

Item 23-0457: Request to Award Network Managed Services to Heartland Business System

Human Resources and Information Technology Committee

Wed, Apr 26, 2023 6:30PM

Aldersperson Sheri Hartzheim (District 13) 03:16

Awesome. Thank you. Now, now serious. Item number 23-0457 request to award network managed services to Heartland Business Systems. Do I have a motion?

Aldersperson Denise Fenton (District 6) 03:29

Move to approve?

Aldersperson Sheri Hartzheim (District 13) 03:30

We have a motion on the table.

Aldersperson Patrick Hayden (District 7) 03:33

Second

Aldersperson Sheri Hartzheim (District 13) 03:33

Motion and a second. Who would like to speak on this? Corey, you want to speak on this?

Director Corey Popp (IT) 03:38

I will speak on this. Thank you chair. So, I have a little bit of a monster memo here. Two pager. So, I'll summarize this for you now. And then if you have questions, I'll take questions on the memo.

Director Corey Popp (IT) 03:49

A little bit of background first. I think a couple of you were here last March, maybe more when Council approved a network assessment by Heartland Business Systems for the IT network services and IT operation. So that was approved back in March of last year. That was a long process—six months or so—and resulted in a couple of budget items for managed services which totaled to \$75,000. So, in the memo, I state \$75,000 For managed services. Technically, it's \$37,500 for two different types of managed services, one being network services, and one being data center services. Ends up being kind of irrelevant, but it comes up again in the memo later. So, I'll trust that.

Director Corey Popp (IT) 04:40

So, I published the two RFPs for that at the end of the year, and I received three proposals back by February 13. And all three proposals were way beyond the budgeted amount of \$75,000 a year. So, after a bit of consideration, I actually gave the bidders another opportunity to bid. I asked them to split out one time remediation for the issues in the network and the data center versus recurring costs to take over the managed service long-term recurring monthly.

Director Corey Popp (IT) 05:13

So, one of the suppliers bowed out and two resubmitted their proposals. And although they came in over budget, they certainly weren't over budget by the amount they had previously been. I felt it was manageable, so we went ahead with a panel review. Out of the panel review, we awarded, potentially awarded the RFP to Heartland Business Systems. This is the same company of course, which ended up doing the assessment.

Director Corey Popp (IT) 05:41

We have a very specific recommendation, though. We didn't—we're not recommending to approve both proposals in their entirety. We are looking to proceed with a one-time data center and network remediation for \$126,200. That's a one-time payment to the company. We're going to proceed—would like to proceed with the annual network managed service agreement. That's \$41,267 for the year. And we're going to decline the annual data center managed service agreement for 53,200.

Director Corey Popp (IT) 06:17

We're going to decline that data center managed service for two reasons. One is it puts us over budget on the recurring costs. Two is we've moved much faster with software-as-a-service opportunities than even I thought we could in the three to four months that we received these proposals back. This committee is aware, I think, that we moved the Tyler er—moved to the Tyler ERP system. That moved to SAS on February 10, last month, two months ago now. That was really a big deal. That was a huge project and resulted in a move of like five to eight servers out of our data center into the cloud. So that was one big reason.

Director Corey Popp (IT) 07:01

We also did a similar thing with the evidence at the police department. We move that into the cloud. There is Park and Recs' recreation software has been moved to the cloud a week ago, so and we have like a dozen more in the queue to move to the cloud. So, I don't think the data center portion, a managed data center service, is as important as it was, say six months ago or nine months ago, when the assessment first came through. We're continuing to move stuff out of the data center, it's a shrinking need, I think we can move forward without it.

Director Corey Popp (IT) 07:32

As far as how we're going to cover this with financing, there was \$75,000, or is \$75,000, in this year's budget for managed services. And by only approving the network managed service, we're only going to use \$41,267 of that. That's going to leave us with a surplus of about \$33,700, a budget surplus. And then in regards to the \$126,200 onetime remediation costs, there are there's already \$90,000 set aside for remediation costs. That's coming from the 2020 Excess general fund balance specifically for network remediation. And we're going to use an additional 36,200 from the remaining \$399,474 being held in the 2021 Excess general fund balance also for IT.

Director Corey Popp (IT) 08:20

I had director Ohman confirm. That's a lot a number, so I had Director Ohman confirm that that was the case. And she did do that for me. And this did go to Finance Committee Monday night as a—as an info item. Thank you very much. So, I'll open it up for your questions now, if you have any questions on this.

Aldersperson Sheri Hartzheim (District 13) 08:41

Thank you, Chair. Aldersperson Fenton.

Aldersperson Denise Fenton (District 6) 08:44

Thank you, Chair. Director Popp, just because we've got a couple of new members of the committee, could you give a high level reasonably non-technical summary of what the one-time data center network remediations will include?

Director Corey Popp (IT) 09:02

Sure, I'll do my best to keep it non-technical. It's a little bit difficult.

Alderson Denise Fenton (District 6) 09:06

A couple of semi technical people, but if you could do your best, we would be so grateful.

Director Corey Popp (IT) 09:10

Sure. So in regards to the data center remediation, the number one will be—and I can provide the RFP to you as well, if you want to see the RFP, we can—I can do that as well. The number one remediation will be the virtual environment; we're going to do upgrade and tuning of the virtual environment. Virtual Environment—a virtual server environment, if you can picture say we have 100 servers in use at the city. But rather than 100 physical servers sitting in a room, think of it as one big giant server with 100 virtual servers chopped up and divided into it. So that's the virtual environment. So that has an operating system on it that needs an upgrade, needs some fine tuning. The disk space isn't configured quite correctly and that is a—that's a project to do that. That's not a small project to rechap that up and allocate that space. So that will be part of it, probably the largest part of it.

Director Corey Popp (IT) 09:10

So also, something on the network, or in the data center, that runs called Group Policy. And this is basically, for the most part, security policies, but also other configuration policies that automatically download to computers throughout the city. There are a lot of them, hundreds of them, maybe in excess of 1000. Those just need to be cleaned up to help speed up the network logins and make sure that they're all still relevant.

Director Corey Popp (IT) 10:56

Operating System and firmware upgra—updates. These are, again, just the software that runs on the servers to make sure everything is current, we're not done any old versions, or that we have any security flaws in any of the servers.

Director Corey Popp (IT) 10:56

We do a similar thing with the protocols that run on the server or the network functions that run on a server. So, if you've ever heard the term TCP IP, that has different versions and different levels of releases as well. We want to make sure we're always on the most current release of things like encryption and file transfer protocols and that type of thing.

Director Corey Popp (IT) 11:14

They will help us with stale account management and deprovisioning. So, we'll run monthly reports to make sure we don't have stale computers and stale users that type of thing out there. They're also going to help us with some database remediation. So, they're going to take a look at up to 10 Microsoft databases and just make sure that those are tuned in running correctly, they don't need to be reindexed or something like that, or we'll do reindexing as well. They're also going to help us with end-of-life notices on hardware and operating systems, and also going to help us maintain licensing and maintenance on those or at least give us a one-time look at licensing and maintenance. That's the data center one time remediation.

Alderson Sheri Hartzheim (District 13) 11:56

Thank you, Director. Anyone else have any questions?

Alderson Sheri Hartzheim (District 13) 12:00

I did have one question. Director Popp, because you're saying we have moved to so many of the software as a service, and you're not seeing the need to spend the money on the data center managed service agreement, what—there obviously are pieces that won't be managed or that—are we intending to in-house manage that the very smaller piece that this has become?

Director Corey Popp (IT) 12:26

I'm sorry, yes, we are. And we do so now. And we do get assistance from Heartland Business Systems. But we do it as an ad hoc. So, if you look at the IT budget, we have a consulting line item in our budget, and we pull from that pool as needed. And we'll continue to do the same thing for data center management.

Aldersperson Sheri Hartzheim (District 13) 12:45

Thank you. And then as a follow up as well, I know we're seeing into the future, but if \$75,000 is set aside in the 2023 budget, and you expect that we won't need some of that, are you intending to budget less for managed services in 2024?

Director Corey Popp (IT) 13:02

Certainly, yes.

Aldersperson Sheri Hartzheim (District 13) 13:04

Great. Thank you. There being no other questions, I would put this to a vote please. All those in favor, please. Oh, I apologize. I'm sorry, Patrick, I didn't see that. Sorry. Aldersperson—sorry, it's Patrick.

Aldersperson Patrick Hayden (District 7) 13:23

Thank you, Chair. May I direct a question to Director Popp? Director Popp, does this include anything going on with BCP or DR? I'm assuming we have one of those data center for that.

Director Corey Popp (IT) 13:34

We do have a disaster recovery center. It's at Fox Valley Technical College. So, the network remediation portion addresses that as well, just to make certain that that data center is up and actually live and we can route traffic to it. I cannot tell you when the last time a test occurred. It certainly has not occurred since I've been here in the 16 months I've been here.

Aldersperson Sheri Hartzheim (District 13) 13:56

Thank you. That being said, I'd like to put this to a vote. All those in favor, please signify by saying aye. Anyone opposed? Anyone abstain?

Aldersperson Chris Croatt (District 14) 14:07

Aye

Aldersperson Sheri Hartzheim (District 13) 14:09

We have we have three ayes, zero nays, and an abstention. So, the motion is passed.