



Technology and Communications Commission

Tuesday, May 1, 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
 - Update on Strategic Plan RFP
8. New Business
9. Commissioner Comments
10. Adjourn

Technology & Communications Commission
ACTION ITEM MINUTES
April 3, 2018

Commission Members Present: Adam Bingaman
John Binkley, Chair
Ian Coleman
Peter Hill, Vice Chair

Commission Members Absent: Mike Feuz
Ryan Washington

Staff Present: Annie Carlson

1. Call to Order by Chair Hill, 7:08 pm
2. Established Quorum
3. Pledge of Allegiance
4. Approval of Minutes: March 6, 2018
5. Petitioners:
 - a. Kevin Curtis of Verizon did not appear as scheduled.
 - b. Shama Hussain, introduced herself to the Commission and expressed her interest in serving.
6. Staff Report: See agenda packet
 - a. Q&A on projects
7. Old Business: Strategic Plan RFP
 - a. Commission approved of the content of the RFP as drafted by staff but recommended a regrouping of the deliverables to improve clarity for vendors
8. New Business: None
9. Commissioner Comments: None
 - a. Chair Binkley will be talking with Chief Brown regarding Leesburg Police Department's IT needs.
10. Adjourn 8:02 pm.
11. Next meeting May 1, 7:00 pm, Town Hall, Council Chambers.

Technology and Communications Commission Packet
IT Department Staff Report
May 1, 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	Public Works in configuration sessions this week.
Conference Room Audio/Video Upgrade	Setup of hardware/software and licensing with demo Video equipment from Cisco	PEG Funding	Wall prep complete. Equipment installation next.
IT Security Program	Creation of IT Security plan including staffing, policies, and procedures.	FY 2019 Budget Request	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.
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	RFP and Addenda distributed. Proposals due May 8.
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	Almost finished with process mapping/needs assessment. On hold for new HR Director.
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	Proposals have been received and reviewed. Shortlist to be determined this week. Next step will be vendor demos in June.
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	Internal cabling and equipment installation complete. External work started in April.

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>System went live today, May 1.</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>Customer Support Technician position approved in FY 2019 budget. Advertising for a Network Admin II. Ads should be out this week.</i>
Recruit Replacement for Systems Analyst	Incumbent retired effective 1/31/18.	FY 18 funds	<i>Business Systems Integrator position approved in FY 2019 budget. Advertising for a Web Technologies Administrator. Ads should be out this week.</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>

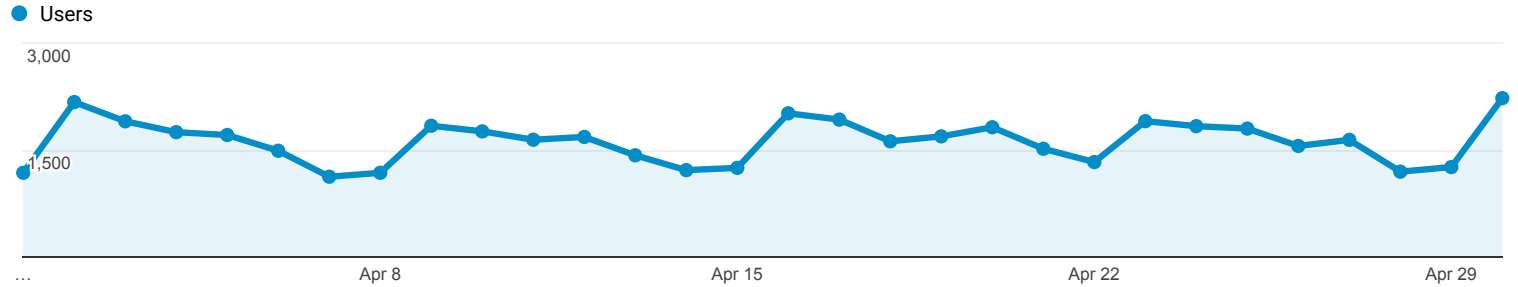
1. Help Desk ticket volume remains stable at about 200 per month.
2. See below for April 2018 Google Analytics.

Audience Overview

All Users
100.00% Users

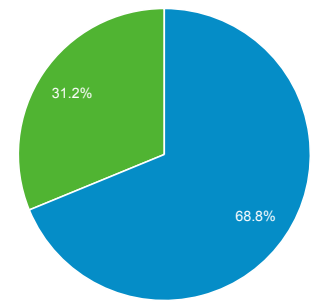
Apr 1, 2018 - Apr 30, 2018

Overview



Users 36,913	New Users 28,224	Sessions 55,391
Number of Sessions per User 1.50	Pageviews 145,757	Pages / Session 2.63
Avg. Session Duration 00:02:07	Bounce Rate 52.39%	

New Visitor Returning Visitor



Operating System	Users	% Users
1. Windows	15,550	42.58%
2. iOS	12,435	34.05%
3. Android	4,216	11.55%
4. Macintosh	3,759	10.29%
5. Chrome OS	340	0.93%
6. Linux	179	0.49%
7. (not set)	21	0.06%
8. BlackBerry	8	0.02%
9. Windows Phone	6	0.02%
10. Playstation 3	2	0.01%

Overview

All Users
+0.00% Users

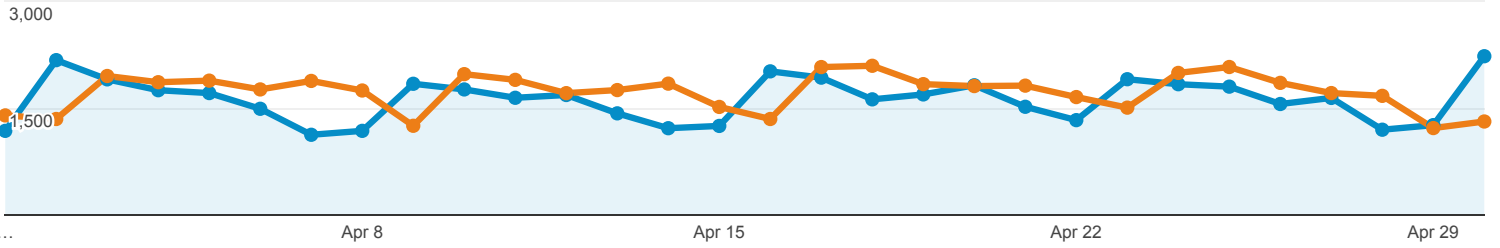
Apr 1, 2018 - Apr 30, 2018
Compare to: Apr 1, 2017 - Apr 30, 2017

Explorer

Summary

Apr 1, 2018 - Apr 30, 2018: ● Users

Apr 1, 2017 - Apr 30, 2017: ● Users



Device Category	Users	Users
	9.22% 36,913 vs 40,663	9.22% 36,913 vs 40,663
1. desktop		
Apr 1, 2018 - Apr 30, 2018	19,582	53.38%
Apr 1, 2017 - Apr 30, 2017	21,499	52.89%
2. mobile		
Apr 1, 2018 - Apr 30, 2018	14,503	39.54%
Apr 1, 2017 - Apr 30, 2017	16,398	40.34%
3. tablet		
Apr 1, 2018 - Apr 30, 2018	2,598	7.08%
Apr 1, 2017 - Apr 30, 2017	2,749	6.76%

Rows 1 - 3 of 3

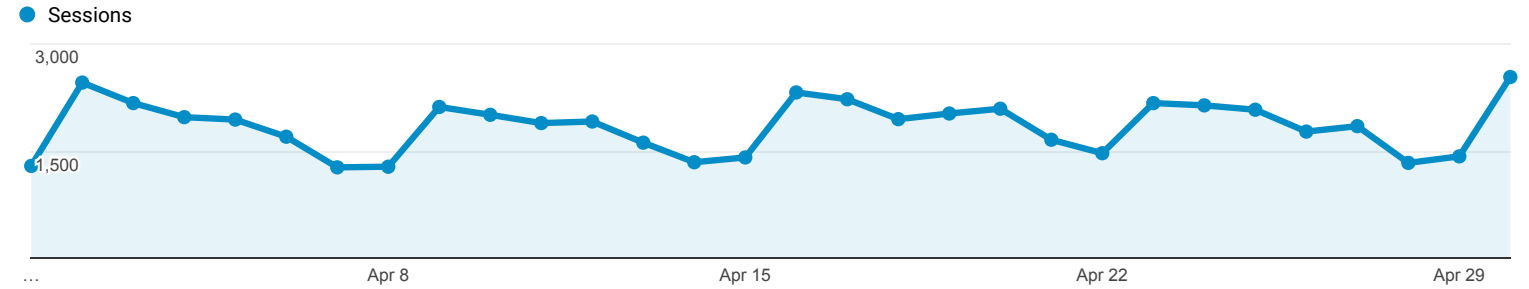
Landing Pages

All Users
100.00% Entrances

Apr 1, 2018 - Apr 30, 2018

Explorer

Summary



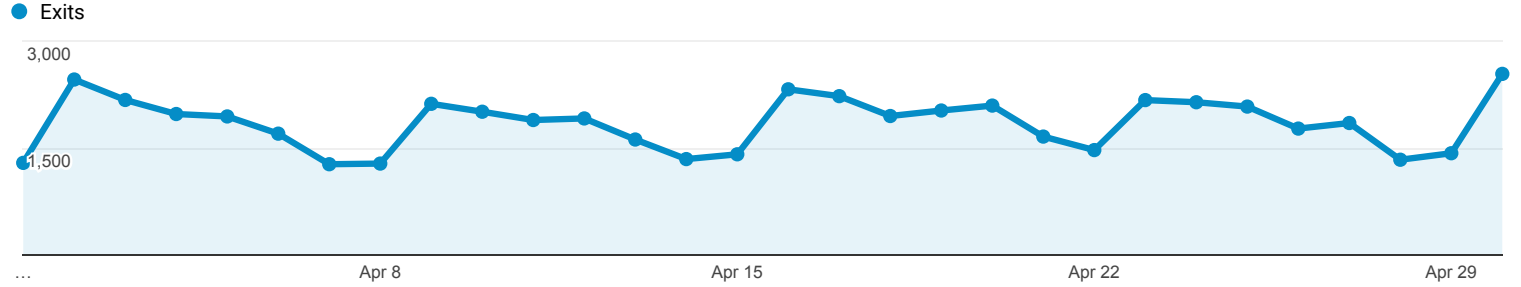
Landing Page	Acquisition			Behavior		
	Sessions	% New Sessions	New Users	Bounce Rate	Pages / Session	Avg. Session Duration
	55,391 % of Total: 100.00% (55,391)	50.95% Avg for View: 50.95% (0.00%)	28,224 % of Total: 100.00% (28,224)	52.39% Avg for View: 52.39% (0.00%)	2.63 Avg for View: 2.63 (0.00%)	00:02:07 Avg for View: 00:02:07 (0.00%)
1. /	9,316 (16.82%)	43.74%	4,075 (14.44%)	24.98%	3.58	00:02:54
2. /government/departments/parks-recreation	2,269 (4.10%)	52.67%	1,195 (4.23%)	26.09%	3.71	00:02:47
3. /government/departments/human-resources/job-opportunities	2,237 (4.04%)	46.98%	1,051 (3.72%)	65.89%	2.01	00:01:42
4. /government/departments/parks-recreation/ida-lee-park-recreation-center	1,754 (3.17%)	54.56%	957 (3.39%)	32.10%	3.74	00:02:51
5. /how-do-i/pay/personal-property-taxes	1,161 (2.10%)	58.05%	674 (2.39%)	51.51%	2.70	00:02:43
6. /government/departments/parks-recreation/sports-classes-programs/fall-2017-nfl-flag-football-results	1,010 (1.82%)	28.42%	287 (1.02%)	75.05%	1.52	00:01:47
7. /government/departments/parks-recreation/fitness-classes-programs/group-fitness-schedule	964 (1.74%)	23.65%	228 (0.81%)	84.75%	1.42	00:00:53
8. /government/departments/parks-recreation/ida-lee-park-recreation-center/class-program-schedule	839 (1.51%)	39.21%	329 (1.17%)	55.30%	2.62	00:02:14
9. /government/departments/police-department/crime-safety/weekly-arrest-reports	687 (1.24%)	51.97%	357 (1.26%)	77.87%	1.59	00:02:21
10. /government/departments/thomas-balch-library	678 (1.22%)	42.18%	286 (1.01%)	30.09%	4.06	00:05:15

Exit Pages

All Users
100.00% Exits

Apr 1, 2018 - Apr 30, 2018

Explorer



Page	Exits	Pageviews	% Exit
	55,378 % of Total: 100.00% (55,378)	145,757 % of Total: 100.00% (145,757)	37.99% Avg for View: 37.99% (0.00%)
1. /government/departments/human-resources/job-opportunities	3,003 (5.42%)	5,413 (3.71%)	55.48%
2. /	2,932 (5.29%)	11,968 (8.21%)	24.50%
3. /government/departments/parks-recreation/sports-classes-programs/fall-2017-nfl-flag-football-results	1,165 (2.10%)	1,607 (1.10%)	72.50%
4. /government/departments/parks-recreation/fitness-classes-programs/group-fitness-schedule	1,155 (2.09%)	1,499 (1.03%)	77.05%
5. /government/departments/parks-recreation/ida-lee-park-recreation-center/class-program-schedule	1,121 (2.02%)	2,430 (1.67%)	46.13%
6. /how-do-i/pay/personal-property-taxes	1,075 (1.94%)	2,314 (1.59%)	46.46%
7. /government/departments/parks-recreation	980 (1.77%)	3,826 (2.62%)	25.61%
8. /government/departments/parks-recreation/ida-lee-park-recreation-center	941 (1.70%)	3,480 (2.39%)	27.04%
9. /government/departments/parks-recreation/online-registration-webtrac	883 (1.59%)	1,225 (0.84%)	72.08%
10. /government/webmail	749 (1.35%)	945 (0.65%)	79.26%

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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	10,432	10,070									-3%
2	Employment Opportunities	4,656	3,964	3,875	3,584									-2%
3	Parks & Recreation	3,871	3,747	4,141	2,972									-17%
4	Ida Lee Recreation Center	3,480	2,692	3,283	2,681									-10%
5	Ida Lee Class & Program Schedule	2,654	2,332	1,906	1,906									8%
6	How Do I Pay . . . Personal Property Taxes	987	1,303	1,352	1,814									-8%
7	Group Fitness Schedule	2,278	1,675	1,551	1,312									10%
8	Fall 2017 NFL Flag Footbal Results	n/a	n/a	31	1,283									n/a
9	Government	1,225	976	1,051	1,078									-11%
10	Online Registration (Webtrac)	1,284	1,530	1,213	1,072									54%

Department Homepage