

BOROUGH OF FRANKLIN PARK
Technology Advisory Committee

Minutes

June 3, 2021

7:00 PM

There were technical difficulties with the Zoom meeting. The meeting was held in person at the Franklin Park Fire Station.

Roll Call

Nate Dufresne
Annie Graziani (by phone)
Cathy Poole (Vice Chair)
Andy Nock
John Park

Old Business

Minutes of the April 13 meeting were reviewed and approved.

New Business

Social Media

The committee members reviewed a status update presentation from Annie Graziani and Cathy Poole.

- First step is approval from Borough Council
- Work with Borough Solicitor
 - Terms of Service
 - Social Media Policy
- Determine handle for social media
 - The legal name is Borough of Franklin Park
 - Current website and other printed media uses Franklin Park Borough
 - General consensus was to use @franklinparkborough
- Consistent color scheme and logo
 - Annie Graziani will work up wireframes for social media sites
 - Andy will provide Annie with existing logo and color files.
- Based on Feb 2021 Pew Research, the 2 initial social media sites should be Facebook and Instagram.
- Recommending use of Hootsuite as social media platform
- Funding
 - Hootsuite subscription
 - Personnel
 - Explore potential to use existing borough staff

- Opportunity to share resources with neighboring municipalities
 - Per diem for computing and cell phone devices
- We should meet with Ross, McCandless and Marshall to see how they planned for and manage their social media presence
- Connect with Zach Brower from Parks and Recreation to discuss his use of social media
- The current CivicPlus website software has components that may be useful for social media
 - Andy Nock will investigate further
- John Park invited the committee to present their plan at the Borough Council Work Session on June 2 at 6:00 pm.

Borough Software Review and IT Business Continuity

Andy Nock, John Park, Matt Garland, Nate Dufresne and Craig Dean met on May 14 to review current technology stack and ongoing support for the borough.

Suggestions to support enhancement include:

- Focus on launching Office 365 / Teams as a go-forward platform for collaboration, file sharing, and communications for borough employees, committees, council.
- Understand potential costs for standing up O365 beyond existing license arrangement (data migration, training, etc)
- Start with initial training for Andy Nock and other key staff (leveraging LinkedIn learning and potential other classes)
- Work with Projex IMC and TAC to stand up initial instance of O365 and develop a roadmap to launch starting with specific pilot groups and expanding outwards
- Stand up a basic training curriculum for the Borough for topics like Outlook, Teams
- Begin phased implementation per roadmap, including user migration and 'tiger team' support

Good and Welfare

John Park asked the committee to keep improvement of cell phone service at the top of our list. Matt Garland has been in touch with Verizon and is awaiting further information from them.

The committee also had an inquiry/complaint from a resident of the borough regarding the quality of internet service from Consolidated Communication. This will be addressed at a later meeting

The next meeting is August 5, 2021 at 7:00 pm in the meeting room at the Franklin Park Borough Building. A Zoom meeting will also be available.

Respectfully submitted,

Cathy Poole
Vice Chair