



Technology and Communications Commission

Tuesday, August 1, 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
 - 2018 Strategic Plan – recommendations for Statement of Work
8. New Business
 - How to encourage better commissioner attendance
9. Commissioner Comments
10. Adjourn

Technology & Communications Commission
ACTION ITEM MINUTES
June 6, 2017

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

Commission Members Absent: John Binkley
Sean Duarte

Staff Present: Annie Carlson

1. Call to Order by Vice Chair Hill, 7:35 pm
2. Established Quorum
3. Pledge of Allegiance
4. Approval of Minutes: March 2017
5. Petitioners: None.
6. Staff Report:
 - a. See Meeting Agenda Packet
 - b. No questions
7. Old Business
 - a. Commission recommended TriplePoint/Insight to perform the Vulnerability Assessment
8. New Business
 - a. Notification by County of discontinuation of access to the Internet and associated security services within five years.
 - b. FY 2018 Strategic Plan Statement of Work (SOW)
 - i. Annie will distribute 2013 draft of IT Strategic Plan to Commissioners
 - ii. Commissioners will come to next meeting prepared to recommend elements for an RFP SOW
9. Commissioner Comments.
 - a. None
10. Adjourn 8:10 pm.

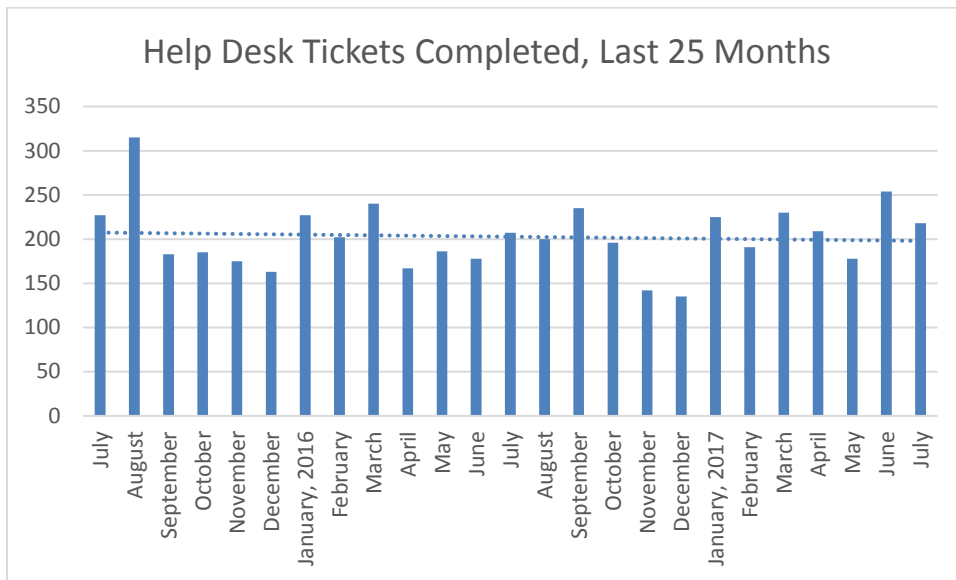
Next meeting August 1.

Technology and Communications Commission Packet
IT Department Staff Report
August 1, 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>Received second draft from the County 8/1. Will review and respond as soon as possible so we can move forward with our cloud deployment.</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>
Asset Mgmt System	Implementation of Lucity Asset Management System in Utilities and Public Works departments	FY 17 Budget	<i>GIS bridge implemented. Utilities department still configuring production environment.</i>
Comprehensive Video Monitoring Plan (traffic and security)	Looking at the Town’s traffic and safety monitoring systems holistically to realize economies and consistency in policy. LPD to advise.	No funding	<i>Summer interns collected location data for first draft of map. Next step: conduct a needs assessment (current and future). LPD recommends an outside contractor for necessary subject matter expertise.</i>
FMLA Absence Mgmt System (SaaS)	Outsource HR duties similar to Workers’ Compensation management service.	FY17 Budget	<i>Completed</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	<i>Awaiting review and signature on County’s IT MOU to complete install of additional VPN.</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 (Phase I.)	<i>Kickoff meeting held 7/17. Met with County DIT Security Officer (incoming and retiring) to advise of activities. Scans began July 31.</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	FY18 Budget	<i>Develop an SOW after completion of Vulnerability Assessment final report.</i>

<i>Project</i>	<i>Description</i>	<i>Funding Source</i>	<i>Status</i>
	and procedures, (d) support of new law enforcement technology, and (e) long-term IT work plan aligned with Council goals and County's timeline for Town's exit.		



2.

3. See below for June-July 2017 Google Analytics

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	Independence Day Celebration	43	51	60	108	256	3,812	18,503						370%
2	Main Homepage	11,051	10,294	12,194	11,102	12,250	11,227	11,688						1%
3	AV Symington Aquatic Center	568	461	629	924	1,808	6,861	7,730						9%
4	Parks & Recreation	3,988	3,802	4,202	3,917	3,901	4,934	6,065						19%
5	Ida Lee Recreation Center	3,957	2,591	3,087	2,992	3,301	4,248	4,849						10%
6	Employment Opportunities	4,957	4,067	4,452	3,666	4,762	4,177	3,785						-12%
7	AVSAV Hours & Prices	161	130	171	222	602	2,572	2,830						6%
8	Ida Lee Class & Program Schedule	2,572	2,283	2,352	1,762	1,900	1,757	1,963						8%
9	Festivals & Events	890	881	1,024	1,623	1,969	1,603	1,905						15%
10	Ida Lee Admission & Pass Rates	1,466	936	900	855	1,036	1,610	1,693						2%

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

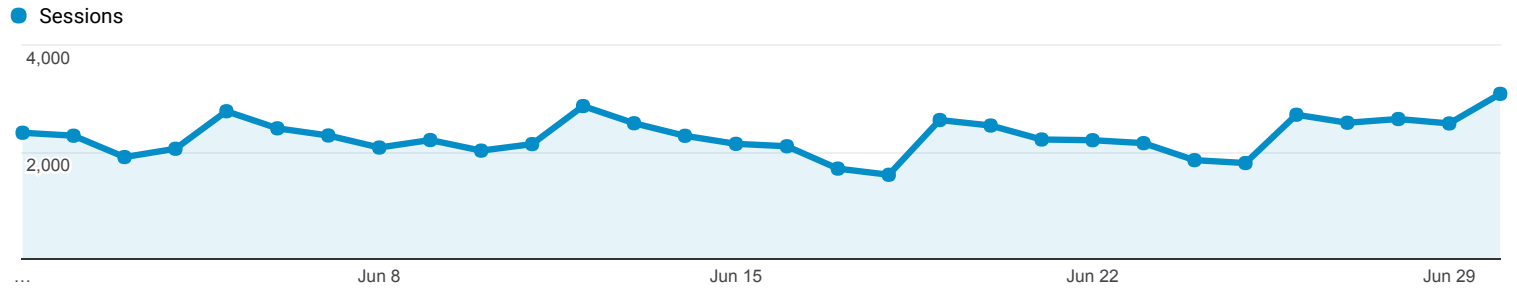
Department Homepage

Audience Overview

All Users
100.00% Sessions

Jun 1, 2017 - Jun 30, 2017

Overview



Sessions
68,632

Users
47,924

Pageviews
166,728

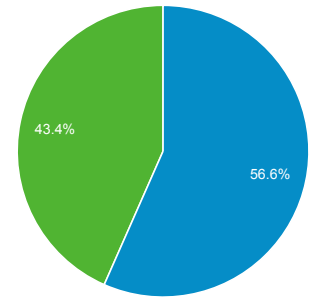
Pages / Session
2.43

Avg. Session Duration
00:01:54

Bounce Rate
54.95%

% New Sessions
56.61%

■ New Visitor ■ Returning Visitor



Operating System

Operating System	Sessions	% Sessions
1. Windows	26,723	38.94%
2. iOS	26,716	38.93%
3. Android	8,657	12.61%
4. Macintosh	5,817	8.48%
5. Chrome OS	398	0.58%
6. Linux	242	0.35%
7. Windows Phone	40	0.06%
8. (not set)	22	0.03%
9. BlackBerry	14	0.02%
10. Nintendo WiiU	2	0.00%

Overview

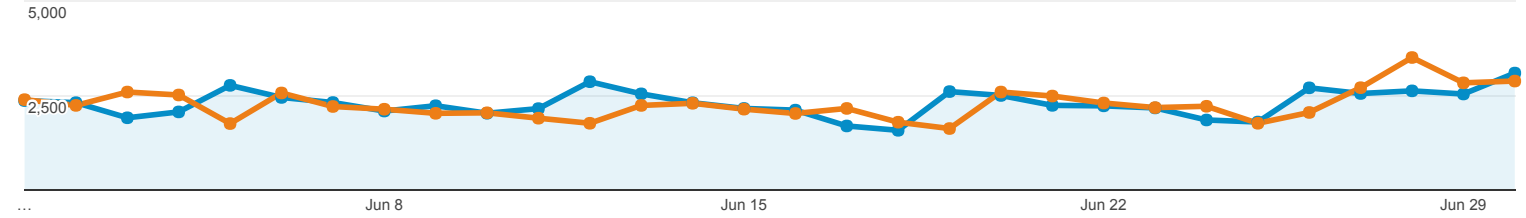
All Users
+0.00% Sessions

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

Explorer

Summary

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



Device Category	Avg. Session Duration	Sessions	Contribution to total:
	2.08% 00:01:54 vs 00:01:56	1.35% 68,632 vs 67,716	
1. desktop			<p>Jun 1, 2017 - Jun 30, 2017</p> <p>Jun 1, 2016 - Jun 30, 2016</p>
Jun 1, 2017 - Jun 30, 2017	00:02:26	47.65%	
Jun 1, 2016 - Jun 30, 2016	00:02:24	49.69%	
2. tablet			
Jun 1, 2017 - Jun 30, 2017	00:01:50	6.53%	
Jun 1, 2016 - Jun 30, 2016	00:02:02	7.80%	
3. mobile			
Jun 1, 2017 - Jun 30, 2017	00:01:21	45.82%	
Jun 1, 2016 - Jun 30, 2016	00:01:22	42.52%	

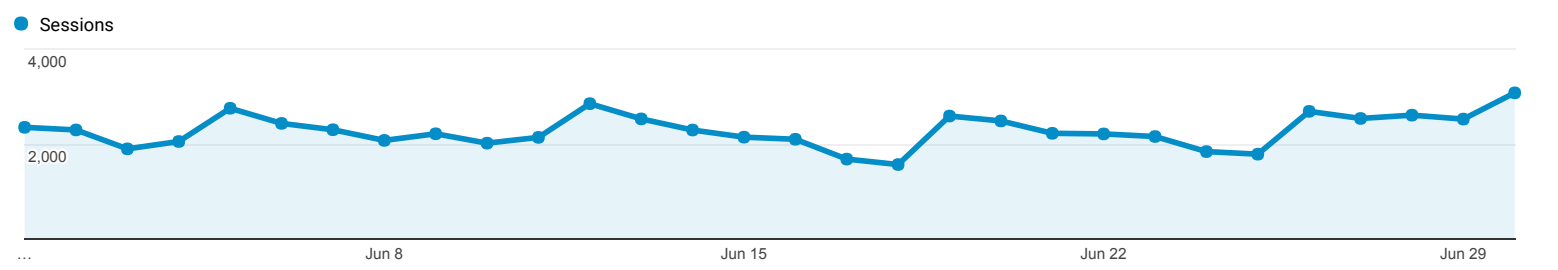
Browser & OS

Jun 1, 2017 - Jun 30, 2017

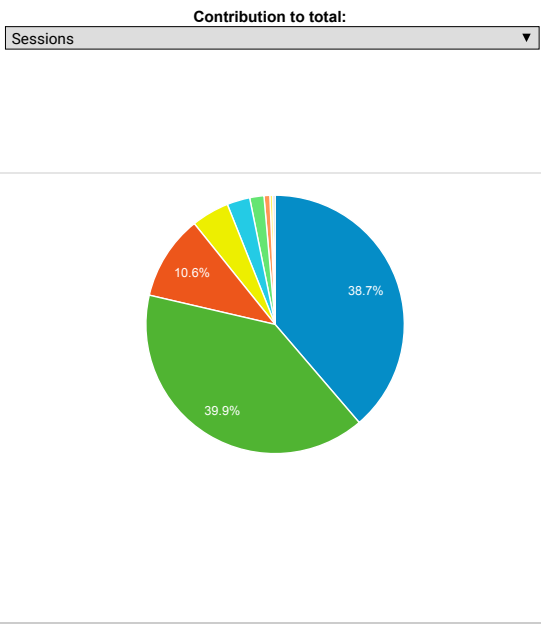
All Users
100.00% Sessions

Explorer

Summary



Browser	New Users	Sessions
	38,853 % of Total: 100.00% (38,853)	68,632 % of Total: 100.00% (68,632)
1. Chrome	15,704	38.72%
2. Safari	15,026	39.91%
3. Internet Explorer	3,627	10.61%
4. Firefox	1,946	4.73%
5. Edge	1,184	2.87%
6. Safari (in-app)	759	1.78%
7. Android Webview	348	0.73%
8. Amazon Silk	124	0.35%
9. Android Browser	45	0.13%
10. Opera	34	0.07%



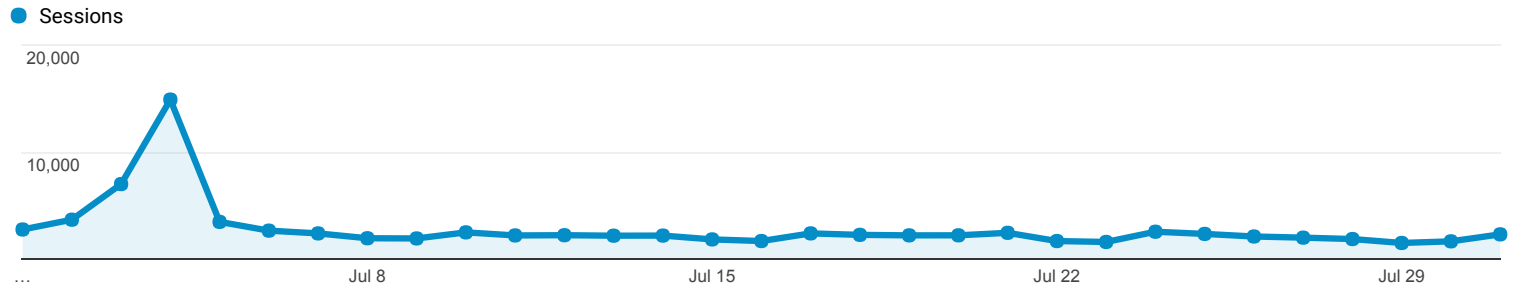
Rows 1 - 10 of 22

Audience Overview

All Users
100.00% Sessions

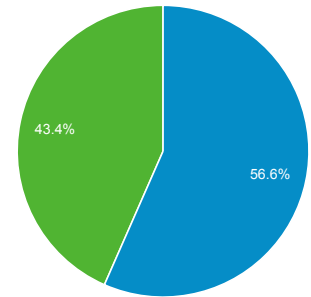
Jul 1, 2017 - Jul 31, 2017

Overview



Sessions 86,399	Users 59,757	Pageviews 189,742
Pages / Session 2.20	Avg. Session Duration 00:01:41	Bounce Rate 60.78%
% New Sessions 56.59%		

■ New Visitor ■ Returning Visitor



Operating System	Sessions	% Sessions
1. iOS	39,592	45.82%
2. Windows	26,343	30.49%
3. Android	13,406	15.52%
4. Macintosh	6,317	7.31%
5. Chrome OS	356	0.41%
6. Linux	269	0.31%
7. (not set)	49	0.06%
8. Windows Phone	42	0.05%
9. BlackBerry	20	0.02%
10. Xbox	3	0.00%

Overview

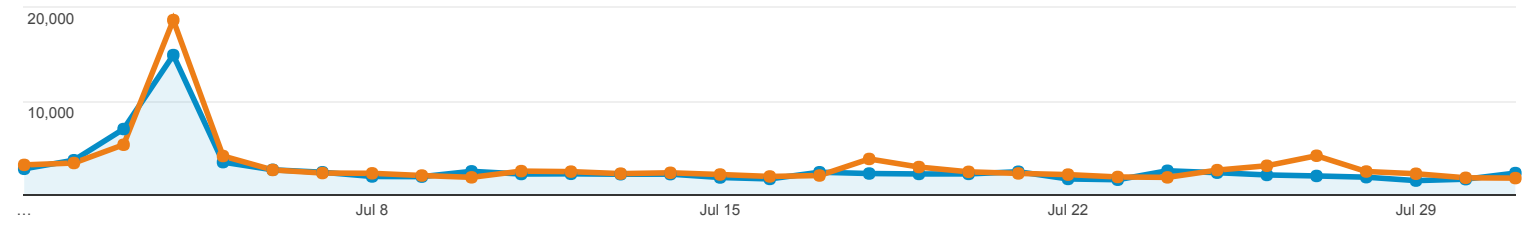
All Users
+0.00% Sessions

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

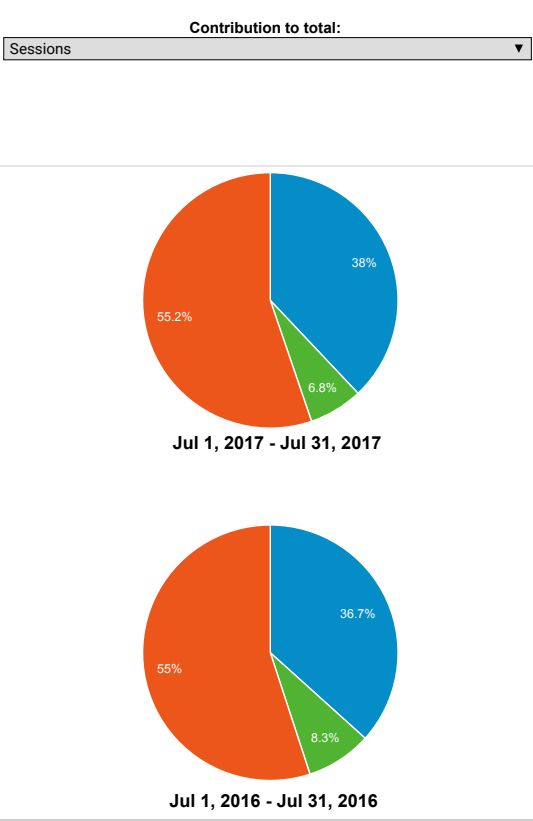
Explorer

Summary

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



Device Category	Avg. Session Duration	Sessions
	2.23% 00:01:41 vs 00:01:43	10.63% 86,399 vs 96,675
1. desktop		
Jul 1, 2017 - Jul 31, 2017	00:02:21	37.95%
Jul 1, 2016 - Jul 31, 2016	00:02:17	36.68%
2. tablet		
Jul 1, 2017 - Jul 31, 2017	00:01:54	6.81%
Jul 1, 2016 - Jul 31, 2016	00:01:51	8.30%
3. mobile		
Jul 1, 2017 - Jul 31, 2017	00:01:12	55.23%
Jul 1, 2016 - Jul 31, 2016	00:01:20	55.02%



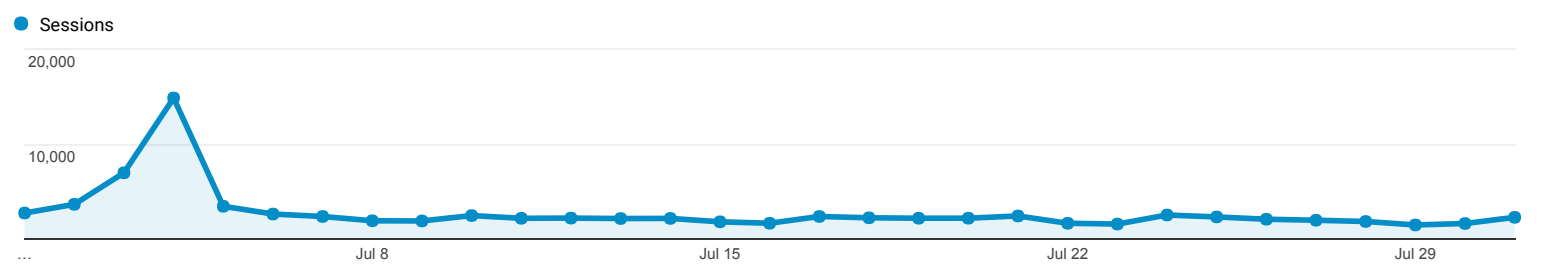
Browser & OS

Jul 1, 2017 - Jul 31, 2017

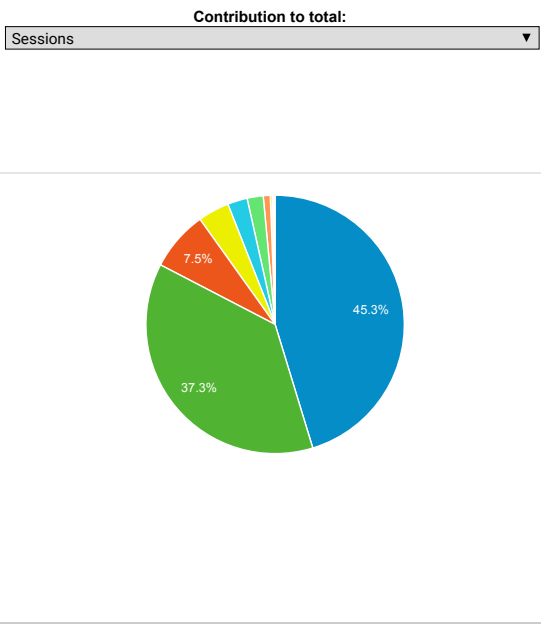
All Users
100.00% Sessions

Explorer

Summary



Browser	New Users	Sessions
	48,890 % of Total: 100.00% (48,890)	86,399 % of Total: 100.00% (86,399)
1. Safari	21,312	45.29%
2. Chrome	18,831	37.33%
3. Internet Explorer	3,237	7.50%
4. Firefox	2,012	3.92%
5. Edge	1,309	2.47%
6. Safari (in-app)	1,261	2.01%
7. Android Webview	572	0.87%
8. Amazon Silk	168	0.27%
9. Android Browser	55	0.15%
10. Opera	43	0.06%



Rows 1 - 10 of 22