



Technology and Communications Commission

Tuesday, June 6, 2017

Council Chambers, Town Hall

7:30 p.m.

A G E N D A

1. Call to Order
2. Establish Quorum
3. Pledge Of Allegiance
4. Approval of Minutes
5. Petitioners
6. Staff Report
7. Old Business
 - Commission recommendations on vulnerability assessment quotes
8. New Business
 - Loudoun County's notification to the Town that they are discontinuing providing the Town with internet access and related security services at some point (as soon as possible) within five years
 - Required SOW elements for strategic plan consultant engagement
9. Commissioner Comments
10. Adjourn

Technology & Communications Commission
ACTION ITEM MINUTES
March 7, 2017

Commission Members Present: John Binkley
Mike Feuz
Peter Hill
Noel Shatananda
Ryan Washington

Commission Members Absent: Sean Duarte

Staff Present: Annie Carlson

1. Call to Order by Commissioner Binkley, 7:35 pm
2. Established Quorum
3. Pledge of Allegiance
4. Approval of Minutes –December 6, 2016.
5. Petitioners: None.
6. Staff Report
 - a. FY 2018 Budget Status. All requests were either included in the [Town Manager's proposed budget](#) or greenlighted for this fiscal year (FY 2017)
 - b. One of the projects greenlighted for this year is the Vulnerability Assessment. The Commission agreed to review the three quotes obtained by IT over the last month.
7. Old Business: None.
8. New Business
 - a. Discuss mission of Commission:
 - i. Commissioner Binkley provided the three new Commissioners present with an introduction and overview of the Technology and Communications Commission. He stressed that the efficacy of the Commission can be greatly enhanced by frequent communication with each Commissioner's appointing Council Member.
 - ii. Commissioner Washington pointed out that he has been able to educate his appointing Council Member on items on Council agendas.
 - iii. Staff Liaison Carlson clarified that the Commission advises the Council as opposed to directing the work of staff.
 - b. Election of Officers
 - i. Commissioners introduced themselves and provided brief histories of their IT backgrounds.
 - ii. Commissioner Binkley was elected Chair; Commissioner Hill was elected Vice Chair.

9. Commissioner Comments.

- a. Commissioner Hill expressed a desire to determine what is needed by IT and the Council
- b. Commissioner Feuz is looking forward to his work on the Commission
- c. Commissioner Shatananda wants to learn about the needs of the town, expressing special interest in a Town-wide Customer Relationship Management (CRM) system as a platform for serving the needs of the Town's residents, businesses and visitors.
- d. Commissioner Washington would like more information on the status of the Fiber Feasibility Study, originally included in IT's FY 2018 Budget Request to the Town Manager.
- e. Commissioner Binkley repeated his encouragement of frequent communication with Council Members.

10. Adjourn 8:30 pm.

Next Meeting, April 4, 2017.

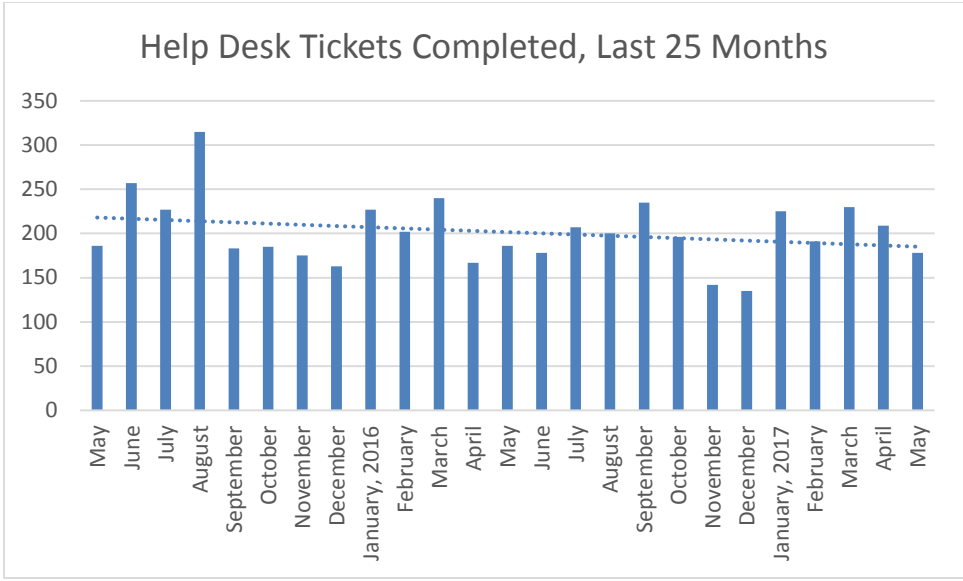
DRAFT

Technology and Communications Commission Packet
IT Department Staff Report
June 2, 2017

1. Major IT projects planned or under way.

<i>Project</i>	<i>Description</i>	<i>Funding Source</i>	<i>Status</i>
Migration off Loudoun County Internet	Loudoun County wants to discontinue providing internet access to the Town of Leesburg within the next five years. First step – MOA draft for Council and Board of Supervisors	No funding	<i>County Administrator and Town Manager have tasked County and Town IT Managers to draft a Memorandum of Agreement that (1) articulates the current services and their costs provided by the County to the Town and (2) establishes protocol for any future Town request for County IT services.</i>
Computers/Laptop Replacements	Replace desktops with laptops to support a more mobile workforce	FY 17 Budget	<i>Completed. 24 desktops replaced with laptops</i>
Conference Room Audio/Video Upgrade	Setup of hardware/software and licensing with demo Video equipment from Cisco	FY 16 PEG Funding	<i>Kickoff call was held March 22. Moving forward with Disys support. Estimated completion date 8/1/17.</i>
Import of tax information from Loudoun County for 2017 tax billing cycle	Working on importing tax information from Loudoun County's new ERP Solution and MUNIS because they changed it again since last year.	No funding	<i>Completed. Personal Property, Real Estate and Business Personal Property Tax bills went out on time.</i>
Asset Mgmt System	Implementation of Lucity Asset Management System in Utilities and Public Works departments	FY 17 Budget	<i>Seeking permission from Loudoun County DIT to use a port for bridge between GIS and Lucity in the cloud.</i>
Comprehensive Video Monitoring Plan (traffic and security)	Looking at the Town's traffic and safety monitoring systems holistically to realize economies. LPD to advise.	No funding	<i>Collecting accurate coordinates of units using an in-house app. With consultant, equipping Town Hall/garage now due to recent incidents of vandalism and other offensive behavior in the garage.</i>
FMLA Absence Mgmt System (SaaS)	Outsource HR duties similar to Workers' Compensation management service.	FY18 Budget	<i>Building import file for uploading payroll data.</i>

Project	Description	Funding Source	Status
Internal Threat Management System – moved from FY18 Budget Request to FY17 due to urgency	Implemented KnowBe4 for phishing testing. Other testing to follow. Establish baseline, then apply mandatory online or in-person training depending on vulnerabilities found.	FY17 Budget Transfer	<i>Town-wide baseline vulnerability for phishing is about 6.8% to date. Now in mandatory training phase.</i>
SharePoint Dev/DR sites in cloud.	Create warm Development site for Town intranet in the cloud as a pilot for hybrid cloud environment	FY17 Budget Transfer	<i>Seeking permission from Loudoun County DIT to place another VPN box in their data center. Currently planning to use Azure. Dropped DR component due to bandwidth limitations.</i>
Vulnerability Assessment	Phase I. Baseline testing for security analysis and recommendations for ongoing program, policies and procedures. Phase II. Penetration test.	FY 17 Budget Transfer	<i>Seeking feedback on quotes from Commission including confirmation on actual services to include in SOW. See document with possible elements below.</i>
IT Strategic Plan	Develop 5-year plan including (a) expansion of use of the cloud as IaaS, (b) long-term fiber infrastructure roadmap, (c) full COOP/DR plans including policies and procedures, (d) support of new law enforcement technology, and (e) long-term IT work plan aligned with Council goals.	FY18 Budget	<i>Developing an SOW.</i>



2.

3. See below for March-May 2017 Google Analytics

Possible Statement of Work Elements and Deliverables for Vulnerability Assessment

Scope of Work

- Review Town information security policies and procedures in order to identify gaps and areas of improvement.
- Perform architecture and perimeter reviews of the Town's network, network architecture, workstation and domain configuration, and intranet services such as file sharing and web applications.
- Perform a system review covering all internal information systems to identify misconfigurations or known vulnerabilities
- Perform an external and internal vulnerability scan of the Town's environment
- Consult with Town IT Staff to determine security and general technology improvements
- Review mobile device and access policies
- War dialing
- Wireless assessment
- Physical security review
- Use of specialized monitoring device over a 30-day period

Out of Scope: Third-party hosted systems (e.g., ERP, Town website)

Deliverables

- Executive summary
- Findings
- Recommended improvements prioritized
- Report of Activities Performed
- References and Resources

For Technology and Communications Commission Meeting on April 4, 2017

Town of Leesburg Website Report
 Monthly Unique Pageviews - Top 10

Rank	Page Title	Jan 2017	Feb 2017	Mar 2017	Apr 2017	May 2017	June 2017	July 2017	Aug 2017	Sep 2017	Oct 2017	Nov 2017	Dec 2017	Monthly Change*
1	Main Homepage	11,051	10,294	12,194	11,102	12,250								7%
2	Employment Opportunities	4,957	4,067	4,452	3,666	4,762								26%
3	Parks & Recreation	3,988	3,802	4,202	3,917	3,901								-4%
4	Ida Lee Recreation Center	3,957	2,591	3,087	2,992	3,301								7%
5	Festivals & Events	890	881	1,024	1,623	1,969								17%
6	How Do I Pay . . . Personal Property Taxes?	674	881	1,002	1,961	1,945								-4%
7	Ida Lee Class & Program Schedule	2,572	2,283	2,352	1,762	1,900								4%
8	AV Symington Aquatic Center	568	461	629	924	1,808								89%
9	Group Fitness Schedule	2,127	1,340	1,512	1,190	1,542								25%
10	Weekly Arrest Reports	1,691	1,329	1,329	1,238	1,471								15%

*Monthly Change is adjusted for the number of days in the month.

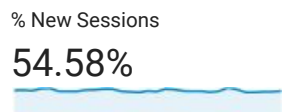
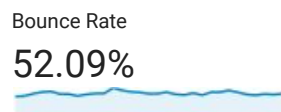
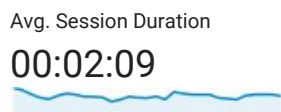
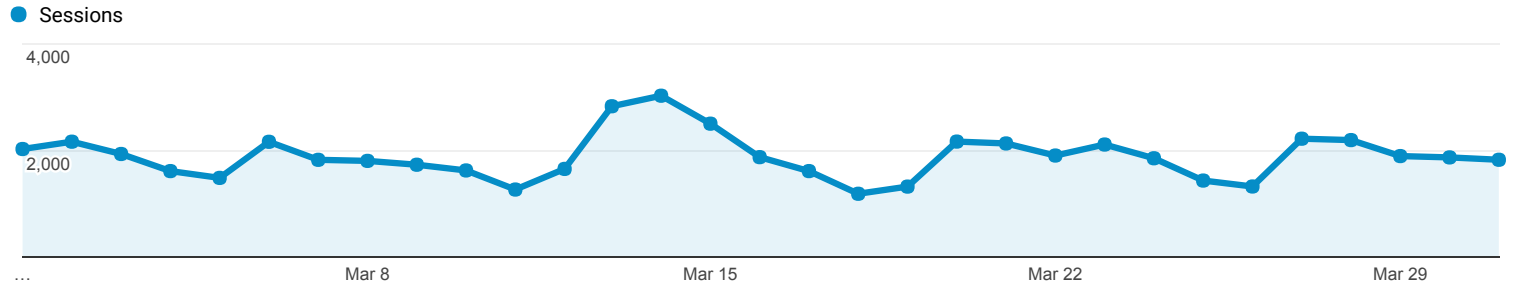
- Department Homepage
- Top Level Navigation

Mar 1, 2017 - Mar 31, 2017

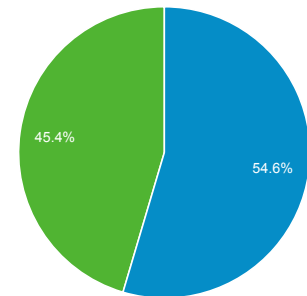
Audience Overview

All Users
100.00% Sessions

Overview



New Visitor Returning Visitor



Operating System	Sessions	% Sessions
1. Windows	26,024	44.37%
2. iOS	19,620	33.45%
3. Android	6,531	11.13%
4. Macintosh	5,816	9.92%
5. Chrome OS	402	0.69%
6. Linux	195	0.33%
7. (not set)	24	0.04%
8. Windows Phone	21	0.04%
9. BlackBerry	18	0.03%
10. Nintendo 3DS	2	0.00%

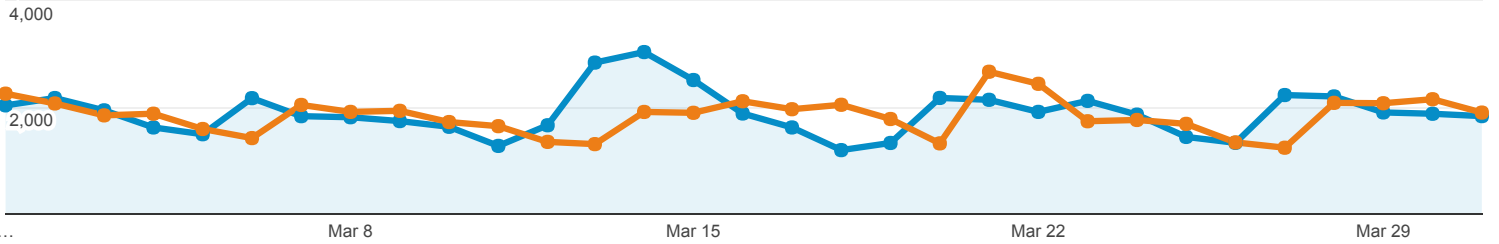
Mar 1, 2017 - Mar 31, 2017
Compare to: Mar 1, 2016 - Mar 31, 2016

Overview

All Users
+0.00% Sessions

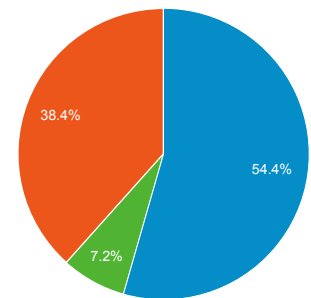
Explorer

Mar 1, 2017 - Mar 31, 2017: Sessions
Mar 1, 2016 - Mar 31, 2016: Sessions

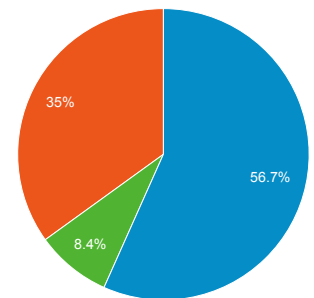


Device Category	Avg. Session Duration	Sessions
	2.17% 00:02:09 vs 00:02:06	3.05% 58,653 vs 56,918
1. desktop		
Mar 1, 2017 - Mar 31, 2017	00:02:42	54.43%
Mar 1, 2016 - Mar 31, 2016	00:02:28	56.68%
2. tablet		
Mar 1, 2017 - Mar 31, 2017	00:02:11	7.18%
Mar 1, 2016 - Mar 31, 2016	00:02:22	8.36%
3. mobile		
Mar 1, 2017 - Mar 31, 2017	00:01:22	38.39%
Mar 1, 2016 - Mar 31, 2016	00:01:27	34.96%

Contribution to total: Sessions



Mar 1, 2017 - Mar 31, 2017



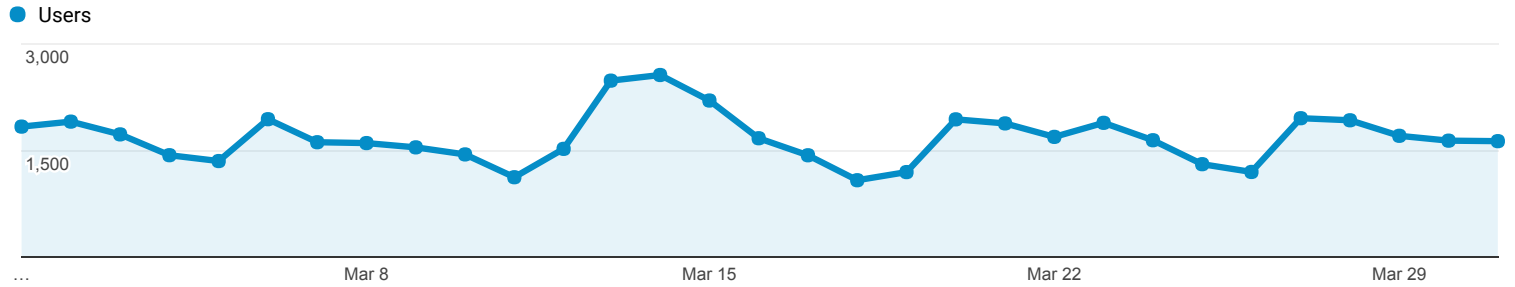
Mar 1, 2016 - Mar 31, 2016

Mar 1, 2017 - Mar 31, 2017

Browser & OS

All Users
100.00% Sessions

Explorer



Browser	Users	Sessions	Contribution to total: Sessions
	40,146 % of Total: 100.00% (40,146)	58,653 % of Total: 100.00% (58,653)	
1. Chrome	16,121	39.69%	
2. Safari	13,157	33.29%	
3. Internet Explorer	4,628	13.23%	
4. Firefox	2,237	5.54%	
5. Safari (in-app)	2,078	4.23%	
6. Edge	967	2.04%	
7. Android Webview	641	1.31%	
8. Amazon Silk	138	0.35%	
9. Android Browser	65	0.15%	
10. Opera	33	0.06%	

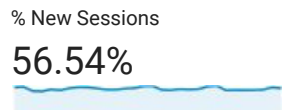
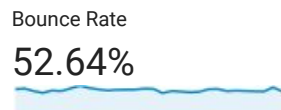
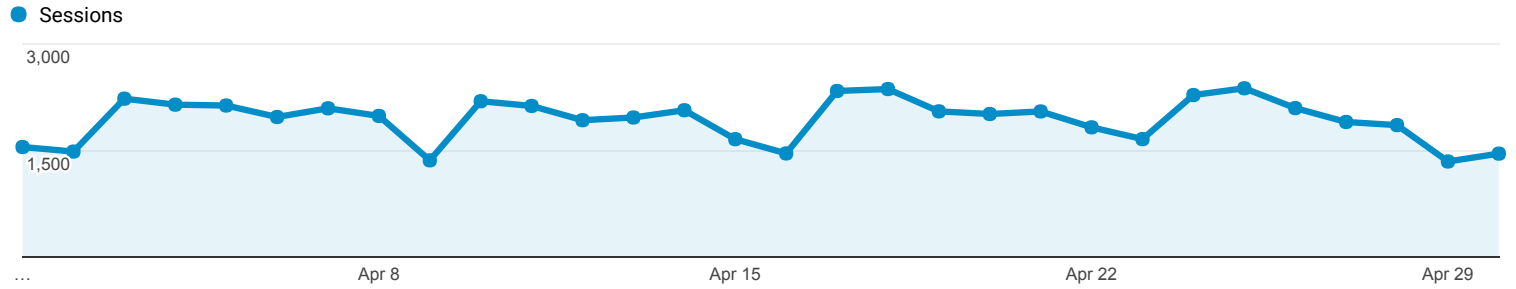
Rows 1 - 10 of 21

Apr 1, 2017 - Apr 30, 2017

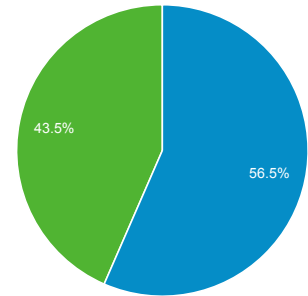
Audience Overview

All Users
100.00% Sessions

Overview



New Visitor Returning Visitor



Operating System	Sessions	% Sessions
1. Windows	25,479	43.96%
2. iOS	19,350	33.39%
3. Android	6,842	11.81%
4. Macintosh	5,569	9.61%
5. Chrome OS	386	0.67%
6. Linux	242	0.42%
7. Windows Phone	44	0.08%
8. (not set)	22	0.04%
9. BlackBerry	18	0.03%
10. Nintendo 3DS	3	0.01%

Overview

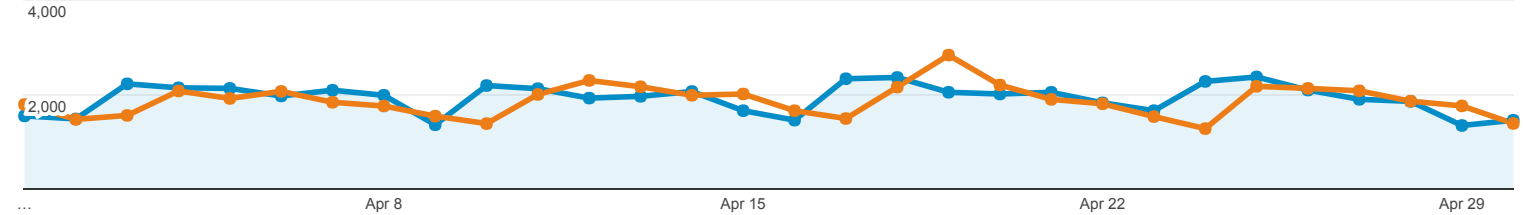
Apr 1, 2017 - Apr 30, 2017
Compare to: Apr 1, 2016 - Apr 30, 2016

All Users
+0.00% Sessions

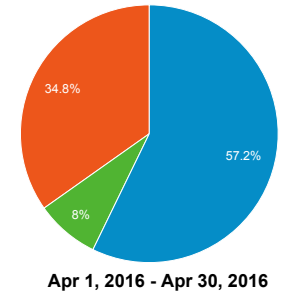
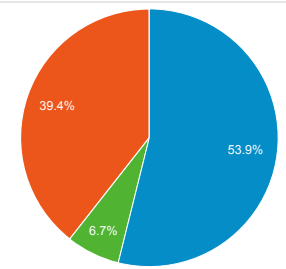
Explorer

Summary

Apr 1, 2017 - Apr 30, 2017: Sessions
Apr 1, 2016 - Apr 30, 2016: Sessions



Device Category	Avg. Session Duration	Sessions	Contribution to total:
	1.50% 00:02:04 vs 00:02:06	3.19% 57,956 vs 56,164	Sessions
1. desktop			
Apr 1, 2017 - Apr 30, 2017	00:02:38	53.88%	
Apr 1, 2016 - Apr 30, 2016	00:02:35	57.20%	
2. tablet			
Apr 1, 2017 - Apr 30, 2017	00:01:59	6.72%	
Apr 1, 2016 - Apr 30, 2016	00:02:06	8.00%	
3. mobile			
Apr 1, 2017 - Apr 30, 2017	00:01:19	39.41%	
Apr 1, 2016 - Apr 30, 2016	00:01:19	34.79%	



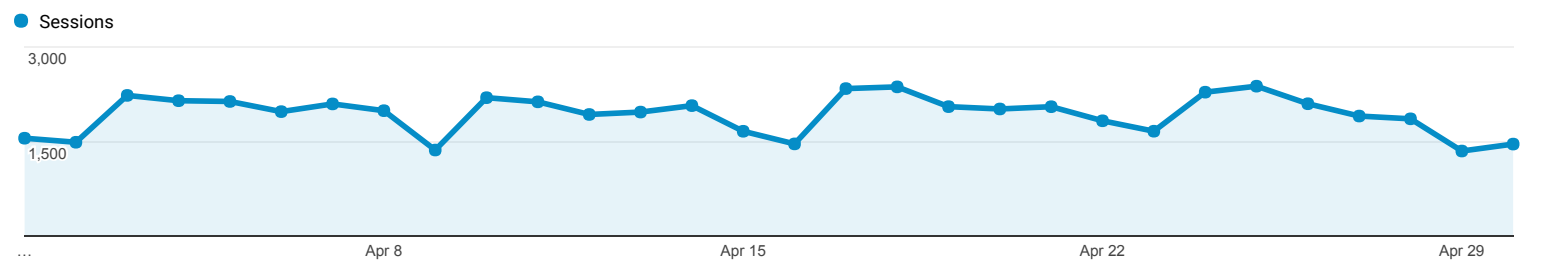
Browser & OS

Apr 1, 2017 - Apr 30, 2017

All Users
100.00% Sessions

Explorer

Summary



Browser	New Users	Sessions	Contribution to total:
	32,768 % of Total: 100.00% (32,768)	57,956 % of Total: 100.00% (57,956)	
1. Chrome	13,824	40.62%	
2. Safari	11,420	35.51%	
3. Internet Explorer	3,438	12.74%	
4. Firefox	1,951	5.43%	
5. Edge	1,097	2.99%	
6. Safari (in-app)	593	1.55%	
7. Android Webview	210	0.52%	
8. Amazon Silk	111	0.30%	
9. Android Browser	40	0.14%	
10. Opera	35	0.09%	

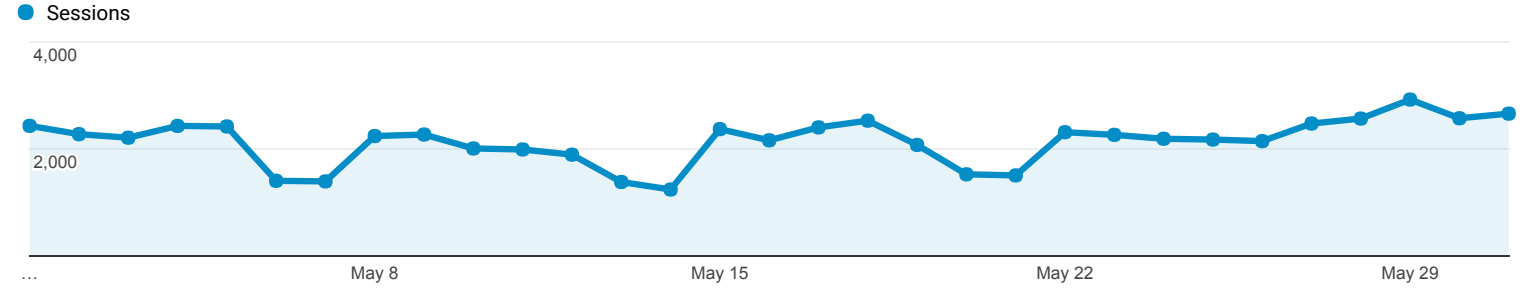
Rows 1 - 10 of 22

May 1, 2017 - May 31, 2017

Audience Overview

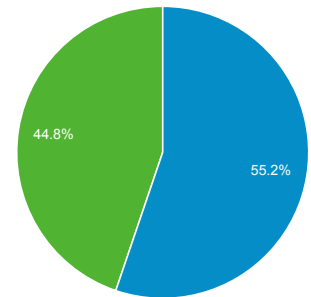
All Users
100.00% Sessions

Overview



Sessions 66,289	Users 45,714	Pageviews 165,531
Pages / Session 2.50	Avg. Session Duration 00:02:02	Bounce Rate 53.11%
% New Sessions 55.21%		

■ New Visitor ■ Returning Visitor



Operating System	Sessions	% Sessions
1. Windows	29,403	44.36%
2. iOS	22,552	34.02%
3. Android	7,381	11.13%
4. Macintosh	6,181	9.32%
5. Chrome OS	423	0.64%
6. Linux	287	0.43%
7. Windows Phone	31	0.05%
8. (not set)	16	0.02%
9. BlackBerry	12	0.02%
10. FreeBSD	2	0.00%

Overview

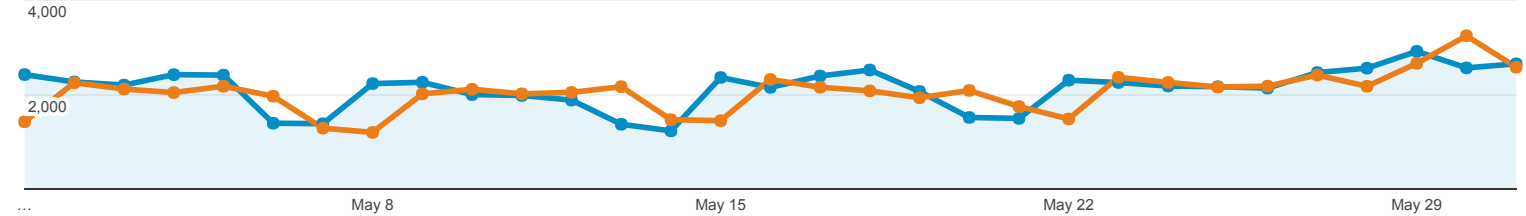
May 1, 2017 - May 31, 2017
Compare to: May 1, 2016 - May 31, 2016

All Users
+0.00% Sessions

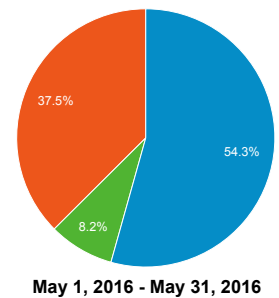
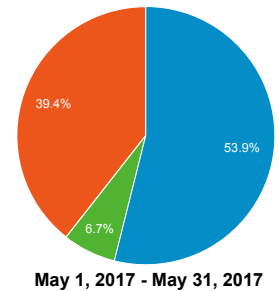
Explorer

Summary

May 1, 2017 - May 31, 2017: Sessions
May 1, 2016 - May 31, 2016: Sessions



Device Category	Avg. Session Duration	Sessions	Contribution to total:
	1.91% 00:02:02 vs 00:02:04	4.06% 66,289 vs 63,701	Sessions
1. desktop			
May 1, 2017 - May 31, 2017	00:02:33	53.91%	
May 1, 2016 - May 31, 2016	00:02:33	54.35%	
2. tablet			
May 1, 2017 - May 31, 2017	00:01:56	6.68%	
May 1, 2016 - May 31, 2016	00:02:04	8.19%	
3. mobile			
May 1, 2017 - May 31, 2017	00:01:20	39.41%	
May 1, 2016 - May 31, 2016	00:01:22	37.46%	



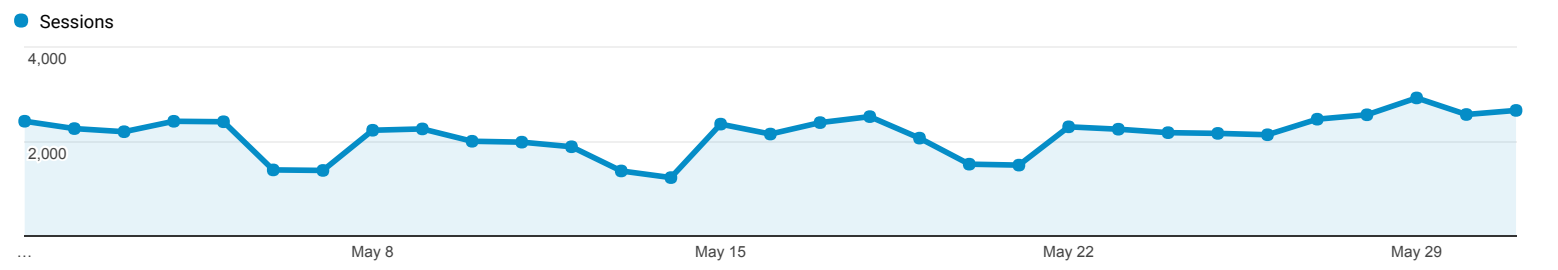
Browser & OS

May 1, 2017 - May 31, 2017

All Users
100.00% Sessions

Explorer

Summary



Browser	New Users		Sessions		Contribution to total:
	Count	% of Total	Count	% of Total	
1. Chrome	15,298	40.17%	15,298	40.17%	
2. Safari	12,219	34.20%	12,219	34.20%	
3. Internet Explorer	3,777	12.13%	3,777	12.13%	
4. Firefox	2,054	5.21%	2,054	5.21%	
5. Edge	1,260	3.25%	1,260	3.25%	
6. Safari (in-app)	1,253	3.28%	1,253	3.28%	
7. Android Webview	487	1.14%	487	1.14%	
8. Amazon Silk	119	0.34%	119	0.34%	
9. Opera	45	0.11%	45	0.11%	
10. Android Browser	39	0.09%	39	0.09%	

Rows 1 - 10 of 20