

RTM Technology Advisory Group Meeting Minutes

Date: 8.00pm, Monday March 26th 2018

Location: Hayden Room, Town Hall

1) Introductions

The meeting started with introductions with brief summary of everyone's background and personal interest in the committee.

Bob Brady - Longtime RTM member who has worked on various 'technology' projects over the years

Jerry Anderson - D10 -Attorney who has also been involved in various technology/engineering projects with the RTM

Brooks Harris - D10 - Has a computer science degree and writes software.

Ed Lopez - D3 -Currently on land use and appointments committees, is new to RTM but has experience in communications, government relations and entertainment

Liz Perry - D7 - High school principal in New Cannan and comes to TAG from an education point of view as a big part of her job is knowing how tech can be used effectively in education.

Jennie Pastor - D6 - Worked at Dell in corporate sales; ran an ecommerce company which involved a lot of email marketing and interacting with consumers online comes to TAG with interest in how can RTM better communicate in layman's language with the constituents through technology

Diego Sanchez - D4 - Works in technology - introduced email and calendar to his company when no one wanted it and specializes in 'Information Security and Cyber Defense'

Brian Raney - D9 - Works in Enterprise data architect mixing; matching databases

Andrea Anthony - D1 - joined RTM last spring, formerly worked at IBM teaches technology coaching at the senior center

Alexis Volgaris - D6 - observing

Then we elected:

Vice Chair - Jennie Baird

Secretary - Jennie Pastor

Discussions:

Bob has set up rtm.tech.suggestions@gmail.com

There is a Drive associated with that email for this purpose

ACTION -Bob will send out a link this week.

At present we are a MODERATORS committee, not a standing committee. Right now there is no specified mission statement or charter from the moderator who has suggested we create one.

The committee then discussed various issues that we see that need addressing:

1. **Governance/Compliance:** Email and data retention requirements for FOI for RTM members – who is the onus on to retain this information and for how long?

ACTION - Can town lawyer provide FOIA and information retention rules. (Bob Brady to request)

2. Website – this is separate from the town website and is hosted on ‘GoDaddy’ and built on ‘Drupal’ but unanswered questions are:

- 1) Who ‘owns’ and maintains the website? The town?
- 2) Who can update it?
- 3) Who pays for it?

Without clear ownership and maintenance there is very little institutional memory.

Other concerns with the website are how we can improve the user experience and the usefulness of the website for both RTM members and members of the public.

3. What type of committee should this be?

As we discussed various issues that we saw as needing addressing two key questions arose about the ‘technology committee’:

- 1) What type of committee should we be - i.e. should we be a standing committee with delegates from each district OR just a moderators/special committee.

Benefit of standing committee is that would it build and carry forward term-to-term, however the downside is that this type of committee requires a delegate and alternate from each district may mean members have no specific experience or knowledge of using technology.

- 2) Are we an ‘Advisory’ committee who makes recommendations on where the RTM can use technology to be more effective and efficient OR are we a tool for the RTM to use to enable technology solutions that the RTM deems necessary.

If we are ‘advisory’ then we may end up spending time creating solutions that many of the RTM don’t even want. For example, we discussed at length how to RTM could use technology to improve communications in the following ways:

- OUTBOUND communications with public – i.e. making the public more aware of what we are voting on
- INBOUND communications with public – i.e. making it easier for the public to make RTM members aware of their views on the issues we vote on
- INTERNAL communications within RTM – i.e. receiving and disseminating relevant information about items on the call.

However, any technology based external communications solutions would also require some form of ‘Communications’ committee who could ensure external communication of the call items are neutral, fair and objective and give both sides of the discussion. Therefore there are many elements of what the technology committee may see as important that the RTM would first need to agree to be deemed necessary.

ACTION – Review with Tom Byrne how he sees this committee

1) How do we interact with Town IT dept?

We need to meet with town IT department and agree/ understand how we best interact and engage with them - Tom Klein (IT) and Kim Jordan (Town Clerk)

We are aware Tom Klein is very conscious of security and the systems the Town uses. Insofar as we use external platforms or services they must meet those standards and we want to make sure we are not playing over-stepping into Tom Klein's role.

ACTION – Bob Brady to arrange meeting with TAG and Town IT

ACTION - Jennie to call Lisa Lehman about a contact at Google for Government

Next Meeting – 8.00pm, Monday 4/23 @ Hayton Room