

**WALDO COUNTY COMMISSIONERS COURT SESSION
DECEMBER 26, 2018**

PRESENT: Commissioners William D. Shorey, Betty I. Johnson, and Amy R. Fowler. Also present was County Clerk Barbara Arseneau to take minutes.

Call to Order: Commissioner Shorey called the court session to order at 10:00 a.m.

TECHNOLOGY REPORT – S. J. ROLLINS TECHNOLOGIES:

Present was Joe Stellato of S. J. Rollins Technologies, who reported the following:

1. A battery in the Probate court died. It sent an alarm and was overheated, so it was replaced. The Commissioners asked that if any changes are made, for S. J. Rollins to let department head know.

1. J. Stellato noted that it has been a few months since S.J. Rollins started working on the County's IT equipment. They have taken over 90% of operations. Most of the issues they have responded to has been related to batteries. Three of the calls were for this. J. Stellato explained that J&B Diversified Associate's strategy has been to run these batteries for 10 to 15 years by changing the batteries in the box. When asked, he explained that in most cases the box has not been replaced. He said these boxes are really old. The one on Christmas Eve died, and this slows everyone down. He submitted a sheet to the Commissioners regarding the life cycle of the batteries, according to the manufacturer. Generally, it costs about \$400.00 per box to replace the whole battery box. The ones in the server room at the Comm. Center are about \$10,000.00. There are a variety of battery sizes in the County buildings and some are about 13 years old. He said that they are "alarming" (sending off alarms that they are failing). He went on to explain that there is too much of an overload going into them and Jim (J&B Diversified Associates) has stated that the electrician had not been able to fix that issue. A. Fowler suggested that Jim might have a list of when the various batteries were purchased. J. Stellato said he hopes to address the electrical problem at some point. It is not an emergency.

2. J. Stellato said that he felt that after review, they are close to their monthly contract, however they may be spending more time than they anticipated. They will take care of the batteries first and do more of the other things later.

3. W. Shorey said the Commissioners kept Jim Arseneau on one additional month so that he can teach a couple of the employees how to make some changes internally on the County's website. J. Stellato said this was on his list to discuss. He recommended changing the website slightly so that the departments can make changes themselves. Otherwise, S. J. Rollins can do the same thing. There was discussion of having Lynn Patten and Jason Trundy handle those changes. J. Stellato said there were at least two options: 1. Teach L. Patten and J. Trundy how to program it, as it stands right now, which will require program training. 2. Change the website and make it easier for employees to make changes. This would cost more initially.

B. Johnson said that she felt it should be user friendly enough that another employee could do it if L. Patten is out of the office. J. Stellato said it would be about a day or two training for each and it isn't terribly complicated. B. Johnson reemphasized that she felt it would be better not to have it so complicated so that other employees could fill in when the primary ones were absent, and not need to know how to program. The other two commissioners agreed with that concept. J. Stellato said that

for around \$30,000.00 it could be rebuilt by a third party company to be user friendly for the employees. To do that it would require about 100 hours and would be at least \$8,000.00. Discussions ensued about how much should be expected of the two employees and how important the website is. B. Johnson felt that the website was very important both short and long term.

J. Stellato explained that generally five things are modified every month on the website and he could make those things non-programmable so that L. Patten and J. Trundy could make the changes. J. Stellato noted that J. Arseneau is currently receiving all the emails for the website changes and asked if J. Arseneau is going to receive those requests for changes until it is rebuilt. The Commissioners decided that J. Arseneau would still make the changes until the website is rebuilt. J. Stellato requested that J. Arseneau send notification of all changes being made to them as well.

3. Security update: J. Stellato discussed that the County could use a way to archive email, and that this is “a big deal for governments.” If the County is asked for Freedom of Access information involving something that was deleted, currently it is only saved 30 days. He explained that he did not know the laws on retention but that it is important for governments. There are 150 licenses currently. To change it so that things are retained for up to three years would be a one-time cost.

4. J&B’s list of items to be finished was discussed. J. Stellato stated that the last list S.J. Rollins received from J. Arseneau was in November. He mentioned that he didn’t know if J. Arseneau was starting any new projects and it’s been hard to know what’s going on with “too many cooks in the kitchen.” He asked if there was a definite date that J&B would be finished. The Commissioners said that J&B’s contract expires on February 1, 2018.

5. J. Stellato brought up the matter of the servers in the Communications Center and server system in EMA. He believed that the original idea was to have the one in EMA for redundancy. What happened was when it was installed, it was undersized and have been using both. He said he doesn’t really have access to a backup system that can be easily switched over. Normally it’s best to have duplicates. Currently, if there was a problem, S.J. Rollins can’t do it without 6 to 8 hours of down time. He was pretty sure it will work, but can’t test it and it makes him uncomfortable. He briefly discussed the importance of a disaster recovery plan. He explained that a backup and disaster recovery are different but go hand-in-hand. Currently, two of the systems are tape backups. He said this is difficult to manage. Tapes are kept in the same room as server. The third is a hard-drive tape method, which is also very slow. If there ever was a serious problem, it would take a week to get things back up and going. He recommended replacing the backups and make it possible to work on them remotely. Secondly, the backup would be encrypted and on the cloud. J. Stellato submitted a quote to replace the current backup system. He stated that this would save on maintenance contracts and purchasing tapes, and this system would last seven years. The Commissioners asked about the virtualization that would occur in 2020-21. J. Stellato said he had heard Jim use the term “hyperlinks” and this backup replacement would not affect that.

A. Fowler asked if they should look at how long before the maintenance contracts expired and coincide it with that.

J. Stellato explained that the backups are good and are working. What he is concerned about is recovery. There would be shut down, and worse-case scenario, about a week of shut down. He recommends to all his businesses that there be the kind of duplication that allows for about an hour

recovery. J. Stellato said he believed the County would see a steep reduction in costs as compared with what they have been paying.

In summary, S. J. Rollins will do the following:

- Work on changing the website so that two employees can make commonplace changes.
- Change out battery units as a whole when a battery dies.
- Wait until February 1st to change out the battery on the server.
- Virtualize the Spillman system, which S.J. Rollins is taking over.
- Virtualization hardware is the 2020 project.

B. Johnson felt it was really important to take care of it now. There was necessity and the money was in place. W. Shorey felt it could wait until February and A. Fowler agreed.

J. Stellato asked if he would need any more permissions from now on and if it would be determined by cost amount. The Commissioners felt that anything over \$1,000.00 would require their authorization but they would also like to know about any large changes in advance.

CORRESPONDENCE:

Present to report correspondence was County Clerk Barbara Arseneau as follows:

1. The Workers Compensation/Employer's Liability Member Coverage Certificate for period January 1, 2019 to January 1, 2020 has been received and B. Arseneau was pleased to report that it had decreased 8% from the previous year.

2. Central Maine Power sent a letter notifying the Commissioners that they will be conducting tree work throughout Waldo County in 2019 which will include pruning and removing trees, brush and other vegetation within public rights of way to ensure safe and reliable service.

3. B. Arseneau requested an executive session for review of non-public information as permitted by M.R.S.A. Title 1§405(6)(F).

****A. Fowler moved, B. Johnson seconded to go into executive session at 11:17 a.m. for review of non-public information as permitted by M.R.S.A. Title 1§405(6)(F). Unanimous.**


****B. Johnson moved, A. Fowler seconded to come out of executive session at 11:33 a.m. Unanimous.**

The Commissioners took no action at this time.

NEXT COUNTY COMMISSIONERS SESSION:

The next Commissioners Court Session will be held on January 3, 2019 at 9:00 a.m. in the Commissioners Conference Room, 39B Spring Street, Belfast.

****B. Johnson moved, A. Fowler seconded to adjourn the court session at 11:34 a.m. Unanimous.**

Respectfully submitted by  Waldo County Clerk
Barbara L. Arseneau