

Approved Technology Committee minutes for August 27, 2013.

The meeting was called to order at 7:02 PM by chairman Brian McCarthy. Present in addition to Brian were members John Sauter, Jamie MacFarland, Curt Conrad and Anthony Richardson. Also present was Chuck Miller, the liaison to the Town. Absent was John Lastowka.

John moved and Curt seconded the motion to approved the minutes of the June 5, 2013, meeting with one correction. The motion passed 5-0-0. John will send the corrected minutes to Becky for posting on the Town web site.

At the previous meeting the committee had asked Chuck to research the cost of various vendors for hosting the Town's web site, so we could have some context for evaluating the proposal from Virtual Towns and Schools. Chuck cast a wide net and came up with three candidates: Virtual Towns and Schools, Aha Consulting and Admin Internet.

- Virtual Towns and Schools quoted us an up-front price of \$11,000 plus \$3,000 per year. They are located in Portland, ME, with backup in Maynard, MA. They have many New Hampshire towns as customers.
- Aha Consulting is located in Portland, OR. Their price is \$12,800 up front plus \$2,800 per year. Durham, NH, is a customer and is pleased with their service.
- Admin Internet is located in Windham, NH, and appears to have only Windham as their customer. They charge an hourly rate, and estimate the up front price would be \$13,000 to \$20,000, plus \$3,000 per year.

The concern was expressed that hourly billing means there are no deliverables. That is, everything takes longer and costs more. Because of the fires in the western part of North America, there was concern that the fires could damage the cross-country data fibres, causing much greater latency. However, the Town's current web site is hosted in Los Angeles, and latency has not been perceived as a problem.

Curt moved and Anthony seconded the motion to recommend Virtual Towns and Schools. The motion passed 5-0-0. Brian will convey our recommendation to Elaine.

Neoscopetechnology.com provides an IT department for a town. Originally they did not have a person on-site, but now they do. Their billing model is that when there is an issue a ticket is written. They will work on dealing with the issue until it is resolved. If the nature of the issue is not covered by the service contract they will bill the department for which the work was done at their hourly rate. As a result, some departments are reluctant to use their services, choosing to fix the problem themselves instead.

The Town of Merrimack has an employee on-site (Chuck) who deals with issues and does not bill the departments. Although he is backed up by CEJ Computers, it sometimes happens that attention to some issues is delayed while Chuck deals with others that are considered more important.

The committee decided that the Town's current model is better than the one proposed by Neoscopetechnology.com, in spite of its problems, and so did not recommend further consideration of their services.

Brian announced that he would be making a presentation of the work of the Technology Committee to

the Town Council, and invited the members of the committee to make recommendations about what to present.

At the next meeting we will resume consideration of the issues list.

Curt moved and Anthony seconded the motion to adjourn. The motion passed 5-0-0. Brian adjourned the meeting at 7:30 PM.

Respectfully submitted,

John Sauter, secretary, technology committee