



INFORMATION TECHNOLOGY DIRECTOR REPORT TO COUNCIL FOR MARCH 21, 2022

GENERAL:

- City Council members can remotely participate in meetings with improved audio quality for both the Council Chamber and remote participants. The meetings can be recorded via Zoom and saved locally so that the participants are included in the recording. The modification no longer uses the Granicus Video Solution.
- The Information Technology Director now handles all IT technical support requests directly instead of employees contacting thinkCSC.
- Continued to create documentation about the City of Groveport's current IT Environment in regards to switches, network drops, printers, door access, and cameras for each building.

MEETINGS:

- 8x8 VoIP phone solution initial discussion on February 23rd.
- Asset Essentials consulting with Dude Solutions, Brian Strayer and Walt Wagner on February 23rd.
- 8x8 VoIP phone solution demonstration on February 25th.
- Demonstration of Pace Scheduler with Chief Adams on March 3rd.
- Asset Essentials consulting with Dude Solutions, Brian Strayer and Walt Wagner on March 2nd.
- Matrix Demonstration on Matrix records management software on March 8th. The Franklin County Sheriff's Office is currently using this for their RMS and would like all agencies they dispatch for to be on the same platform.
- Walk-thru at the Recreation Center and Senior Center with BJ King to assess needs for new cameras at both locations on March 11th.
- Assessment with Network Engineer Mark Yarnell on March 16th regarding network environment and to get a second opinion on a solution for the City of Groveport's needs.

PROJECTS:

- **Fiber Optic Internet with Everstream**
 - Police Department and Town Hall are live.

- Upon my request, Everstream is moving the demarcation point for the fiber going into the Municipal Building, so that it will come in the same location as the Spectrum Fiber.
- The Recreation Center and Golf Course are expected to be live sometime this month.
- **VoIP Phone System Upgrade/Migration**
 - I have assessed the total number of licenses and phones needed to get a quote.
 - The quote is a 63-month contract that reduces the cost of new desk phones by about 50% than what thinkCSC quoted the City of Groveport to replace them.
 - This plan will allow the City of Groveport's hosted phone system to be managed and supported by the Information Technology Director instead of thinkCSC.
 - The plan is significantly cheaper compared to what we are paying per month for VoIP phone service
- **RecTrac and PCI Compliance**
 - Currently working with Vermont Systems to discuss our options with RecTrac to ensure we are PCI Compliant.
 - Working with Vermont Systems and thinkCSC to resolve stability issues with RecTrac at the Recreation Center.
 - Discussion to move Town Hall off of RecTrac and replace it with a different solution.
- **Cameras for the Senior Center**
 - Bob Dowler has requested that cameras be put up in the Senior Center.
 - A quote from State Security has been created that involves adding on to their quote for upgrading the camera system for the Recreation Center. I am currently holding off on that quote and am currently evaluating other options.
 - BJ King advised coming up with a standalone solution for the Senior Center in the event that we would not be able to upgrade the Recreation Center Cameras this year.
 - I am also weighing out the costs of building a sizable solution that would provide the Senior Center with cameras and allow the Recreation Center to join that system at a later time.
- **Email Migration to O365**
 - Received pricing to migrate email to Microsoft O365 away from CSC's hosted email platform.
 - Currently Evaluating Microsoft's Government Plans and requesting pricing for it.