

DOTCOMM
OVERSIGHT COMMITTEE MEETING
Wednesday, April 17, 2019
2:30 p.m.

PRESENT: Eliza Butler (City)
Tim Brooks (Citizen Member)
David Fanslau (City)
John Friend (County)
Joe Lorenz (County)
Stephen Curtiss (City)

ABSENT: Tim Kelso (County)

OTHERS: Dianne Wallace (County IT Coord.)
Bobby Wernli (City IT Coord.)
Hayes & Associates (Auditors)

DOTCOMM: Greg Andersen
Vijay Badal
Jeanette Butzin
Derek Kruse
Bob Nord
Julie Stangl
Tracy Svevad
Brad Toland

Chair John Friend called the meeting to order at 2:31 p.m. He advised that the rules of the Open Meetings Act were located in a folder on the north wall of Jesse Lowe Conference Room.

[Approval of Minutes:](#)

- Friend called for a motion to approve the minutes of the February 20, 2019 Oversight meeting. Hearing no comments or corrections, a motion was made by Brooks and seconded by Lorenz to approve the minutes as distributed. Unanimously approved.
- 2018 Audit Report - Hayes and Associates presented the audit report for 2018. (Distributed). There were no significant findings to the negative nor any adjusting

journal entries. After the presentation, Friend called for a motion to approve the 2018 Audited Financials as presented. Motion made by Lorenz and seconded by Curtiss. Approved.

Standing Business:

- IT Service Management - Julie Stangl reviewed the DOTComm breakdown of hours (by type) through March, 2019. The DOTComm split of direct support hours through March continue to align to the cost model projections at 46% City and 54% County. Stangl reported that the 2020 Cost Model project is on track and with the approval of the 2020 Budget in June, the 2020 Cost Model Project will close out.
- Projects - Tracy Svevad gave the Project update through March, 2019. Bucket hours are 1,943 for the City, 4,350 for the County and 2,456 Shared buckets hours.. She reviewed the Projects Summary through March and the high level projects of Shortel VoIP and Web Migration. She also reviewed the completed projects report for first quarter 2019.
- Operations Update - Bob Nord reviewed the standard statistical slides on Outages, Customer Satisfaction Surveys and SLA by Incidents by Service Requests through March, 2019.
- Applications - Vijay Badal presented a demo on the Salesforce Platform for the Board of Mental Health. (See demo)
- IT Security - Greg Andersen gave the Security Project April Report. He gave an update on the four new initiatives; Okta Phase 2, Enterprise Training Solution, Security Monitoring Enhancements. He then gave an update on current active security projects; Identity and Access Management, Mobile Security Enhancements, Splunk Log Monitoring and Enterprise Training tool. He reviewed the Metrics/Scorecard to date. Lastly he presented graphs for the April Maintenance (Maintenance and Change Management Trends).
- Financials - Svevad reported that the CIP Update will now be included in the Financial section reporting. She reviewed the CIP 2019 Summary to date and moved into the Financial Report for March, Standard Income Dedicated for Capital Report, Outstanding Receivables as of April 10th and Cash Projections.
- Organizational Update - Derek Kruse reported that we had three departures this month; Greg Wolfe (Tech Support), Brad Toland (Tech Arch) and Rick Petersen (Tech Support). We've had two new hires; Cal Butler (Tech Support) and Joe McCreery (Support Services Assistant).

New Business: 2018 Audit Report (See Above)

Public Comment: None

Next Meeting:

- The next regular meeting of the DOTComm Oversight Committee is scheduled for June 19th, 2019 at 2:30 in Jesse Lowe. There is no scheduled meeting during the month of May.

Adjournment:

- With no further business to discuss, Friend asked for a motion to adjourn. Lorenz so moved, seconded by Fanslau. Meeting adjourned at 3:10 p.m.

Submitted By:
Jeanette Butzin
Executive Secretary
DOTComm