



OFFICE OF THE CITY COUNCIL

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**AD HOC IT COMMITTEE MEETING MINUTES
OCTOBER 13, 2015**

Present: Committee members Dennis Sullivan, Nick Nunnari and Michael O'Donnell, Chairman.

Also present: Purchasing Director Larry Surber, Communication Technician Nate Dreher, Finance Director Prashant Shah, Director of Inspections Donald Grayem, Kris Oswald, Bailey Communications and Jeff Hartman, Hartman and Associates.

Purpose: The purpose of the meeting was to discuss IT staffing, ERP strategy and a phone replacement plan for the city.

The meeting was called to order at 7:00 p.m.

I. Discuss Information Technology staffing

Mr. Surber made the committee aware of the current staffing shortage in the IT department. He highlighted openings as a result of the retirement of a patrolman who provided desktop support in the Police department, the opening from a Java application developer, and the resignation of the IT manager in July. In an effort to maintain the IT needs of the city, the administration contracted with Bailey Communications as a consulting support service to work with IT Technician Nate Dreher. Mr. Surber also pointed out that there is a need to have a person coordinate annual projects, monitor contractor maintenance support and manage the departmental budget.

After discussion, the committee recommended that the need for added IT head count be defined with descriptions for roles and responsibilities. In addition, Mr. Nunnari requested a financial comparison for support services that would include costs for Bailey Communications services with costs for full time equivalent internal IT employees.

II. Discuss IT ERP Strategy

The next topic was to discuss the use of enterprise software in the Finance and Building departments. Mr. Shah and Mr. Grayem shared the success from Sun Guard training workshops that city associates attended and the ability to better leverage the features of the Pentamation software in their departments. Currently, the ERP modules for *Community Plus* and *Finance Plus* need to be upgraded to versions that will be supported by the vendor. With these upgrades, Mr. Shah and Mr. Grayem will be able to continue improving business processes, eliminate redundant procedures and retire custom

code no longer needed. Since the maintenance and licensing fees have not been paid on the ERP software in several years, they are proposing that the city move forward with negotiations to upgrade the software, address delinquent maintenance and include training on upgraded versions. The committee had no objection to having the administration move forward with the upgrade.

III. Discuss Phone Replacement Strategy

The last item on the agenda was to review the plan to replace the phone system for the city. Mr. Hartman from Hartman and Associates explained that the city's current phone system has reached an end of life state, and currently the city is sourcing aftermarket parts for phone system repairs. Mr. Hartman presented options for the city's replacement strategy and made a recommendation that Westlake should continue with its current model to manage the phone system in house versus a third party hosted solution. During the discussion, Mr. Hartman explained his methodology working with a city project team and provided expertise in defining phone requirements, a request for proposal, decision making criteria, and developing an implementation timeline. Mr. Sullivan and Mr. Nunnari were interested in the projected cost savings and return on investment projected at 3.5 years.

Mr. Nunnari made a motion to recommend that legislation be drafted for a professional services agreement with Hartman and Associates to serve as the city consultant on a proposed project to replace the city phone system. The motion was seconded by Mr. Sullivan, and the motion passed 3-0.

The meeting was adjourned at 8:41 p.m.

Respectfully submitted,

Michael O'Donnell
Chairman