

The meeting was called to order at 7:07 PM by chairman Brian McCarthy. Present in addition to Brian were members Dustin Liukkonen, John Sauter, and Anthony Richardson. Also present were Chuck Miller, the committee's liaison to the Town, and Pat Murphy, Welfare Administrator for the Town of Merrimack. Members Jamie MacFarland and Curt Conrad were absent.

The committee had previously reviewed the proposal that Merrimack participate in the New Hampshire General Assistance Program, GAP, an update to the MAPS program. The committee had asked several questions and raised some concerns. Some of our concerns had been addressed by other reviewers, notably the Town's lawyer and Primex, who handles the Town's liability insurance.

We reviewed the need for GAP software. The old software, MAPS, is no longer maintained. There is little competition in the field of local welfare software, since only New Hampshire still does welfare locally. The workflow in MAPS is mostly manual, requiring a good knowledge of welfare procedures on the part of its user, whereas GAP provides much better guidance. GAP includes a linkage to Microsoft Outlook for appointments, a function that was handled manually in MAPS.

There was concern about the cost of tailoring GAP to the Town's unique requirements. Pat told us that the parameterization in GAP is sufficient that all of the Town's needs can be accommodated without any custom modifications.

There are three participants in the GAP program: the vendor, Seacoast Computer; the various municipalities, of which the Town is one; and the New Hampshire Local Welfare Administrators Association, the NHLWAA. Our concern about software escrow is addressed in the contract between Seacoast and NHLWAA. We asked to see that contract, and Pat agreed to provide it to the committee.

At the end of the discussion we summarized our remaining concerns for Chuck and Pat. (1) We are concerned with the transmission of the welfare data—is the Town liable if confidential data is exposed during transmission? We would like to know more about how the data is protected. (2) In case Seacoast Computer should collapse, is there provision for the software, both client and server, to be provided to NHLWAA so we aren't left depending on unmaintainable software, as we are with MAPS? (3) Is there client software, provided by Seacoast, which must run on the Town's computers? We have hints that there might be, and hints that only Microsoft Internet Explorer is required. If there is client software, we would like to see the source code, to verify that it does not contain malware which could expose Town data, since it will be running behind our firewall. In addition, we would need a license from Seacoast to run this software—there is no such license in the hosting agreement.

Following the discussion Anthony moved and Dustin seconded the motion that the other business on the agenda for this meeting be deferred to the next meeting. The motion passed, 4-0-0. Anthony moved and Dustin seconded the motion that we adjourn. The motion passed, 4-0-0. Brian adjourned the meeting at about 8 PM.

Respectfully submitted,

John Sauter, secretary, technology committee