

**COMMUNICATIONS
AND TECHNOLOGY
COMMITTEE**

Tuesday, August 28, 2018

6:00 PM

McFarland Municipal Center
Conference Room A

AGENDA

1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
 - a. Motion to approve the minutes of the July 24, 2018 meeting.
4. BUSINESS.
 - a. Update on the Communications & Technology Director position posting
 - b. Discussion and possible action regarding the Village's website redesign
 - c. Discussion and action to make a recommendation to the Village Board regarding a proposal from Information Technology Professionals to implement improvements to the disaster recovery within the Village Network.
5. STAFF REPORTS
 - a. Communications Specialist report
 - b. Director report
6. POLCO QUESTIONS
 - a. Discussion and possible action regarding questions to be posted on Polco.
7. SCHEDULE NEXT MEETING DATE.
 - a. Next meeting: September 25, 2018 at 6:00p.m.
8. ADJOURNMENT.

This meeting notice constitutes an official meeting of the above referenced group and was posted in accordance with all applicable laws related to Open Meetings Law. It is possible that members of and possibly a quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice. Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals. For additional information or to request this service, contact the McFarland Municipal Center at (608) 838-3153 or cassandra.suettinger@mcfarland.wi.us.

VILLAGE OF MCFARLAND
Communications & Technology Committee Minutes

Tuesday, July 24, 2018 - 6:00 PM

1. CALL TO ORDER, ROLL CALL.

Meeting called to order at 6:06pm by Chair Stephanie Brassington in Conference Room A at the McFarland Municipal Center

Members Present: Johnathan Daugherty, Shaun O'Hearn, Devoin Ruffin, and Stephanie Brassington.

Members Absent: Mike Dunn, Brian Rodeck and Ella Tschopik

Staff Present: Administrator, Matt Schuenke, Communications Specialist, Stephanie Miller, and Interim Director, Andrew Day.

2. PUBLIC APPEARANCES.

No public appearances.

3. APPROVAL OF MINUTES.

a. Motion to approve the minutes of the June 26, 2018 meeting.

Motion by Jonathan Daugherty and second by Shaun O'Hearn to approve the minutes of the June 26, 2018 meeting. 4-0-0

4. BUSINESS.

a. Discussion and possible action regarding the Village's website redesign

No updates from developer. No action needed.

b. Discussion and possible action regarding the development of a Communications Plan

Discussion only. No action needed.

c. Discussion and possible action to make a recommendation to the Personnel Committee regarding the Communications and Technology Director including consideration for the position description, status, and permission to fill the vacancy.

Motion by Shaun O'Hearn and second by Stephanie Brassington to recommend to the Personnel Committee the updated Communications & Technology Director position description with the hours being full-time. 4-0-0

5. Staff Reports

a. Communications Specialist report

Stephanie Miller reported on new data plan for department and utilizing it for events and live postings. Social media push on upcoming election(s), TDS information, Sundaes on Thursdays, recent Library events, and fall sports, in particular, soccer commentator.

b. Director report

Andrew Day discusses Village Board bio section for website and moving forward with gathering emails for a future list to communicate.

6. SCHEDULE NEXT MEETING DATE.

a. Next meeting: August 28, 2018 at 6:00p.m.

Next meeting to take place on August 28, 2018 at 6pm in Conference Room A at the McFarland Municipal Center.

7. ADJOURNMENT.

Motion by Village Trustee Stephanie Brassington, second by Village Trustee Shaun O'Hearn, to adjourn at 7:36PM. 4-0-0

Pursuant to law, written notice of this meeting was given to the public and posted on the public bulletin boards in accordance with Open Meetings Law.

Respectfully submitted,
STEPHANIE R MILLER
COMMUNICATIONS SPECIALIST



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 28, 2018

SECTION: Business

DEPARTMENT: Communications & Technology

CONTACT:

AGENDA ITEM: Update on the Communications & Technology Director position posting

PREVIOUS ACTION:

ISSUE SUMMARY:

The Village Board approved posting and filling the Communications & Technology Director position at their regular meeting of August 13, 2018.

Estimated Timeline :

August 21 to September 21 - Application period

Week of October 1st - Phone interviews

Week of October 8th - In-person interviews, round #1

Week of October 15th - In-person interviews, round #1

October 19th - Candidate selection recommendation to the Communications & Technology Committee

November 12 - Final selection and hiring by the Village Board

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

None



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 28, 2018

SECTION: Business

DEPARTMENT: Communications & Technology

CONTACT:

AGENDA ITEM: Discussion and possible action regarding the Village's website redesign

PREVIOUS ACTION:

ISSUE SUMMARY:

The latest revision from the designer is ready:

<http://previews.cmsdev.avenet.net/previews/McFarlandWI/RevisionOne/>

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

None



VILLAGE BOARD SUMMARY SHEET

MEETING DATE: Tuesday, August 28, 2018

SECTION: Business

DEPARTMENT: Communications & Technology

CONTACT:

AGENDA ITEM: Discussion and action to make a recommendation to the Village Board regarding a proposal from Information Technology Professionals to implement improvements to the disaster recovery within the Village Network.

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

1. BackupDRStrategyVOM 7-20-19

BACKUP AND DISASTER RECOVERY INFRASTRUCTURE

DRAFT FOR DISCUSSION

FOR: VILLAGE OF McFARLAND

AUGUST 27, 2018

PREPARED BY:
PETER NIEBLER
INFORMATION TECHNOLOGY PROFESSIONALS

Backup and Disaster Recovery Infrastructure

The proposed Backup and Disaster Recovery options provide the Village of McFarland with a layered approach to Backup and Disaster Recovery. Different failure scenarios provide unique challenges to businesses. The layered approach provides options and redundancy for different failure scenarios. This approach also follows the 3-2-1 rule in which key data is protected with 3 copies of the data, is stored on 2 different media types and in at least 1 remote location. Below is a description of the proposed technologies to be implemented.

Microsoft Shadow Copies

All Windows Servers have Shadow copies turned on for all the drives on the server. Shadow copies allows for file level restores for particular drives. Shadow copies are not a 'true' backup solution but they can be an integral part to the overall backup and DR strategy. Shadow copies can be used to recover previous versions of files on particular drives. Common uses would be to recover accidentally deleted files or corrupt files and, in some cases, entire file shares.

- RPO – 12 hours
- RTO – less than 1 hour
- Data Retention – based on drive space, generally 1 week
- Schedule – 7 AM and 12 PM Daily
- Testing – Monthly

Business Application Backups

Certain Line of Business applications include built in backup capabilities in the application itself. When available VOM will utilize the built-in application backup. Recovering from the application backup may be more efficient and less intrusive in certain scenarios. The files created from the built-in backup will be stored on a separate file share which will be included in the normal server backup operations. The backups will be run daily if they can be scheduled or run manually on a weekly basis in accordance with the maintenance schedule. If SQL servers are present a SQL maintenance schedule will be created including a daily SQL backup. Currently the list of applications with built in backups include:

- Define and list key systems here
- RPO – 24 hours
- RTO – less than 4 hours (depends on application)
- Data Retention – see Veeam Backup retention
- Schedule – Dependent on application
- Testing – Quarterly

Network Device Backups

Network devices with configurations different from the default settings are included in the overall Backup and DR strategy. Network outages can be extremely disruptive to the business. This can often be overlooked in a Backup and DR strategy as there is no data to protect. However, network configurations can be complicated and difficult to recreate if lost. If device configurations are backed up then replacement systems can be brought online at a fraction of the time. The included devices include but are not limited to switches, routers and firewalls. Backups of the configurations are taken as part of the monthly maintenance schedule and when major changes are made to specific devices. The specific devices are listed below:

- Device Name

- RPO – no data
- RTO – less than 1 hour per device
- Data Retention - NA
- Schedule – Monthly (and when changes are made to device configuration)
- Testing – NA

Mimecast Email Continuity

VOM utilizes Mimecast protection services for email delivery. Included in the product is an Email Continuity feature. Email Continuity provides access to current emails in the event the Office 365 email service is unavailable. All mail is routed through Mimecast and Mimecast keeps a heartbeat with the Office 365. If this heartbeat is lost the Mimecast portal can be used to access current email. Once the heartbeat is restored emails are routed back through Office 365 and any changes during the downtime are also replicated to the exchange server.

- RPO – real time
- RTO – real time
- Data Retention - NA
- Schedule – NA
- Testing – NA

Mimecast Enterprise Archiving

Hosted cloud systems often require a separate backup strategy to meet internal requirements for business continuity. In particular, VOM utilizes Office 365 for email services. Office 365 is a powerful business tool for collaboration and productivity, but Office 365 backup capabilities may not be sufficient for every organization. Mimecast's Enterprise archiving and backup technology is critical for protecting against accidental or malicious loss of data and for complying with a wide variety of regulatory frameworks. Mimecast enables users to access and search archive data or restore deleted emails without help from IT. Users get fast access to any email sent or received – a 7-second search SLA means information contained in email is always at their fingertips. IT administrators get ultimate control of their Office 365 backup, managing policies and performing administrative global search from a centralized console.

- RPO – Continuous
- RTO – less than 1 hr for searching
- Data Retention - indefinitely
- Schedule – Continuous
- Testing – Monthly

Veeam Backup and Replication

Veeam Backup and Replication is installed and set to backup and replicate all virtual servers. Veeam creates an image level backup allowing for restoration of entire VMs or individual files with the server. In addition to files, Veeam Backup allows for granular restoration of services such as MS Exchange, MS SQL and Active Directory objects. The backup target in a Synology NAS device. In addition to the onsite Synology NAS, backups are copied to a second Synology NAS hosted in ITP's datacenter providing both onsite and offsite backups. The Veeam Replication solution is implemented for server disaster recovery

purposes. Veeam Replication creates copies of production virtual machines on a DR server. In the event of a failure the virtual machines can be turned on and run from the DR server. Veeam Backup and Replication provide both Backup and DR options. Veeam Backup allows for a longer retention periods of data and Veeam Replication allows for rapid recover of entire virtual servers.

- RPO
 - o 24 hours for Onsite Storage
 - o 24 Hours for Offsite Storage
 - o 24 hours for Replication Data
- RTO
 - o Veeam Backup
 - Estimated 1-4 hours per VM (can utilize 'Instant VM' recovery for zero downtime on VMs but this will affect performance) for Onsite Storage
 - 2-5 days per VM for Offsite Storage
 - o Veeam Replication
 - Less than 1 hr
- Data Retention
 - o Veeam Backup
 - 30 days
 - o Veeam Replication
 - 3 days
- Schedule
 - o Daily with 30 Retention points and Monthly with 12 Retention points for Onsite
 - o Daily with 14 Retention points, Weekly with 2 retention points for time greater than the 14 Daily retention, Monthly with 2 retention points for time greater than the 2 Weekly retention for Offsite
- Testing – Monthly for Backup restores / Quarterly for Replication failovers

Internet Connectivity

VOM has contracted with two separate ISP vendors to provide redundant internet services. The devices connecting to the ISP have capabilities to automatically failover and failback in the event of an internet outage from a single ISP. Internet service is mission critical for the VOM, this creates a redundancy to the internet.

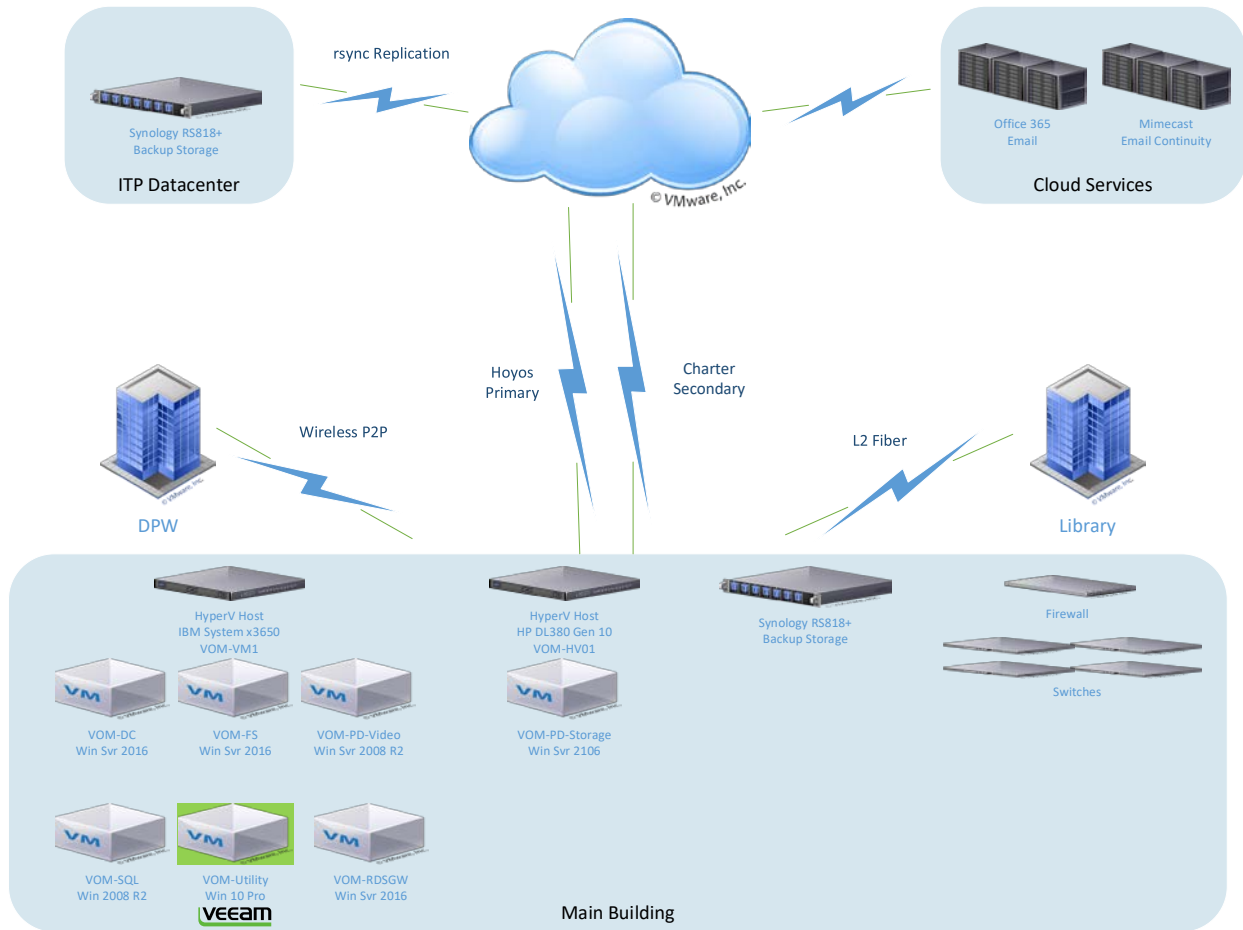
- RPO – NA
- RTO – less than 1 hour
- Data Retention -
- Schedule – NA
- Testing – Quarterly

Hardware Redundancy

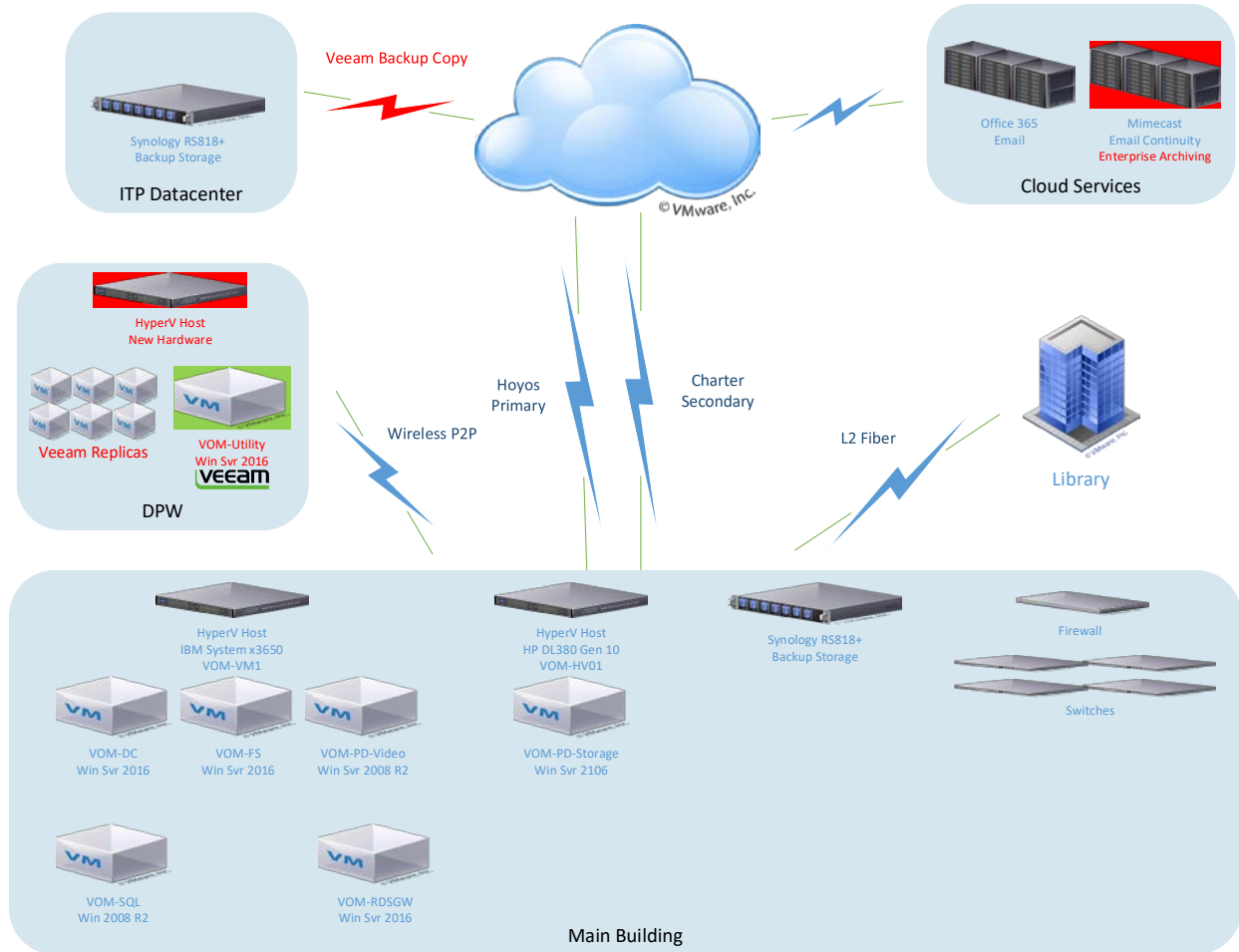
VOM keeps spare hardware for critical business systems in the event of a hardware failure. VOM recognizes that certain devices may create single points of failure within the network. VOM maintains warranties on all critical systems but some warranties may not provide the RTO required. The hardware kept as 'cold' or 'hot' spares include:

- Device Name

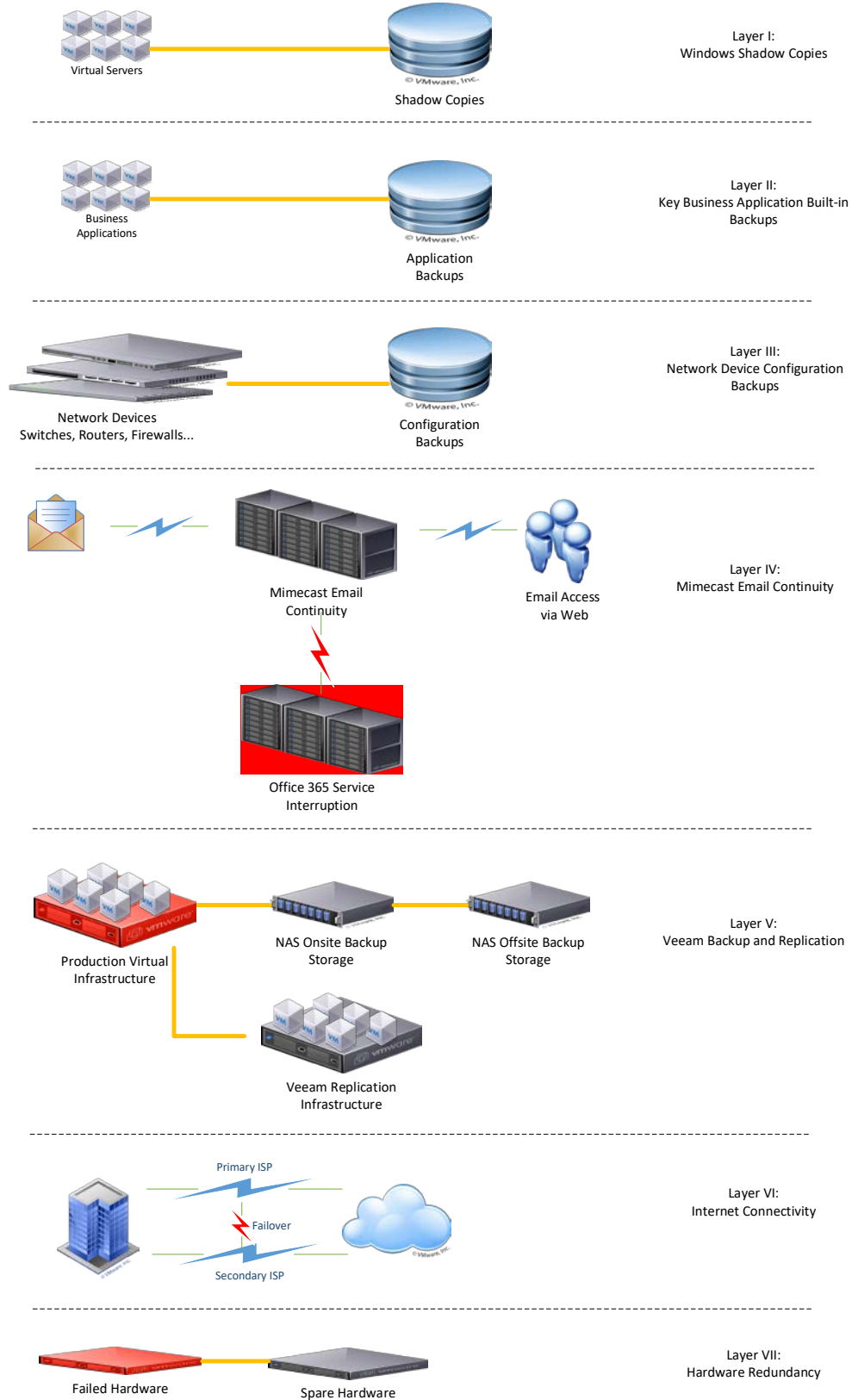
Current Infrastructure



Future Infrastructure



Backup Strategy



How do you get your information about what is happening in McFarland?

Multiple Choice:

- Local News (TV, Newspaper, Outlook Newsletter)
- Village Website
- Social Media (Non-Village Sources)
- Social Media (Village Sources)
- Other...

Summary: If you don't already follow us on social media, follow us on Facebook (facebook.com/villageofmcfarlandwi), Instagram (@villageofmcfarland), and YouTube (McFarland Cable).

Background: We want to assess how you are receiving Village information and other things happening in McFarland. We want to align our efforts to share information to the places you most likely find it.

Last day of voting:

General Categories:

What is your favorite community event?

Multiple Choice:

- Family Festival
- Christmas in the Village
- Sundaes on Thursdays
- Community Service Day
- Parades (Memorial Day, Halloween, etc.)
- Other...

Summary:

Background:

Last day of voting:

General Categories: