

The meeting was called to order at 7:05 PM by Tom Koenig, the committee's Town Council representative. Present in addition to Tom were members Dustin Liukkonen, Adonis ElFakih, and John Sauter. Members Jamie MacFarland and Curtis Conrad were absent. Also present was Chuck Miller, the committee's liaison to the Town's IT department.

Tom first took up the election of a chairman. John Sauter said that he would be chairman only if someone else was secretary. John then nominated Dustin Liukkonen for the chairmanship. Dustin was elected 4-0-0 and immediately began to preside.

In the discussion of the minutes of the previous meeting, Tom Koenig suggested that the secretary should send a copy of the minutes to be approved along with the agenda. This will be a normal part of the secretary's duties in the future. Chuck Miller pointed out that the minutes referred to NH RSA 33-A, but the actual statute is NH RSA 93-A. John Sauter moved, and Adonis ElFakih seconded the motion, that the minutes be approved with this correction. The motion passed 3-0-1, with Tom abstaining. John will send the corrected and approved minutes to Becky for posting on the Town web site.

We discussed the e-mail address for Technology Committee announcements and scheduling. That address is now technology-committee@merrimacknh.gov. That address refers to a distribution list maintained by the Town IT department (i.e., by Chuck Miller). Any member who changes his e-mail address should inform Becky, who will get the information to Chuck.

John will send e-mail to Becky and Kristin about the new makeup of the Technology Committee, so the sign board at the entrance to Town Hall can be updated.

The committee discussed Issues item A1, the heavy dependence of the Town on Chuck Miller. Tim Hutchinson is on-board on a part time basis, and is beginning to lift part of the load from Chuck.

In the discussion of Issue item A2, the backup procedures, Chuck noted that he is now using tapes for only two servers: Police and GIS. The tapes rotate on a daily, weekly and monthly basis. Other computers are backed up on disk. These backups are overwritten each day, except that files deleted on the computer being backed up are not deleted on the backup disk. An exception to the daily overwrite are Finance and Fire, which do multiple generations. In addition, Finance is backed up three times a day.

All backups are stored in Town Hall. The media used for disk backup are 1 TB mirrored NAS drives, totaling about 14 TB.

The committee remains concerned that all backups are stored in a single building. There is a gigabit fibre linking Town Hall with the Police Station, the Central Fire Station and Waste Water. The committee asked Chuck to measure the utilization of that fibre link, in the hope that it has enough capacity to permit automated off-site backup, perhaps during the night. It was noted that that the other Town facilities communicate with Town Hall using a business service from Comcast that provides 50 megabits per second inbound and 10 megabits per second outbound for \$108 per month.

The committee discussed item A3, the GIS software runs slowly. The problem has been solved by having Camp Dresser McKee host the GIS application. The problem is off the issues list.

The committee discussed item A4, the high prices the Town is paying for software. We have not been upgrading our Microsoft Office licenses; we are running mostly Office 2003, with a few Office 2010. Chuck has installed OpenOffice on computers that are not regularly used by a particular person, but generally users are unwilling to convert from Microsoft Office to OpenOffice, in spite of the cost

savings. Microsoft is suggesting that its customers switch to Office 365, which costs \$99 per user per year. Neither Office 365 nor OpenOffice includes an equivalent to Microsoft Outlook, but it is possible to access Microsoft Exchange using Outlook Web Access. However, people are reluctant to convert from Microsoft Outlook to Outlook Web Access.

The committee asked Chuck to provide a more detailed breakdown of software costs. Another possible way to reduce software costs might be to use Google Docs. Dustin will look into this.

The committee briefly discussed item B2, poor physical security for Town Hall. Chuck explained why just improving the security on the outer doors would not be sufficient—many people are legitimately within Town Hall after hours but should not have access to every room of the building. The meeting of the Technology Committee is an immediate example.

John will update the issues document based on the committee's discussion.

Tom moved and John seconded the motion to adjourn the meeting. The motion passed 4-0-0. Dustin adjourned the meeting at 9:29 PM.

Following the meeting Chuck provided the members of the committee with a tour of the IT department.

Respectfully submitted,

John Sauter, secretary, technology committee