

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TECHNOLOGY ADVISORY GROUP

July 12, 2012
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

**Pat Timlin, El Mirage, Chair	**Dale Shaw, Mesa
*David Stevens, Maricopa County, Vice Chair	**Duncan Miller, Paradise Valley
**Rob Lloyd, Avondale	**John Imig, Peoria
**Dee Hathaway, Buckeye	**Greg Binder, Phoenix
**Jim Keen, Carefree	*Brad Hartig, Scottsdale
**Patrick Hait, Chandler	*Tracy Mills, Surprise
**Mike Ciccarone, Fountain Hills	*Dave Heck, Tempe
*Ajay Joshi, Gilbert	*Harvey Estrada for Arkady Bernshteyn, Valley
David Atchison, Glendale	Metro Light Rail
*Kathy Fernandez, Goodyear	**Patrick Cutts, Scottsdale Police Department

*Members neither present nor represented by proxy.

OTHERS PRESENT

Elise Piatt, Triadvocates	David Worley, MAG
Craig Chenery, MAG	Ryan Gish, MAG

**Participated via telephone conference call.
+Participated via video conference call.

TECHNOLOGY ADVISORY GROUP AGENDA

1. Call to Order

The meeting was called to order at 10:02 a.m. by Chairman Pat Timlin of El Mirage. All members introduced themselves.

2. Call to the Audience

No comments were made by the audience.

3. Approval of the May 10, 2012 Meeting Minutes

A motion to approve the May 10, 2012 meeting minutes was moved by Rob Lloyd of Avondale, seconded by Dale Shaw of Mesa and unanimously approved by the committee.

4. SharePoint Implementation

Mr. Timlin opened the floor to discussion. Mr. Lloyd stated that Avondale is looking to improve their SharePoint environment and consolidate their intranet. Mr. Lloyd stated that a sharing library would be beneficial. He added that Avondale has seven solution sets for internal process automation that could be added to the repository. Mr. Timlin asked if MAG would be able to host the library. Craig Chenery of MAG stated he would verify this and report back to the committee. Mr. Lloyd stated that it would be useful to have a listing of what committee members have created in SharePoint.

Mr. Lloyd asked which other members are using SharePoint. Mr. Timlin stated that El Mirage is currently not using SharePoint, but will look into it for the future. Greg Binder of Phoenix said that Phoenix is using it extensively. Dee Hathaway stated that Buckeye is using it for the town's Information Technology staff and will be rolling it out to other staff in the near future. David Atchison stated that Glendale has started their SharePoint implementation in the cloud.

5. Microsoft 365

David Atchison provided an overview of Microsoft 365 and his experiences during the implementation. Mr. Atchison stated that Glendale spoke with numerous providers and ultimately wanted to use an existing and established company. Mr. Atchison gave details on Microsoft Live Office and how it integrates with the legal department. He provided an overview of the server deployment and stated that he needed to deploy an Exchange 2010 Hybrid server because Microsoft 365 will not talk to an Exchange 2007 server. He recommended upgrading an Exchange 2007 server prior to deploying Microsoft 365. Mr. Atchison will provide a live application demonstration at a future meeting.

Mr. Lloyd asked if Glendale had experienced any bandwidth issues. Mr. Atchison stated that Glendale has not and that Microsoft does warn you against bandwidth use. Mr. Atchison stated that he ran a tool to determine bandwidth use.

6. Regional Community Network Update

Ryan Gish of MAG gave an update on the RCN. He stated that he has been visiting agencies to inventory equipment and perform tests on equipment and fiber. He stated that the network management software has been upgraded. He added that ADOT is currently working with a Camera Cameleon update.

7. 3-1-1 Business Planning Committee Update

David Worley of MAG gave an update on the findings of the 3-1-1 Business Planning Committee. He stated that at the June 26th 3-1-1 Business Planning Committee, the Committee reviewed a draft set of business requirements for a potential IVR solution. This draft, with minor modifications, was been provided to the TAG members for reference.

Mr. Worley stated that the 3-1-1 Business Planning Committee would like to get more accurate pricing before moving forward on the cost sharing and governance issues. They are forwarding the requirements to TAG for refinement into a set of technical specifications. The committee also requested TAG's assistance in the acquisition of more reliable pricing. Mr. Worley stated that to prevent issues with potential future procurement, the committee is recommending that this task be completed by a subgroup and that some representation from the 3-1-1 Business Plan Committee be included. This group would work to issue a Request for Information and review the responses to provide reasonable cost estimates for different tiers of solution.

Mr. Worley added that those estimates would then be returned to the TAG for review and forwarded to the 3-1-1 Business Plan Committee. The 3-1-1 Business Planning Committee felt that some specific areas required further refinement. Specifically, they want to have the technical group address the call volume assumption and to make sure that the option of supporting additional tiers of IVR will be included as a possibility.

Mr. Timlin asked if the members who participated in the previous task force would be interested in regrouping.

8. Agency Project Update

Mr. Atchison asked if any committee members have experience with ShoreTel Voice Over IP. Mr. Worley stated that MAG is currently using MiTel.

9. Request for Future Agenda Items

Mr. Lloyd asked for the SharePoint resource sharing to be placed on the next agenda,

10. Committee Action Summary

Craig Chenery will create the base SharePoint site.

11. Date of Future Meetings

The next meeting of the MAGTAG is scheduled for 10:00 a.m. on August 16th, 2012 in the MAG Cottonwood Room.

12. Adjournment

The meeting was adjourned at 11:05 a.m