



**City of Methuen
IT Infrastructure Planning Committee
Wednesday December 09, 2020 at 5:00pm
Via Zoom Web Conference**

Meeting Minutes

1. **Call to Order** 5:01 Via Zoom Conference <https://methuen-ma.viebit.com/player.php?hash=ooAGlduhzMde>
2. **Roll Call** Councilor Saffie, Councilor Beauregard, Mr. Cardone, and Councilor DiZoglio
3. **Acceptance of the Agenda** MOTION BY: Councilor Beauregard, seconded by Councilor Saffie to accept the agenda. UPON VOTE: 3 Yes, 0 No
4. **Introduction of Phil Cardone- Resident Member**

Councilor DiZoglio: I would like to welcome Phil Cardone to the IT subcommittee and to the community. Phil, please let the folks watching or will be watching know your background and what you hope to contribute to the committee.

Mr. Cardone: Thank you. Born and raised in the valley. Doing IT for my whole life. Been an IT consultant in multiple roles and organizations. Went on to do corporate IT for a large healthcare company based in Southborough. I was an IT Director for them. I have a strong IT healthcare background. I currently own a Managed services provider company and specialize in Healthcare IT in the Greater New England. We are a full services IT company providing help and Infrastructure. We are fully staff with an augmented staff. We are currently in Stoneham but moving to Andover. Unfortunately, with our leasing company we weren't able to find something in Methuen.

Councilor DiZoglio: Welcome aboard. We need someone with your expertise and sorry we could not find you something in Methuen.

I would like to note that the CAFO has joined the call at 5:04pm as another person joining the meeting.

5. Approval of Minutes

Councilor DiZoglio: We will be doing this monthly. We will be voting on previous meeting minutes at meetings to stay up to date. I have sent a note to John Malory to make sure or Council Tab for the committee is up to date with our meeting minutes going forward. I will entertain a motion to approve Meeting Minutes for Thursday October 29th:

- a. **Thursday October 29th Meeting Minutes:** MOTION BY: Councilor David Beauregard, seconded by Councilor Saffie to accept. UPON VOTE: 3 Yes, 0 No

6. City Update:

- a. **MUNIS:**

Councilor DiZoglio: Thank you CAFO for joining. Full Disclosure, there was a meeting last week between the CAFO, Mayor, Councilor Saffie and I. We will be adding an insert to this meeting of well know minutes that will be up for approval for this meeting. I did speak with the Attorney Generals office and AGs office did recommend that we create minutes for that meeting and put it in this current meeting file as the topic is currently being discussed tonight. For all parties involved I wanted to make you aware of that and I wanted to disclose that. There was no ill will done with that meeting. It was two Chairs of different Committees meeting with the Mayor and the CAFO to discuss the Munis contract. As folks know the Munis Contract was voted on by the previous Council, and we were looking for an update that were going to publicly share tonight. Madam CAFO I will leave it to you to provide an update of the MUNIS System and go over the main topics that we discussed in that meeting.

CAFO: Really, we went over how crucial that we have this move forward as we had to update the back-office criteria that we need to support MUNIS. As this has been happening over the last couple of months which has allowed us to move forward. The COVID situation and the effect that has had on our workload has honestly pushed MUNIS to the background that I was hoping it would, which has delayed things a bit. We are currently drafting a contract with MUNIS and will probably be going back and forth with them legally, language wise. We hope to have this in front of the Council in the next few months.

Councilor DiZoglio: Full disclosure Ok, Couple of months, at the meeting we discussed that you may have it in front of the council at the first council in January. Is that timeline still occurring?

CAFO: That is still the goal, but with the Holiday and the cares funding, we have been a bit swamped, but still the goal.

Councilor DiZoglio: Over the last week, I think I made a comment that I would hold you to that date, but with the back and forth, we need to loosen that date. We will not be holding you to that per say as the goal is to get that contract in front of the council. If we have updates on the progress on the contract, I will be amendable to this. I will be candid here to everyone else. We have allocated \$1.2 million to the system has been sitting her for a year and half and understandably COVID-19 hit, and somethings took a back burner. I think truly this system will save a lot of time, pressure and aggravation once implemented. All I am trying to do is get this in, and there is no doubt that the effort is not there, but I am impatient as this was approved a year and a half and all I want is to make your life easier. Better sooner than later.

CAFO: Absolutely, and Completely agree.

Councilor DiZoglio: Also discussed, because of Councilor Saffies great Trash Talk committee, at the last IT subcommittee meeting we announced her as our liaison to the public for the updates to MUNIS, and we discussed it briefly at the meeting that we had last Tuesday. We thought because of the crossover with Trash Talk that some of the features with DPW pickups and transfer station sticker purchases. We thought that would be a good fit. Anything from the Committee that they would like to add or questions? Councilor Saffie anything you would like to say?

Saffie: I am good.

b. CIO Timeline

Councilor DiZoglio: Not sure if you are the Mayor would agree, we have talked about having a CIO to assist in the transition of ITMS or other vendors, and brining in an internal program. What are your thoughts of the CIO timeline over the next 6 months, and is that the direction that the city and the Mayor want to go?

CAFO: I definitely think that's still the direction we are looking at. Honestly, we need to sit down as an administration to really figure out what that looks like, that timeline looks like. Mayor and I discussed having these real discussions come January.

Councilor DiZoglio: The last IT Subcommittee we tagged Councilor Beauregard to be a liaison to assist as he is on the Finance Committee and this committee.

When these talks happen, this will be a huge help for him especially finding the budget for it. Anything you want to say Councilor Beauregard?

Councilor Beauregard: No, not at this point. What I need to do with the Finance Committee, at the last meeting we were discussing some standing items that we want to keep on the agenda for review, and I would like to add these IT developments to that. There is more collaboration to do there and I think a lot of it is forthcoming.

Councilor DiZoglio: Great, I appreciate that. Mr. Cardone, do you have any experience with implementing CIO into an organization that you think would be something to look at?

Mr. Cardone: That is a good question. We have worked together with either augmenting existing CIOs or implementing CIOs into organizations. It is worth wild to ensure you have a direction. A lot of CIOs tend to take the role of being tech savvy vs. manager savvy. In my own opinion, you want to understand what exactly you are looking for, which role to ensure you are truly looking for a CIO you have the managerial experience that you are looking for, and not a glorified system admin that wants to be a manager but still being hands on.

Councilor DiZoglio Thank you for that input. Good Point. Maggie and D.J., maybe tap into Phil's experience in look at the job posting when it comes down to what type of requirements, we are looking in this role

7. 2021 Meetings

Councilor DiZoglio: Maggie, we are trying to set some goals and schedule the next meetings. We are hoping over the next few months add permanent people from the city. Hopefully, you would be one, or Lisa. We have also been talking about Ed Lussier. We will always be sending an invite to you and hopefully be adding more people to these meetings to have more input, and provide updates on IT situations, so that is why it would be a good fit for Lisa and Ed.

a. Schedule Next Meeting

Councilor DiZoglio: Members of the Committee, I would like to get the next three months of meetings on the agenda. I know there is a lot of things can happen. I would like to continue with Zoom, as this seems to be a benefit for us. I know our home situations, childcare, I want to be mindful of your personal lives. I do want to get an idea of what you want to see going into 2021. Do we want to keep these meeting on Wednesdays or Thursdays, or before or after a council meeting?

Councilor Saffie: I don't have a preference, but I do think keeping it one day week specific always on a Wednesday make it a little bit easier.

Councilor DiZoglio: Agreed. So, would it make more sense to make it after a city council meeting?

Councilor Beauregard: I am fine with both.

Councilor Saffie: Does not matter to me.

Councilor DiZoglio: Its December 9th. First City Council Meeting is January 4th. Let's set a schedule for first Wednesday of each month for the next three months. January 6th, February 3rd, and March 3rd, and keep it at 5pm. Does that work for everyone?

Councilor Beauregard: Yes.

Councilor Saffie: Yep.

Councilor DiZoglio: Mr. Cardone?

Mr.Cardone: Yep, Sounds good.

Councilor DiZoglio: I will set these up with MCTA ahead of time so we can this on the books, so it is a save the date. If we must push due to something that happened in the city, we could not get the meeting, or something occurs we'll just push it out a week. We are flexible.

b. Goals and any additional items

Councilor DiZoglio: I still would like to get a walk through for the councilors. I think it may be easier that we each pick a location and report back, so we do not have any violations. Let us pick a few spots over the few months to decide where some of the technology has been advance. Any other goals we want to set now or keep this as a rolling function that we can attack. I heard a little bit tonight about Trash Talk and Finance Committee working with IT together. Any other committees that we can branch into a conversation piece.

Councilor Saffie: Cannot think of anything directly.

Councilor Beauregard: Nothing at the moment.

Councilor DiZoglio: I definitely want to keep up with the MUNIS system and the CIO Timeline. I think that is great monthly check-ins for this committee for right

now. Once we find out additional IT conversations, budget ITM, the CIO in general, their salary, job descriptions. Madam CAFO you can use us as a resource especially with one of our members being on the finance committee and a resident that has done this.

8. Questions and Requests from Committee

Councilor DiZoglio: Mr. Cardone anything that you would like to know? We can have a conversation, or any contracts, or understanding of ITMS, feel free to bring those to the next meeting.

Mr. Cardone: Absolutely. Sounds good.

9. Motion to ADJOURN

MOTION BY: Councilor Beauregard, seconded by Councilor Saffie to Adjourn.

UPON VOTE: 3 Yes, 0 No

Meeting Adjourn at 5:22pm