

**MINUTES**  
**Cheshire County Commissioners Meeting**  
**Wednesday January 20, 2016 09:30AM**  
**Department of Corrections**  
**825 Marlboro Road**  
**Keene, NH**

**PRESENT:** Commissioners Stillman Rogers, Charles Weed, and Peter Graves,

**STAFF:** County Administrator Coates, Finance Director Trombly, Superintendent Van Wickler, HR Director Hurley, and Assistant County Administrator (ACA) Bouchard

**GUESTS:** Westmoreland Selectman Hammond

Chairman Weed opened the meeting at 09:30AM and recognized Administrator Coates. Coates said the Correctional Officer Certification issue discussed at last week's meeting would be resumed at next week meeting to be held at the Maplewood Nursing Home.

Coates then said that the Community Development Block Grant approved for \$500,000 by the prior Board of Commissioners in December 2014 for the Keene Energy Agriculture Project (KEAP) will be terminated as the KEA project has been ended by the developer because of the ability to find a suitable site for the project. No funds were paid out of the grant and all other costs have been borne by the private investors for the project.

He then discussed an upcoming meeting with Primex representatives on February 4<sup>th</sup> for the purpose of introducing the Primex staff and getting a better understanding of the services and products that Primex provides for the County.

Coates then discussed the suggestion from Commissioner Rogers to file intervenor status with the Federal Energy Regulatory Commission (FERC) on behalf of the towns in the County affected by the NED pipeline project. He said that a filing has been made under the County's name but it may have been after the deadline, although it does show the County listed as an intervenor in the FERC online database.

Coates then said that because of Assistant Finance Director Misty Hall's work the County will be recognized for creating a healthy workplace environment by Healthy Monadnock Magazine and a story featuring the County Fitness Room will appear in the next edition of the publication.

Coates then reminded the Commissioners that the next Delegation Executive Budget Review meeting will be on Monday the 25<sup>th</sup> at Maplewood Nursing Home.

Coates said that an analysis of the impact of raising the on-call pay for County employees has been completed and requires more discussion before a recommendation to move forward can be made. The issue will be added to as a future agenda item for the Commissioners.

Register of Deeds Tilton was then recognized and she discussed the charges for documents from the registry and how they came about in response to user complaints about the fees.

She said that previously to her election, the registry charged a flat fee of \$50.00 per month for printing as many copies as required. She outlined how all of the registries in the State have changed their fees for printing documents and she said that the \$50.00 flat fee lead to abuse by some large users that would print 5,000 – 6,000 pages per year and while many of the smaller firms would only print 60 – 75 per

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year but pay the same fee. She also said that the actual cost to process documents electronically and place them in the registry system cost about \$4.50 per document which means under the old system the registry was not covering their costs in many situations.

Tilton reviewed all that the Statewide County's fee charges and provided the Commissioners with the following chart on all Registry charges pointing out that Cheshire County has one of the lowest fee structures in the State despite being one of the smallest registry's.

County	View Images	Set up Costs	Annual Renewal	Per Copy via Internet	Copy Cost in-house
Cheshire	Free	\$50	N/A	\$1	\$1
Belknap	Free	\$50	N/A	\$2	\$1
Carroll	Free	\$120 (Pending)	\$120 (Pending)	Pending	\$1.25
Coos	Free	No	No	\$3	\$2
Grafton	Need on-line acct	\$120	\$120	\$1	\$1
Hillsborough	Free	\$100	N/A	\$2	\$1
Merrimack	Need on-line acct	\$25/month	\$25 monthly cos	\$2 subscriber/\$4 non	\$1
Rockingham	Free	\$100	N/A	\$1	\$1
Strafford	Free	No	No	\$1	\$1
Sullivan	Free	\$50	No	Draw down account	\$1
Cheshire County Copy Revenue 2015: \$ 16,000					

The Commissioners thanked her for her report and insight on the issue.

Master Agenda Item #340 Semi-Annual Report - Information Technologies was then taken-up and IT Director Hummel provided the following report to the Commissioners:

Department of Information Technology  
 Commissioners' Status Report  
 January 20, 2016

**Staffing & Workload**

IT handled more than 905 support requests from users and vendors in the period from September to December 2015. The volume of end-user assistance calls remained fairly steady. Hardware-related calls, such as problems with printers or other physical services, were relatively constant as well.

Internal work, the type performed by IT staff on its network infrastructure and internal services, has continued to increase because of an increase in complexity in systems as well as an increased emphasis on preventative maintenance and monitoring.

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To allow staff to manage the advanced technology being deployed, in-house training increased in 2015. IT staff were trained in server operation, configuration, and recovery, backup and restoration procedures, Windows management, and network operations.

**Availability and Continuity**

A primary responsibility of the IT Department is to ensure the availability of computing resources to all County departments and to ensure the County's continuity of business. To this end, IT continues to make significant improvements to the network and resource infrastructure.

At the close of 2015, the hardware infrastructure of the HOC has been virtualized. This was the last campus to receive this operational upgrade. A majority of critical applications, running on our servers, are now virtualized. The two services remaining, Kronos (time and attendance) and Harris (financial) are scheduled to be virtualized in 2016.

In 2015, IT also unified our backup, recovery, and archiving strategy. Previously, the ad-hoc system in use consisted of three disparate, incompatible software programs and incompatible hardware. All campuses now use identical software and procedures with the bonus that backups created at one facility can be read and restored at another.

By implementing our virtualization, replication, and restore strategy, we have reduced our minimum RTO (return to operation) time to less than five minutes for a single server failure. A complete server rebuild can typically be accomplished in under 60 minutes without impacting operations. Other support tasks, such as individual restoration of accidentally deleted files, have also been accelerated significantly.

**Security**

The security of the County network and compliance with federal regulations regarding data privacy continue to our largest concerns. The policies we have in place continue to increase security by reducing our vulnerability, albeit at a minor cost in convenience to our computer users. In 2015, only seven instances of possible computer infection were confirmed and addressed. In all cases, these infections were minor, consisting of malware (ad pop-ups) and a spam emailer.

Our Internet-filtering service (OpenDNS) continues to be our most significant and effective tool in reducing infection by preventing end-user exposure to viruses, malware, and cyber-attacks. The service blocking suspicious sites and domains, heading off most threats before a user can access them. In the case of sites that are blocked by category (such as on-line shopping), business-related exceptions can be requested and are enabled quickly. However, user expectation of unfettered access to the Internet heedless of security risk continues to be a source of contention between IT and some departments.

Our public interfaces (firewalls, public IPs) continue to be subject to nearly constant probing and directed attacks. In 2015, no successful penetrations were been detected or observed.

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Ransomware (Cryptolocker/Cryptowall) is now in its fifth generation and becoming increasingly more sophisticated. Cryptowall is ransomware that seeks out and encrypts documents on the infected machine and any connected network shares or drives. The encrypted files are held ransom for a fee. If the fee is not paid, the encrypted files are unusable.

This malware and its related versions continue to represent a threat to the integrity of the county network and the data it contains. A new variant has appeared that exploit platforms such as JavaScript, used to provide animation and menus. Because JavaScript is used on many websites – include those run by government and financial institutions – we are unable to disable this. IT continues to work on proactive measures to prevent an infection from affecting the network.

**County-Wide IT Major Projects**

**1. Telephone System Replacement (incipient)**

The telephone systems currently used by the county are either approaching or are already beyond end-of-life. In 2016, IT will begin research into a new system to provide telephone service for the county going forward.

**2. Server & Systems Upgrades (ongoing)**

We continue the conversion of our servers from Windows Server 2003/2008 and physical hardware to Windows Server 2012 and virtual hardware. The Maplewood, Sheriff, Keene, and HOC campuses now have virtualization hardware in place. The conversion of the Harris and Kronos servers is scheduled to be completed early in 2016.

**3. Mail System (ongoing)**

The county currently uses GoDaddy hosted email, enabled by a local provider. The capabilities of this system have been outgrown. IT is currently testing deployment of a secure, in-house email system with an improved interface. I am also evaluating hosted email on a monthly subscription basis.

**4. Backup, Disaster Recovery Preparation (ongoing)**

The County's backup and recovery strategy has evolved significantly in 2015 and is reaching completion as we enter 2016. In addition to servers and other mission-critical devices, rapid recovery protection has been extended to desktop systems at the HOC, Keene, and Sheriff campuses. This ability will be extended to Maplewood in 2016.

**5. Domain Name Service Migration (incipient)**

To support migration of services to internal system, we are beginning a competitive and fiscal analysis for moving the controlling authority for the county's websites and email to a more reliable service provider.

**6. Windows 10 Upgrade Plan (ongoing)**

We have begun the process of registering all workstations for the no-cost Windows 10 upgrade. This process requires a conversion/restore operation and has to be done to minimize downtime. We are also

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pursuing volume license imaging rights for future county-wide upgrade and evaluating compatibility issues with current business applications.

7. MACE Activation Plan (ongoing)

To ensure that the MACE team can activate rapidly and smoothly, we are creating a fast-deployment equipment rack to support this agency.

**Maplewood**

1. Rehab/Optima software selection and installation. (Ongoing)

Support for a project driven by Maplewood staff to add a program designed to support documentation and billing of rehabilitation services.

2. Maplewood Resident Wi-Fi

This project is in the early design phase. I have met with Kathryn to establish her requirements. I have had preliminary meetings with vendors to determine hardware capabilities. I am in the process of developing a preliminary RFP.

**Sheriff/Dispatch**

1. Dispatch Terminal Upgrade (ongoing)

Hardware selection for the new dispatch stations is complete. IT is beginning configuration and customization prior to deployment.

2. IMC Servers, SPOTS

At the request of dispatch, the IMC E911 module has been removed and our connection with the E911 system has been reverted to its original condition. We are preparing for the SPOTS network to switch from ISDN to VPN.

**Finance**

1. Application Virtualization (ongoing)

As part of the infrastructure modernization, the Kronos and Harris applications are being migrated to virtual servers.

2. Kronos Upgrade (ongoing)

KRONOS (time and attendance) server virtualization and software upgrade (version 6 to version 8). (Ongoing)

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**House of Corrections**

1. COMTEC security system end-of-life remediation plan. (Complete)

The control computer systems at the jail are out of support and experiencing a higher rate of system failure due to their age. IT has developed and successfully tested a method to preserve operation while avoiding a \$100k upgrade cost.

Hummel answered a number of questions from the Commissioners and staff and the Commissioners thanked him for his report.

Master Agenda Item: #341: Blood Farm - Parcel Cut Layout Map - Pre-Submission to Town – ACA  
Bouchard presented a survey plot plan to the Commissioners that outlines the proposed 5.1 acre subdivision of the Blood Farm parcel. The plan was reviewed in-depth and a number of issues were discussed concerning the layout, access, and current use laws.

Following discussion it was agreed that the plan would be forwarded to the Delegation Farm Committee for review and approval and to be forwarded to the delegation for final approval.

**At 11:11AM Pursuant to RSA 91-A (II) (a), (b) and (c), Commissioner Graves moved to go into recess to discuss Collective Bargaining Agreement (CBA) issues and status.**

**At 11:43AM the Commissioners voted unanimously to return to public session.**

The Weekly Census was reviewed.

**The Weekly Manifest was then reviewed and Commissioner Graves moved to accept the Manifest as presented and was seconded by Commissioner Weed. Upon vote the motion passed with two (2) Yea's.**

**The minutes of January 13, 2015 were then reviewed and Commissioner Graves moved to accept the minutes as amended. Commissioner Weed seconded the motion and upon vote the motion passed with two Yea's.**

The Commissioners Calendar was then reviewed.

**At 11:55AM there being no further business to discuss, Commissioner Grave moved to adjourn the meeting. The motion seconded by Commissioner Weed and upon vote the motion passed with two (2) Yea's.**

Respectfully Submitted,

P. Graves, Clerk