

**Douglas Omaha Technology Commission
Board of Directors Meeting Minutes
July 30, 2009, 3:30 p.m. Jesse Lowe Conference Center**

Approval of Minutes dated June 25, 2009.

Motion to approve Minutes dated June 25, 2009 by Kroon, Seconded by Borgeson, Motion passed unanimously.

Old Business

Young thanked Borgeson for helping to articulate and get knowledge out of DOT.Comm finances and what it takes to get DOT.Comm rolling.

Boyle put together a presentation on finances and will forward to the Board for their review.

Leo commented that Dr. Toregas gave his recommendations to the City and County representatives.

Boyle informed the Board of a major outage currently happening on the City side, as well as County Clerk. The device that holds data broke and has no support due to company going out of business. Boyle commented that his team is working hard to get things back up and should have it working by tomorrow morning. No data was lost. DOT.Comm takes any outage very seriously.

Boyle presented the Executive Update stating that his team is working on several projects and completing them within deadlines. The Executive Team has spent a lot of time on how we are going to meet the 2010 Budget.

Ulven presented the financial reports. Income Statement shows YTD \$20K behind, which is partly due to being short in revenue during the first quarter of the year. Duffy commented that DOT.Comm should come in under budget at year end.

Ulven commented he is still having trouble tying the Statement of Net Assets to the Aging Report and has requested assistance from Donna Wyman.

Percentage standards are being set for the next finance meeting for Aging totals.

Young pointed out that the committee minutes are posted and asked if there were any questions. Young introduced Mark Conrey, Chairman of the User Committee, and thanked him for serving as Chair. Conrey reported the User Group met and decided to continue at the enterprise level, but start looking at what can be done on SLAs. It was decided that meeting more than once a month was not enough, so a sub-committee was formed consisting of two members from the City, two members from the County, Chair from the User Group and a representative from DOT.Comm. The sub-committee will go over what could be included in a SLA, help define level of services and possibly a statement of work.

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Resolution

Introduction and Employment Sections of Employee Handbook

Young complementing that the Intent of Changes page for each policy updated is very helpful to the Board when reviewing. Boyle briefly summarized for the Board the major changes that were updated.

Boyle informed the Board that all policies are put on the website for feedback before finalizing. Boyle asked Ulven if there were any feedback from employees on the updated policies. Ulven report that the Discipline Policy was the only one that had feedback. Employees were concerned about the arbitration process and fees. If the employee elects arbitration if terminated, the cost is split 50/50 between the employee and the DOT.Comm regardless of the outcome. They also have an option to choose the Disciplinary Review Board that doesn't have a fee.

Young recommends that putting a "Next Review Date" on our policies to help keep them current.

Motion to approve updated policies in the Introduction and Employment sections of the Employee Handbook by Privetera, Seconded by Leo, Motion passed unanimously.

New Business

Boyle turned the floor over to his team members for updates.

Poole presented the Development update to the Board. Most of new developments are web based projects. Borgeson asked Poole to show web projects separately on slides for future updates. Kroon asked if lessons learned are performed on the five late projects. Boyle commented that the reason projects are late is critical information and lessons learned meetings are held on completed projects together with any celebrations.

Maher reported the security update to the Board. A draft of the Enterprise for Information Security Policy has been put together, ready for review and will be distributed next week. Maher's goal is to get the final policy before the Board for approval soon. An internal server audit was completed and the results will help us set server configuration standards. DOT.Comm has contracted externally with a vendor to do vulnerability tests. The total count of vulnerabilities has gone down by 50% from the first test. Next test is scheduled in September. Vulnerabilities are currently being managed through projects and tickets as they are identified. Will also look at WiFi hot spots to make sure they are secure. Maher informed the Board he established a monthly security review with members of the Executive Team reviewing security incidents, open issues and progress towards the security program objectives on a regular basis. A formal risk assessment auditor will be coming in August to get an idea on where we are at risk. Maher will have metrics and charts available for the Board by the next quarterly meeting.

Maher mentioned he is currently working on an organizational document standard that will lay out the requirements for policies, procedures, standards and all related documents so they are all done consistently.

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Hutchinson introduced himself and defines Infrastructure for the Board. The four outcomes the metrics are based on are:

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| Resiliency | What is the rate of failure and how fast can we recover? |
| Efficiency | Cost utilization and responsiveness |
| Adaptability | Degree of infrastructure change made transparent |
| Securability | Fix risks of security |

In future updates, Hutchinson plans on showing how things stand in the four outcomes in a graphical manner.

Hutchinson addressed some key projects that relate to the above outcomes. Hutchinson's team will have, by end of month, the conversion of backup information from Jelecos to the current Avamar backup solution completed. Moving image processing for Register of Deeds and Clerk of District Court to a managed service provider will allow DOT.Comm to retire the AS400 and get an immediate disaster backup capability. Hutchinson's team moved a major portion of WAN to another telecom provider.

Ulven reported staff number shows three added employees since the beginning of the year. DOT.Comm has not had a very high turnover rate. Four more policies will come through the Board for approval in the next couple of months.

Ulven summarized second quarter budget. Revenue is above budget, as well as expenses. YTD Revenue and Expenses are below budget. 2010 Technology Plan budget is \$1m, which is cut from 2009's budget.

Svevad stated that the Avamar backup product has worked on the current outage situation by helping them restore files directly to their machines and are up and running in a fraction of time the old system could. Outages are now being categorized which will help track them in the future. Svevad defined the categories to the Board. Young commented that DOT.Comm was created without a budget, addressing the aging assets is going to take a lot of work. Significant discussions held.

Svevad reports that service ticket numbers are not good and ensure's the Board her team will do a better job managing tickets.

Boyle updated the Board on Dr. Toregas recommendations. After talking with the City and County to discuss financial needs, Boyle is working together with City and County towards some kind of bond for capital investment. Duffy's team produced second pilot billing this month and had some discussions and working on automating the process. Boyle's goal is to be able to produce a bill for each department by the end of the year.

Kroon gave kudos to all the presenters, commenting that information presented was complete and understandable. Borgeson asks how to report back to her department heads and elected officials. Boyle will send her a copy of a quarterly report and can have an open meeting for anyone who wants one.

Public Comments: None.

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The next meeting is scheduled for August 27, 2009.

Motion to move to Executive Session for the purpose of discussing personnel and legal issues in conformance with Nebraska Rev. Stat. 84-1410(d) at 5:00 pm.

Motioned by Kroon, Seconded by Borgeson, Motion passed unanimously.

Reconvened and adjourned at 5:20pm.

Motioned by Kroon, Seconded by Borgeson, Motion passed unanimously.