FOXCOMM USER TECHNICAL COMMITTEE
Meeting Date & Time: October 22, 2015 at 2:00 p.m.
Location: Menasha Community Center

MINUTES

User Technical Committee Members	
Rob Mertins, Chair*	P
Luke Behling, Vice Chair*	P
Calumet County	
John Anderson	P
Andy Hess	P
Matthew Marmor	P
Donna Potter	P
Brian Reedy	P
Outagamie County	
Steve Flater	P
Joanne Hollmann	P
Larry Potter	P
Gene Reece	P
Winnebago County	
Jesse Jensen	P
Dean Kaderabek	E
Keith Kiesow	E
Paul Xiong	P
FoxComm Staff	
Tony Lodel	P
Recording Secretary	
Melissa Buman	E
Guests	
Missy Sykes	P
Rorick Olson	P
Victor Voss	P

1. Determine Quorum and Call Meeting to Order: Quorum was met. The meeting was called to order at 2:00 p.m.

    a. Introduction of New Member: Larry Potter (replacement for Rudy Nyman) from the Appleton Police Department

2. Approve Agenda: Marmor/Hess made a motion to approve the agenda. Motion carried.

3. Approve Minutes: Anderson/Reece made a motion to approve the Minutes. Motion carried.

4. Request for Additional Policies from Membership:

    a. Memorandum of Understanding: Lodel stated he had spoken with Bodnar, and it was discussed that FoxComm already had an agreement with the counties. Bodnar felt that the MOU belonged with each county and their corresponding agencies. Reece asked what was in place with each county so that each agency properly followed the protocols of FoxComm. Tuning of modems was an example mentioned that had caused issues in the past. Reece stated that he believed a recommendation should be made to FAB that each county develop an MOU for their county specifically related to following the rules and regulations of FoxComm. He added that FoxComm was originally the entity to manage items like this, and everything was done at the FoxComm level for consistency, and it was defeating the concept of FoxComm by pushing everything down to the county level. This item was originally brought up by Reece due to Greenville Fire joining the FoxComm system. Mertins added that Winnebago would check its current MOUs and provide feedback at the next meeting.

5. Review and discuss Follow Up from FAB/FEC: Lodel informed the group that FAB and FEC did not meet.

6. New UTC Vice-Chair: The new Vice-Chair for UTC will be Andy Hess from Calumet County.

7. <u>Administrative Issues – Hardware/Software Updates</u>:

a. <u>Premier 1 CAD/Premier 1 Mobile</u>: Lodel stated that on September 28, the Baycom tower crew replaced a radio on the Stockbridge tower. Calumet County experienced sporadic downtime due to this. Lodel did attend the Motorola User Conference and attended several classes and also spoke with Motorola regarding the outstanding items. A firmware upgrade had taken place, and it had been a smooth process. The DR failover, however, did not go as smoothly. The two-hour projected outage ended up being all day. Issues were experienced such as the SCOM alerts, query sorting and reporting, trans. logs, were all not working and there was a space issue that could have caused an outage. The majority of these issues were experienced because Motorola failed to update the DR site when updates had been made on the live system.   Also, the app servers kept bouncing, and users were offline sporadically. Lodel stated that since this was the first failover, he did expect issues to arise. He added that everything seemed to be working currently.   Hollmann also mentioned the address verification issue, and it was learned that the premise hazard config file had not been copied to the DR site. Mertins added that the network load balancing was way off. This was another setting that had not been changed on the DR site since implementation.   Mertins stated that Gold Cross had not been receiving updates. They were using a very old version of the software on XP. He added that Gold Cross will be added to the notification cycle for FoxComm. Lodel stated that the failback was scheduled for Monday, but he was in favor of pushing the date back to Tuesday to make sure that the system was stable on Monday after the weekend.   Failing over and failing back could be done in the future on a regular schedule to minimize downtime. After discussion, the group agreed to failover one more time on Wednesday to make sure the issues had been fixed prior to setting up an ongoing schedule.   Lodel stated that there were currently no planned upgrades to the system. Behling mentioned the refresh and suggested that it should be done the next time. Lodel stated that the projected failback downtime would be two hours. October 28/November 4 were the dates selected for the next failover/failback. Lodel also informed the group that he was notified by Motorola that database 2 had malware on it. It was isolated and quarantined as a result. The virus came in through Motorola a USB drive from Motorola staff. Due to this, Motorola was now recommending that anti-virus be added to the servers.   Lodel sent out an email notifying the Sheriffs and CAD administrators of the situation. Lodel also brought up the issues with the database server that had been failing about once a month. Motorola will be rebuilding the database server, and Lodel will add anti-virus software to it as soon it is purchased -   he already had a PO for it. Lodel stated the on-call paging software will be going away. Paperwork was signed to purchase the On Page program, which is web-based and will eliminate the need for a server.   Lodel will send out documentation to the Comm. Centers.

8.   <u>Workgroup Updates</u>:

   a.   <u>I.T.</u>:   Anderson stated that the group met and had discussed the CAD upgrade. Oneida was still looking at options to provide a faster connection. All other items were already discussed above.

   b.   <u>Fire</u>:   This workgroup did not meet. Meetings will be delayed until all agencies are using the same version of the software.

   c.   <u>Communications</u>: Sykes stated that she is now the on-call contact for Outagamie County. The Paramount upgrade was completed and had been successful.

   d.   <u>Law</u>:   This workgroup did not meet.

   e.   <u>GIS</u>:   This workgroup did not meet.

9.   <u>Around the Table</u>:   No additional discussion for this agenda item.

10. <u>Schedule Next Meeting and Location</u>:   The next meeting will be held on December 3 at 2:00 p.m. at the Menasha Community Center.

11. <u>Adjourn</u>: Hollmann/Behling made a motion to adjourn the meeting. <u>Motion carried</u>. The meeting adjourned at 2:59 p.m.

Respectfully submitted,

Melissa Buman
Records Management/Administrative Services Supervisor
Outagamie County MIS Department