabling and they weren't certified installers and follow best practice, we had a mixture of different types of cable, some of it was terminated correctly and some was not. Etc. If affected the network. As in IT, the more variables you have the harder it is to trouble shoot. It made things challenging. So yes they have felt it, maybe not as much as the network communications side. A lot of our users were only 100mbps to the desktop, which these days…that's early 2000's type stuff. These days you should be 1Gbps to the desktop so our users have seen a significant bump. Unfortunately, that's yellow, the reason is because there is a significant supply chain problem right now with the semi-conductor shortage and Cisco, with COVID-19 and everything has changed their policy or strategic direction in the Government sector and have given Schools priority. Schools get their money in the spring and they swallowed up all the inventory. So as these switches trickle in, we are trying to knock off things that we can knock off. By the end of June, we should have our Village Hall, Loebe Center, Rec Admin, SPLEX, CPAC and CAC should all be completed by the end of June. At Public Works, most of it is complete, except the most important part, the office, we are waiting for a switch to come in for them. That should be complete in July. And none of the PD switches have come in yet. Hopefully they will be installed in July as well. And last but not least, our Civic Center switch should be in around the middle of August.

Is this Cisco hardware or is it Meraki? It is Cisco. We went back and forth on that. The Cisco hardware gave you a lot more capabilities than Meraki. The Meraki hardware, the management is all cloud based and we are definitely using it on the wireless end but it's not as robust on the communications side. Plus, you pay a subscription price to Meraki too – which not Cisco is now moving to their regular hardware.   Just like software subscriptions, everybody is kind of going in that direction. They realized that they can have a regular income stream coming through.

We are sort of building a cake here, what really drove this was our Avaya phone system, which is end of life and failing. They were buying phones off of E-Bay and as you know, didn't work very well.

We wanted to replace that right away, unfortunately, I had just landed in my position and realized that the cabling and the network infrastructure would not support a new VoIP system. That's why we are going through this. The structured cabling is pretty much complete, the network communication will be complete by end of August and the telecommunication system will be complete by the end of the year. That was approved, that is a Cisco on premise system, most of the hardware was delivered except two of the most important pieces are the servers – those scheduled to be delivered anytime now according to Cisco. The big lift on the telecom side service provider side, so we issued an RFP on Monday to go out for two SIP Circuits. SIP is Session Interface Protocol. That replaces the old PRI circuits that traditional PBX used so we are going out for two SIP Circuits and renewing out internet and getting a backup internet circuit. What we were told from AT&T is it's 90 days from when you sign the contract. It could be shorter, but you should plan on 90 days from then you sign it to when you can light up that circuit and port the numbers over.

It will be very interesting when we get those proposals back on June 24th and we are shooting for an award in July. Those proposals, are they all through AT&T? No, any provider can go to our BidNet site and pull down that proposal. We are expecting Comcast, AT&T and all the other providers that are out there. It will be a very interesting evaluation.

At my former employer, when we upgraded from PRI's to a SIP we saw a dramatic cost savings on our monthly charges as well as our local and long distance because it's all bundled in and we weren't going over the block number of minutes we get for local and long distance. That was significant.

Before we move on to the next one – is everything a 4? Is that real or is it as we look at all these being added? I'm looking at this Audiovisual design, maybe that is really critical from an urgency perspective, but just trying to get your direction on that.

Again, these are a handful of our projects. I've got over 50 projects that we are currently scheduled or working on, so these are only the very top of the heap. I can't list them all because that would take us 2 hours to go through and some are not for public viewing. These are the most critical, expensive projects we are working on.

The one thing I think that we can probably help you, I don't see a lot on cyber security projects. Maybe there's a lot going on and you are just keeping it out of the lime light, let's face it, ransomware is on the uptick – they are after anyone that they can get. I would be really interested on what your thoughts are and what the Village's thoughts are and what kind of investments are being made in cyber security and how you are thinking and how you are advancing the ball?

Yes, we do have a lot of cyber security initiatives that are taking place – I'm just not sharing that. If you want a one on one conversation, we can talk about that, but I'm not going to share that publicly.

Ok, so we can have a one on one with you? Sure, absolutely.

Once this RFP is in place we are probably going to go out for a Cyber Security assessment done on the Village, Village wide. Do you need to do an RFP for something like that? Good question. You can get good insight from the few good organizations that can help. They're not that expensive and I don't know what the threshold is to have to get an RFP but if you haven't had a Cyber Security assessment done yet, I would highly recommend that. Maybe that is something that we can talk about as a Board at a very high level, as far as scoping it because that's my biggest fear with these. You can find anyone to run some software who said that they can run a security assessment for you.

That's something I can talk to you about. I've done something like this for the past 2 years and there's nothing that prevents me from sharing the assets I have that are relevant to what the scope would look like and you take it and do with it whatever you will. That would be fantastic.

You may also want to check with your Insurance. Many times with these Insurance Companies they have services to see what would cover anything with Cyber companies.

Any other questions regarding the Network Infrastructure Projects?

Moving on to our Server Storage Hyper Converged Infrastructure (HCI):
We previously had an HP3Par storage environment, which was a bit overkill for where we fall. 3Par is typically for much larger organizations. Anyway, that was end of life and failing. We also needed this environment in place to host our Tyler Munis ERP

software which we chose stay on premise with instead of going with their cloud. Cost being the most important reason. This project is completed.

Now that the migration is complete, staff has seen a significant improvement in performance with our client server application, mainly our existing ERP system – has improved. We will be adding more storage next year. Tyler needed dedicated storage so we will need to add more storage that next year.

Tyler Munis ERP

We have two consultants from DATA CLIMB on board to assist us. A project manager part-time and a full time analyst. This is being led by our Finance Department, Kevin Wachtel is our Finance Director, with IT support. Beth Formella is our Senior Application Systems Analyst. The start of this project was delayed by 30 days due to extended contract negotiations.

The Village's consultants would like to attend the next meeting to provide a status update and a Q and A with the Tech Commission. So if the Commissioners are open to it, that something we can put on the agenda for next meeting. I recommend that this would take up most of the meeting as there is a lot to discuss.

Audio/Visual Upgrade/Design

The audio visual design was completed. Staff are rolling the design specifications into an RFP which will include the Board room and Civic Center.

Public Works Gas Pump/Fuel Pump Upgrade

Our old system, hardware and software failed and needed to be replaced. We are just about live with the new system. We worked collaboratively with Public Works Department to get this up and running.

Schools, Fire Districts and our Village vehicles (to include Library) fuel their vehicles at this location.

NON-SCHEDULED CITIZENS & VISITORS – No visitors arrived.

NEXT MEETING – 7:00 P.M., Tuesday, July 13 – Village Hall Board Room

ADJOURNMENT

- Adjourned – Approved Unanimously