



Technology and Communications Commission

Tuesday, March 6, 2018

Council Chambers, Town Hall

7:00 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
 - IT Priorities
 - Mission/Vision for Strategic Plan
 - Deliverables for Strategic Plan RFP
8. New Business
9. Commissioner Comments
10. Adjourn

Technology & Communications Commission
ACTION ITEM MINUTES
February 6, 2018

Commission Members Present: John Binkley, Chair
Peter Hill, Vice Chair (via conference call)
Adam Bingaman
Ian Coleman
Noel Shatananda

Commission Members Absent: Mike Feuz
Ryan Washington

Staff Present: Annie Carlson

1. Call to Order by Chair Binkley, 7:01 pm
2. Established Quorum
3. Pledge of Allegiance
4. Approval of Minutes: January 2, 2018
5. Petitioners: None.
6. Staff Report: See agenda packet
 - a. Q&A on projects
7. Old Business: Strategic Plan RFP
 - a. IT Priorities: Right-size technology platforms, staff, and infrastructure, including datacenters at Town Hall and Police Department.
 - b. Mission/Vision for Strategic Plan: Commissioners to provide specific feedback on Vice Chair Hill's draft vision/mission statements.
 - c. Deliverables for Strategic Plan: Because of limited funds, Commission recommends narrowing the focus of the contracted work. Commissioners were asked to bring recommendations of areas to cover to the March meeting.
 - d. Contract for Strategic Plan support must be let before June 30, 2018, so RFP has to be out by.
8. New Business: None
9. Commissioner Comments: None
10. Adjourn 8:25 pm.
11. Next meeting March 6, 7:00 pm, Town Hall, Council Chambers.

Technology and Communications Commission Packet
IT Department Staff Report
March 6, 2018

1. Major IT projects planned or under way.

Project	Description	Funding Source	Status
Asset Mgmt System	Implementation of Lucity Asset Management System in Utilities and Public Works departments	FY 17 Budget	<i>Went live last week. Still have to segregate server, automate DB maintenance routine, establish test environment.</i>
Conference Room Audio/Video Upgrade	Setup of hardware/software and licensing with demo Video equipment from Cisco	PEG Funding	<i>Wall prep complete. Equipment installation next.</i>
IT Security Program	Creation of IT Security plan including staffing, policies, and procedures.	FY 2019 Budget Request	<i>Town Manager has included \$250k for a new position and additional security measures in his FY 2019 budget proposal to Council (February 27). Seeking support from Commission for budget request.</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 and County's timeline for Town's exit.	FY18 Budget	<i>Commission developing a mission statement/vision to recommend to staff.</i>
Laserfiche Workflow for Personnel Action Forms	Automating all HR processes currently using Personnel Action Form for signatures. Using contractor.	FY 18 Budget; may require additional funds in FY 19 budget	<i>Almost finished with process mapping/needs assessment.</i>
LMIS replacement for County's legacy system	County's legacy land management information system (LMIS) no longer able to accommodate business processes. Town uses LMIS so will have to migrate as well.	No funds	<i>County has just released an RFP for new system. Expect to award contract by August. Actual implementation date unknown.</i>
LPD body-worn/in-car camera infrastructure build-out	Body-worn and in-car cameras with all patrol officers and vehicles requires wireless infrastructure to upload video to cloud.	FY 2018 funds	<i>Internal cabling and equipment installation complete. External work to be started as soon as possible.</i>

Project	Description	Funding Source	Status
MOU with Loudoun County for base information technology services	County developing an MOU for services provided to the Town of Leesburg: Internet access; perimeter security services; public safety radio system; land management information system.	n/a	<i>The Town Attorney has sent a revised draft to the County Attorney's office for approval for signature.</i>
Parking garage automation	Council directive to automate garage fee collection and enhance garage facility	FY 2018 funds	<i>Project on schedule to go live by 4/4.</i>
Online Bill Pay	Mobile ready and user-friendly online system for payments to Town.	Self-funded with transaction fees	<i>Project on hold because of a question about implementing water usage reporting via the portal.</i>
Recruit Replacement for Network Admin I	Incumbent left employment effective 1/17/18.	FY 18 funds	<i>Recruitment on hold until proposed position in FY 2019 budget is approved/cut.</i>
Recruit Replacement for Systems Analyst	Incumbent retired effective 1/31/18.	FY 18 funds	<i>Recruitment on hold until proposed ERP Analyst position in Finance Division's FY 2019 budget is approved/cut.</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>On hold until County MOU is signed and possibly until going live with O365.</i>
Switch replacements	Third of three phases of total switch replacement program (FY 16-18)	FY18 Budget	<i>Replacement complete. All switches are now up to date as of 2016.</i>

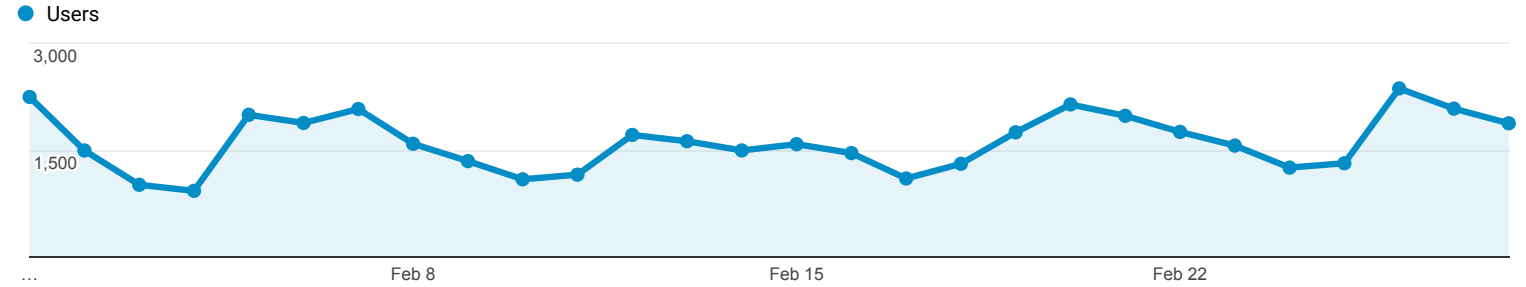
1. Help Desk ticket volume remains stable at about 200 per month.
2. See below for February 2018 Google Analytics.

Audience Overview

Feb 1, 2018 - Feb 28, 2018

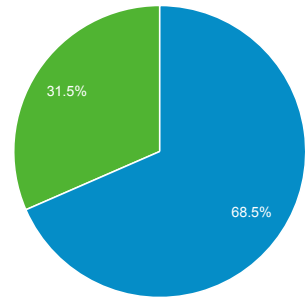
All Users
100.00% Users

Overview



Users 33,973	New Users 25,998	Sessions 51,004
Number of Sessions per User 1.50	Pageviews 134,438	Pages / Session 2.64
Avg. Session Duration 00:02:11	Bounce Rate 53.04%	

New Visitor Returning Visitor



Operating System	Users	% Users
1. Windows	15,073	44.35%
2. iOS	11,112	32.70%
3. Android	3,671	10.80%
4. Macintosh	3,620	10.65%
5. Chrome OS	292	0.86%
6. Linux	144	0.42%
7. (not set)	43	0.13%
8. BlackBerry	10	0.03%
9. Windows Phone	10	0.03%
10. FreeBSD	4	0.01%

Overview

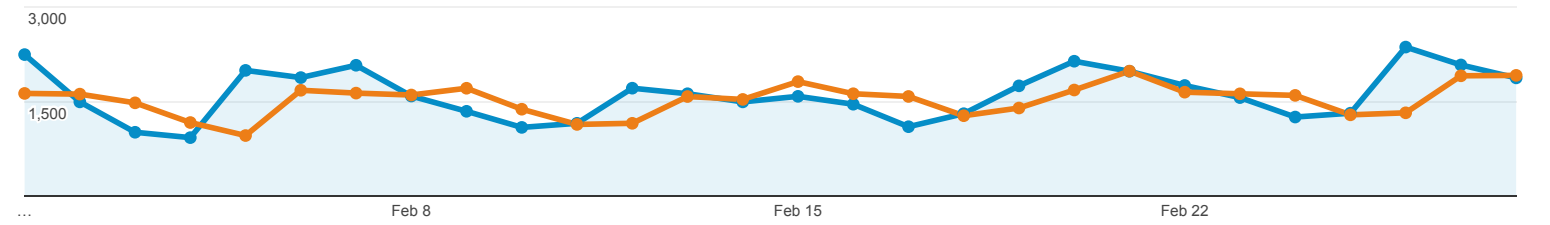
All Users
+0.00% Users

Feb 1, 2018 - Feb 28, 2018
Compare to: Feb 1, 2017 - Feb 28, 2017

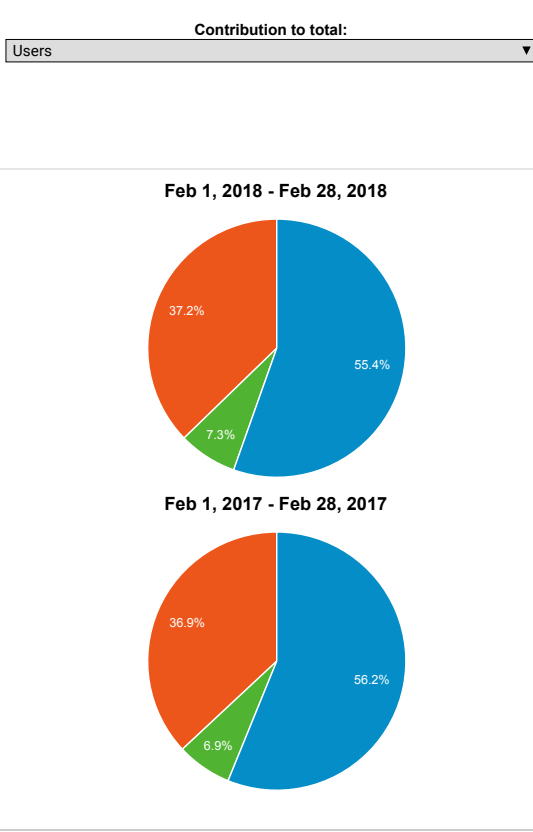
Explorer

Summary

Feb 1, 2018 - Feb 28, 2018: ● Users
Feb 1, 2017 - Feb 28, 2017: ● Users



Device Category	Avg. Session Duration	Users
	0.38% 00:02:11 vs 00:02:11	0.94% 33,973 vs 33,656
1. ■ desktop		
Feb 1, 2018 - Feb 28, 2018	00:02:45	55.42%
Feb 1, 2017 - Feb 28, 2017	00:02:38	56.15%
2. ■ tablet		
Feb 1, 2018 - Feb 28, 2018	00:02:02	7.33%
Feb 1, 2017 - Feb 28, 2017	00:02:09	6.90%
3. ■ mobile		
Feb 1, 2018 - Feb 28, 2018	00:01:21	37.25%
Feb 1, 2017 - Feb 28, 2017	00:01:29	36.95%



Rows 1 - 3 of 3

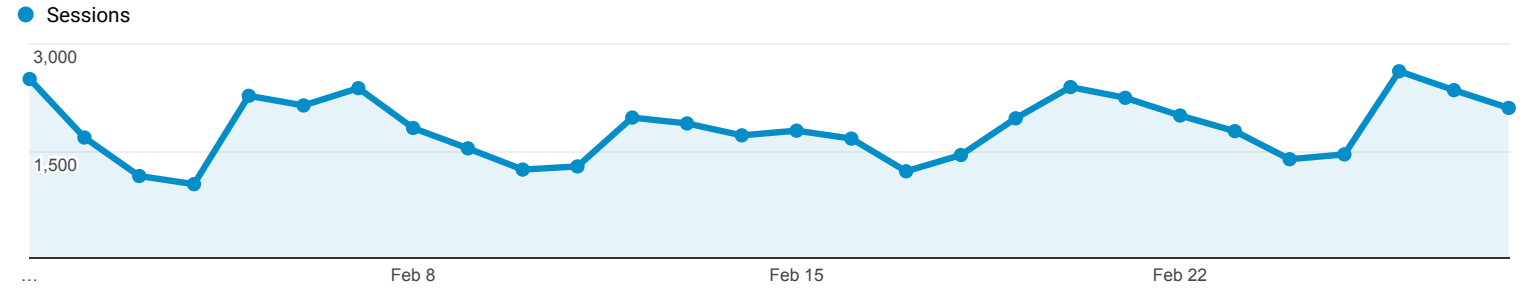
Landing Pages

All Users
100.00% Entrances

Feb 1, 2018 - Feb 28, 2018

Explorer

Summary



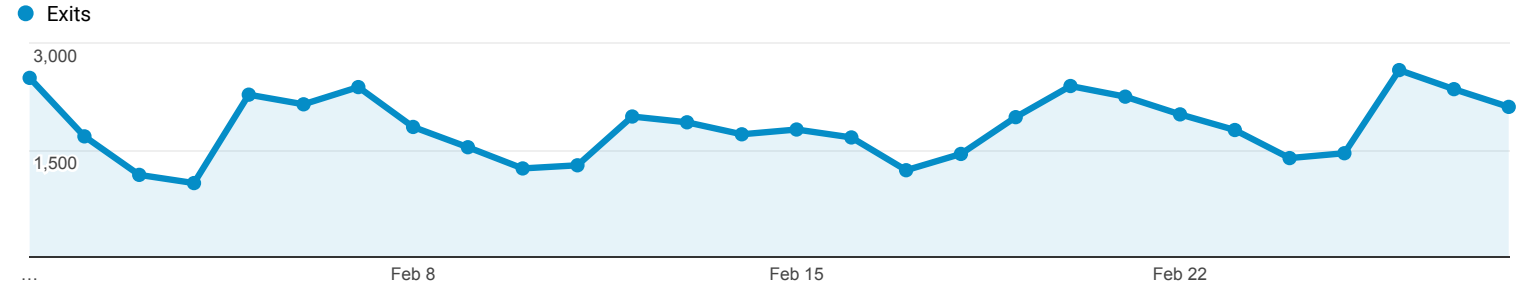
Landing Page	Sessions	Sessions
	51,004 % of Total: 100.00% (51,004)	51,004 % of Total: 100.00% (51,004)
1. /	8,846	17.34%
2. /government/departments/parks-recreation	2,989	5.86%
3. /government/departments/human-resources/job-opportunities	2,564	5.03%
4. /government/departments/parks-recreation/ida-lee-park-recreation-center	1,762	3.45%
5. /government/departments/parks-recreation/fitness-classes-programs/group-fitness-schedule	1,234	2.42%
6. /government/departments/parks-recreation/ida-lee-park-recreation-center/class-program-schedule	1,057	2.07%
7. /government/departments/parks-recreation/festivals-community-events/fine-arts-crafts-shows	856	1.68%
8. /how-do-i/pay/personal-property-taxes	824	1.62%
9. /government/departments/police-department/crime-safety/weekly-arrest-reports	806	1.58%
10. /Home/Component s/News/News/5719/	789	1.55%

Exit Pages

All Users
100.00% Exits

Feb 1, 2018 - Feb 28, 2018

Explorer



Page	Exits	Pageviews	% Exit
	50,993 % of Total: 100.00% (50,993)	134,438 % of Total: 100.00% (134,438)	37.93% Avg for View: 37.93% (0.00%)
1. /government/departments/human-resources/job-opportunities	3,347 (6.56%)	5,438 (4.04%)	61.55%
2. /	2,784 (5.46%)	11,452 (8.52%)	24.31%
3. /government/departments/parks-recreation/fitness-classes-programs/group-fitness-schedule	1,463 (2.87%)	1,885 (1.40%)	77.61%
4. /government/departments/parks-recreation/ida-lee-park-recreation-center/class-program-schedule	1,409 (2.76%)	2,969 (2.21%)	47.46%
5. /government/departments/parks-recreation	1,281 (2.51%)	4,649 (3.46%)	27.55%
6. /government/departments/parks-recreation/online-registration-webtrac	1,273 (2.50%)	1,761 (1.31%)	72.29%
7. /government/departments/parks-recreation/festivals-community-events/fine-arts-crafts-shows	889 (1.74%)	1,142 (0.85%)	77.85%
8. /government/departments/parks-recreation/ida-lee-park-recreation-center	870 (1.71%)	3,525 (2.62%)	24.68%
9. /businesses/business-events/leesburg-youth-career-expo	842 (1.65%)	1,048 (0.78%)	80.34%
10. /government/departments/police-department/crime-safety/weekly-arrest-reports	790 (1.55%)	1,197 (0.89%)	66.00%

Rows 1 - 10 of 4247

Town of Leesburg Website Report
 Monthly Unique Pageviews - Top 10

Rank	Page Title	Jan 2018	Feb 2018	Mar 2018	Apr 2018	May 2018	June 2018	July 2018	Aug 2018	Sep 2018	Oct 2018	Nov 2018	Dec 2018	Change Over 2017
1	Main Homepage	10,354	10,217											-2%
2	Employment Opportunities	4,656	3,964											-3%
3	Parks & Recreation	3,871	3,747											11%
4	Ida Lee Recreation Center	3,480	2,692											4%
5	Ida Lee Class & Program Schedule	2,654	2,332											2%
6	Group Fitness Schedule	2,278	1,675											25%
7	Online Registration (Webtrac)	1,284	1,530											7%
8	How Do I Pay . . . Personal Property Taxes	987	1,303											48%
9	How Do I Pay . . . Water & Sewer Bills	1,030	1,145											37%
10	Ida Lee Indoor Pools	1,348	1,143											23%

Department Homepage