

MINUTES OF THE
MARICOPA ASSOCIATION OF GOVERNMENTS
TELECOMMUNICATIONS ADVISORY GROUP

January 15, 2004
MAG Office
302 North First Avenue
Phoenix, Arizona

MEMBERS ATTENDING

Greg Binder, Phoenix, Chair
*Kevin Hinderleider¹, Avondale
✓ Jim Keen¹ for Betsy Wise², Carefree
*Pat McDermott, Chandler
*Mike Ciccarone¹, Fountain Hills
**Shawn Woolley, Gilbert
*Ajay Joshi, Glendale
**John Imig¹, Goodyear
*Cary Parker², Maricopa County

Dale Shaw for Shirl Butler, Mesa
**Duncan Miller¹, Paradise Valley
*Ralph Spencer, Peoria
**Lester Godsey¹, Queen Creek
**Kevin Sonoda, Scottsdale
Randy Jackson, Surprise
** Steve Smith for Dave Heck, Tempe
✓ Bruce Johnson¹, Tolleson
*Karen Strickland, ADOT
Randi Alcott¹, RPTA

*Members neither present nor represented by proxy.

OTHERS PRESENT

Dee Hathaway, Buckeye
Chris Colby, Dell Computers
Randy Kendzior, Dell Computers
Jeff Komer, Dell Computers
**Mark Goldstein, IRC

Craig Chenery², MAG
Debbie Kohn, MAG Telecommunications Assoc.
Heidi Pahl¹, MAG
**Linda Bauerle, Norstan
**Steve Brodsky, RW Beck

**Participated via telephone conference call.

✓ Participated via video conference call.

¹ = RVS Site Coordinator

² = RVS Backup Site Coordinator

1. Call to Order

The meeting was called to order at 10:05 am by Chairman Greg Binder. Voting member Bruce Johnson and proxy Jim Keen attended via videoconference. Voting members Shawn Woolley, John Imig, Duncan Miller, Lester Godsey, Kevin Sonoda, and proxy Steve Smith attended via telephone conference call. All members and guests introduced themselves.

8. Call to the Audience

This agenda item was taken out of order. There were no comments from the audience.

2. Approval of November, 20 2003 Meeting Minutes

It was moved by Randy Jackson, seconded by Randi Alcott and unanimously recommended to approve the November 20, 2003 meeting minutes.

3. Wireless Technology Overview

Chairman Greg Binder thanked Randy Jackson in advance for his presentation as a member of the MAGTAG and member of the Information Sharing Working Group. Heidi Pahl stated that the PowerPoint presentations for both speakers were e-mailed to all voting and non-voting members and that they are available on the MAG website on the MAGTAG meeting web page.

Randy Jackson stated that his presentation is based on a report by Nemertes Research which did a survey on wireless trends. Randy Jackson stated that 18% of the survey respondents were from energy and manufacturing fields, 23% from financial services, 15% from health and pharmaceuticals, and 13% from education and government. He stated that government was well represented in the survey. He described the wireless fidelity (Wi-Fi) market, goals for Wi-Fi, important Wi-Fi specifications, who is using Wi-Fi and how are they using it, hot spots, best practices for Wi-Fi deployment, best practices for security and conclusions of the research.

In addition to the information on the PowerPoint slides, Randy Jackson stated that there is pervasive growth in the Wi-Fi market. Mr. Jackson added that the growth in Wi-Fi is driven by employee demand because they see it and use it at home and want to use it at work. He noted that there are currently 50 – 60 vendors of Wi-Fi products and the number of vendors will decrease over the next 2 – 3 years. He said that wireless LANs are the predominant type of use with some hot spots now in use in commercial and governmental entities.

Chairman Binder introduced Jeff Komer of Dell Computers. Jeff stated that he is the local account representative for Arizona and that two Dell associates would be assisting him with the presentation. Jeff Komer introduced Randy Kendzior, systems engineer, and Chris Colby, local client technologist for Dell Computers. Chris Colby and Randy Kendzior discussed the wireless landscape and technology trends, Dell wireless products and services, and implementation considerations for wireless.

In addition to the information contained on the PowerPoint slides, Chris Colby stated that Wide Personal Area Network (WPAN) includes Bluetooth technology. Mr. Colby stated that there are no major developments in Bluetooth technology in the next year. He added that all Dell notebook computers include free wireless capacity using the 802.11b standard. He said that 802.11a and 802.11g are the newest wireless technologies and that most of the wireless market is moving to

802.11g. He added that eventually all of the market will migrate to the 802.11n. technology. Mr. Colby stated that the Wide Area Network (WAN) market is dependent on telecommunications carriers and that North America is behind on WAN technology. Chris Colby stated that the kilobits per second is not high enough, the user models are expensive and there are no real standards yet for WAN. He reported that the user base and model will drive the WAN standards. Chris Colby stated that the Wide Local Area Network (WLAN) market is controlled by the users and not the carriers.

Chris Colby stated that Dell is not using proprietary equipment or software but rather Dell is following the technology standards. Mr. Colby stated that Dell has wireless LAN cards that use AT&T or T-Mobile to access WLAN service. He stated that Dell does site surveys and can assist with security set up for wireless implementation and anyone interested in these services should contact Jeff Komer. Chris Colby stated that Dell has two basic consumer product areas: home and business.

Chris Colby stated that public utilities are using personal data assistants (PDAs) with wireless cards to update databases in real time in the field. Mr. Colby said that some judicial applications are using 802.11b and 802.11g standards to speed up research and cases. He stated that wireless medical applications are eliminating handwritten logs and making documentation more accurate. He noted that businesses are focusing on wireless access for both internal and external users.

Chris Colby reported that implementation considerations should include what data is to be accessed, how secure the data is and who has access to the data. Mr. Colby stated that there are two aspects to security models: authentication and encryption. He explained authentication and encryption. He said that security is an on-going process not a one time event and that there is an up front cost for it. Chris Colby stated that Wi-Fi Protected Access (WPA) technology is the new future standard and that Dell uses WPA in all of their products. Mr. Colby stated that the amount of security needed is up to each entity and their comfort level. Jeff Komer said that most organizations will need professional services for security development.

Dale Shaw asked whether wireless technology integrated into notebooks is the trend for all manufacturers. Jeff Komer replied yes. Mr. Komer stated that Dell put in a two-way antenna so that the end user can choose the wireless card they need for the Wi-Fi environment they will be in most often. Randy Kendzior stated that Dell notebooks are 802.11b ready and can be upgraded to a wireless card that works with all three standards: 802.11a, 802.11b, and 802.11g.

Mark Goldstein stated that the University of Texas at Austin recently released a paper titled, "Austin's Wireless Future" and that he sent the link to Heidi Pahl to forward to the TAG membership. Mark Goldstein asked Jeff Komer if he is familiar with the new point-to-point wireless protocol called "Wi-Max." Mark Goldstein stated that the standard is IEEE 802.16 at 100 Mbps and it is a metropolitan level protocol with up to a 30 mile range. Randy Kendzior said he is familiar with this protocol and that it is currently in draft form with the standard set to be finalized in the first half of 2004. Mr. Kendzior stated that Wi-Max is being used as a backup for T-1 lines and other wireline technology. Randy Kendzior stated that Dell Computers participated in a Wi-Max group.

Chairman Binder thanked the Dell speakers for their presentation and noted that Dell Computers has a physical presence in Phoenix.

4. FY 2005 Unified Planning Work Program and Annual Budget

Heidi Pahl announced that MAG is preparing the FY 2005 Unified Planning Work Program and Annual Budget. Ms. Pahl said that a part of the MAG Work Program is the Telecommunications Program, for which there are a number of projects underway. She listed the current Telecommunications projects including: the Regional Videoconferencing System (RVS) Demonstration Project, training, marketing, education and workshops to ensure the successful use of the Regional Videoconferencing System, Regional Connections, Additional Sites, Digital Oasis and MAGTAG Information Sharing Sessions. Ms. Pahl noted that there are no new telecommunications projects in the draft FY 2005 MAG Work Program. She added that each of the current projects has stated objectives and outcome measures. She said that the Work Program should be approved by the MAG Regional Council in May, 2004. Ms. Pahl asked the MAGTAG membership for their input.

Greg Binder asked whether MAGTAG could provide input via e-mail. Heidi Pahl replied yes, adding that MAG is hosting a Budget Workshop in February for member agencies to provide input on the MAG Work Program.

Randi Alcott requested that MAG staff provide MAGTAG with a written list of telecom projects including the project name, the amount spent last year, the amount proposed for this year and the status of each project. Greg Binder asked if Heidi Pahl would be the contact for comments and reminders for providing input. Heidi Pahl replied that she would be the contact and that MAG staff could prepare a list of current telecommunications projects as requested by Randi Alcott.

5. MAGTAG Working Group Projects

Heidi Pahl said that the Digital Oasis Working Group did a great job creating a scope of work for the Digital Oasis initiative. Ms. Pahl explained that the original approach called for a Request for Proposals (RFP) and a contract with an outside consultant to perform all of the tasks. She noted that after MAG staff reviewed the tasks in the scope of work they realized that the initiative could potentially be expedited and be more cost effective by utilizing MAG staff to perform the proposed tasks. She added that there are some tasks in the scope of work that MAG may still need to hire a consultant to complete. Ms. Pahl said that in light of this information, MAG is refining the approach for the Digital Oasis initiative and creating a recommendation requiring the Executive Director's approval. She said that it is anticipated that the recommendation will go to the MAG Executive Director next week.

Debbie Kohn clarified that the scope of work and tasks of the Digital Oasis project remain exactly the same; only a change in who will do the work is being considered.

Heidi Pahl reported that as part of the Additional Sites Project, the Polycom speakerphones have been ordered and delivered to MAG, ready to be picked up by the MAG member agencies. Ms. Pahl

stated that there is a one page receipt that each member agency must sign before they take the phone back to their jurisdiction. Heidi Pahl stated that there is no training planned for the phones but that anyone can call her if they need assistance. She said that member agencies should arrange for pick up of the phone if they are not present in person.

Heidi Pahl reported that the web-based scheduling package evaluation working group met this week to evaluate the vendor responses. Ms. Pahl reported that there were three bids for canned software and one for custom software. Heidi Pahl stated that the group evaluated the project requirements, prioritized the requirements and then considered the vendor responses. She said that the group recommended MAG proceed with the lowest bid if a closer review of the software meets the requirements. Heidi Pahl reminded the TAG members that the goal of the project is to provide an on-line scheduling and documentation package to make it easier and more accurate to schedule and document RVS usage.

Heidi Pahl reported that the Latitude server purchase is dependent upon the web-based scheduling package chosen.

Randy Jackson reported that the Information Sharing Working Group met this month to plan for MAGTAG presentations in January as well as for future meetings. Randy Jackson stated that January's topic was an overview of wireless technology trends, products and applications. Randy Jackson stated that February's topic will follow on the wireless technology theme with the topic of wireless applications and best practices. Mr. Jackson reported that for February, the working group has confirmed Dennis Murphy of Phoenix Sky Harbor Airport, who will discuss the Airport's interim policy and plans for long term policy development related to wireless usage by the City of Phoenix and the Airports tenants and vendors. He noted that the working group has also contacted two member agencies for possible presentations on wireless best practices and John Kelly of Intel for a possible case study on wireless applications. Randy Jackson stated that members should plan on attending February's MAGTAG meeting for these presentations.

Randy Jackson reported that the March Information Sharing Session will be on electronic records and privacy considerations. Mr. Jackson reported that the working group has confirmed three outstanding speakers: Margie Pleggenkuhle from the City of Phoenix City Clerk's office to discuss Phoenix' e-privacy and electronic records approach and policies; Richard Pearce-Moses, Arizona State Library Director, who will speak on the State of Arizona electronic records policies and recommendations for IT professionals and on the Arizona electronic records task force; and Jill Kennedy, Maricopa County Deputy County Attorney, who will speak on the legal aspects of e-privacy and electronic records. He asked the group to mark their calendars now for the MAGTAG session on Thursday, March 18th at 10:00 am and to please let their City Clerks know about this session as well, so they can mark their calendars and attend the meeting.

Randy Jackson reported that the Information Sharing Working Group is considering topics on an update on wireless 911, high speed telecommunications and its importance in economic development for municipalities, and access to the Arizona Criminal Justice Information System (ACJIS). Randy

Jackson requested that if the members have any ideas for future sessions or ideas on speakers for any of these topics, please notify him or Heidi Pahl. Randy Jackson invited members to join the Information Sharing Working Group.

Chairman Binder encouraged the members to invite other interested staff from their agencies to the MAGTAG information sharing sessions.

6. Announcements and Public Input

Mark Goldstein reported that the Arizona Telecommunications and Information Council (ATIC) is sponsoring a special public meeting on Tuesday, January 27th from 8:30 am - 10:30 am at Lewis & Roca in downtown Phoenix. Mr. Goldstein stated that interested people may attend via audio or web cast as well as in person. Mark Goldstein stated that the meeting is to present the Broadband Development Authority initiative to the public for input and comments. Mark Goldstein said that the initiative is similar to Greater Arizona Development Authority (GADA) in terms of grants and public/private partnerships for telecommunications infrastructure in under served areas of the state. Mark Goldstein stated that ATIC will continue to work with the Government Information Technology Agency (GITA) and the Arizona Department of Commerce to prepare a bill.

Mark Goldstein reported that ATIC will host a cyber-security meeting aimed at small businesses on February 24th at ASU Downtown. Mark Goldstein reported that there will be a Government Technology Forum on Tuesday, February 10th and that more information is available regarding all of these events on the ATIC website.

Heidi Pahl reported that there will be a MAG Regional Council Retreat January 16, 2004 and she would provide an update on the retreat at the February MAGTAG meeting.

7. Date of Future Meetings

Chairman Binder reminded the group that the next MAGTAG meeting will be Thursday, February 19th at 10:00 am.

The meeting was adjourned at 11:25 am.