

Richmond IT Committee Minutes
8/15/2016, 5pm

Meeting called to order at 5:05

Members present: P. August, D. Krugman, K. Pinch, M. Carroll, D.Hill, P. Fanguillo

Minutes: Accepted unanimous (DK/KP)

Old Business:

- Police Department has not switched email service yet. Chief Johnson and the engineer have not been able to meet to set a meeting time.
- OpenDNS has been installed to protect us from ransomware.
- Stability at PD appears related to UPS (uninterruptible power supply). Meredith and Drew believe it's an old battery issue. The UPS supports new server, switch, router, and pc. Not sure if generator is connected to UPS presently, Vertikal will find out. Cost of new UPS determined by length of power outage.

Motion: Authorize town manager to spend up to \$3500.00 for new UPS needs.

(DK/PF)

- No news from OSHEAN
- Now news from EMS or Public Works on phone issues
- Web page management. There was a problem with a citizen clicking on *subscribe to all* and then trying to unsubscribe. Karen worked with Civic+ to unsubscribe, but it may still be an issue in the future

New Business

- A couple of issues with 7pm-7am Vertikal call center. Vertikal has outsourced after hour calls out of country. Issues appear to have been corrected.
- Atrion/Vertikal contract is expiring in August. Pete A will work on RFP particulars and then send over to town manager for final RFP on town contracted IT services
- Dave K asked about monthly ticket report and Drew will get on it. (It was emailed about 1 hour later).

Next Meeting Sept 12th 5pm

MOTION made by P. Fanguillo, second by D. Krugman to adjourn at 5:31. All Ayes.

Minutes submitted by: Pete Fanguillo

Minutes approved as written, motion made by D. Krugman, second by P. Fanguillo. All Ayes.

Attest: P. Fanguillo, 9/12/2016