

Information Technology Advisory Committee (ITAC)
Town of Belmont
16 April 2020
Conference Room: Virtual via Zoom

**RECEIVED
TOWN CLERK
BELMONT, MA**

DATE: July 10, 2020
TIME: 9:27 AM

APPROVED MINUTES

[Minutes are sent to the Town Clerk, belmont-ma.gov!townclerk when approved]

Voting Members Present

- Paul Roberts <gmail.com!paulroberts> (chair) (VM)
- Glenn Wong <gmail.com!glennpwong> (vice-chair) (VM)
- Dave Goldberg <verizon.net!david.goldberg6> (secretary) (VM)
- Jim Berets <verizon.net!jberets> (VM)
- Dan Ellard <gmail.com!ellard> (VM)
- Charles Smart <verizon.net!cnsmart> (founding chair) (VM)
- Jonathan Birge <mit.edu!birge> (VM)
- Jonathan Green <gmail.com!green.jbg> (VM)

Members of the Public Present:

Phil Thayer

Town Staff Present:

- David Petto (Director of IT, Town of Belmont) <belmont-ma.gov!dpetto> (TS)
- Ellen Girouard (Technology Librarian, Belmont Public Library) <minlib.net!egirouard> (TS)

Key:

VM = Voting ITAC Member
NVM = Non-Voting Member
FBL = Friend of Belmont Library
TS = Town Staff

Meeting called to order at 7:37PM

Minutes of the 2/13/2020 and 3/16/2020 approved.

Paul Roberts offered the floor to Phil Thayer to bring up his comments. Phil asked Dave Petto about rolling out Zoom to other committees. Dave Petto responded that the Town Clerk has given him point of contact (POC) information for all committees and his team has begun reaching out to them all, setting up Zoom training sessions. This is being done on a tiered basis and is currently on the seventh wave. Dave says that between him and John Marshall, the Assistant Town Administrator, 25 committees have gone through training at this time. Once the committee POC has gone through training they are given sufficient access to host a meeting. The town has 5 licenses so there can be up to 5 concurrent meetings at a time, each with up to 100 attendees. So far that is sufficient. The town is using Zoom's commercial (Professional) version. Committees are expected to use the Town's licensed version for committee meetings. Personal licenses may be used by committee members. Dave reported that he investigated other options for conferencing and selected Zoom as being the easiest to use.

Phil Taylor asked about one of the upcoming committee meetings which will be a public hearing. Dave responded that such meetings are handled as by Zoom with the moderator managing muting and unmuting participants as required.

Paul Roberts asked about security of meetings, noting there was a Zoom bombing incident at a recent School Committee meeting. Dave Petto noted that the meetings

are expected to be set up to ensure that participants come through a waiting room and the moderator has the ability to remove participants who act badly. Dave noted that he is not aware of any other problems.

Dave Petto noted that the biggest user issue he's run into is with people who do not have a computer and find the cell phone version difficult to use whether by app or dial in. Dave also reported that the past two Select Board meetings and several others that are typically managed by Belmont Media Center including School Committee and High School Building committee have all been handled completely remotely. The Belmont Media Center has its own Zoom license(s) that may be larger than the Town's.

Paul Roberts asked if the Select Board or any other Town staff or committee chairs have raised questions about the Zoom security and privacy issues raised in the press. Dave said no, particularly since Town meetings are open to the public anyway so some of the concerns don't apply here. Dave noted that the Town needs a policy on recording meetings and how to manage the recordings.

Dave Petto reported that his team has been fantastic. They got the town working from home in three days starting from almost no capacity at all. 80 Town staff are working remotely, mostly communicating by phone. Town department heads have laptops with VPN to get onto Town systems. They are using the Logmein service. One of the hardest things Dave's team has to deal with is keeping up with patching. It's more difficult to test and roll out patches while minimizing interruptions while working remotely. A number of projects are on hold while buildings are closed. Dave's staff is splitting shifts on site to maintain social distancing. Phishing attacks have gone up. Training has proved to be very helpful as many staff are reporting bogus emails to Dave's team.

Ellen Girouard noted that the library is using Zoom for both internal meetings and running outside programs. Lauren Pfendener is hosting a Nonfiction bookclub, and there's a regular weekly Spanish Club. Ellen will be running an online Cookbook Club in a few weeks.

Paul Roberts reported that the web site renewal committee is on hold for now while we are dealing with the coronavirus crisis. The Select Board voted to establish the committee in March but with the crisis, it hasn't been filled yet. Paul also reported that Janice Darius at the School department approached him about concerns related to students who did not have Internet access and whether ITAC could help. That apparently resolved itself as Comcast began providing access to qualifying households.

Next meeting scheduled for Tuesday 19 May 2020 at 7:30 PM

Meeting adjourned at 8:45PM