

CMOQ Tech Committee
Meeting Minutes
November 29, 2011

In attendance were Frank Knott, Brendan Edgerton, Teresa Burke, Joe Buttarazzi, Martha Klein, Jane Collier and Tony Unitas. The meeting was conducted via WEBEX Collaborative Shared Conference Technology. Calrence Bryant was unable to attend the meeting due to his attendance at an event honoring his daughter's academic achievements. Congratulations to the Bryant family from the Technology Committee

There were no significant break-fix issues to report since our Oct 25 meeting.

Joe Buttarazzi and Frank Knott updated the committee on the Staff and Parish leadership interview process. Joe has complied all of his interview findings since the last meeting and provided the committee with a written summary of these findings. Joe has also reviewed his key take away points from these interviews with Monsignor Jarboe. Joe agreed to provide written summary of these points to the committee, which were not included in his written report. Joe also agreed to integrate the results of his interview with Sacristan staff as well. This is due to the committee by December 15.

Frank Knott reported that the Parish Leader Questionnaire had been emailed to 35 parish leaders. So far we had received about 11 responses. Frank expects to receive at least 15-20 written responses by December 2. In addition, he has requested 3 core committee chairs to set up group conference calls to follow-up in more depth with parish leadership. He expects the interview process to be completed in December. He and Teresa Burke will provide a draft summary analysis of the parish leader interviews as well as an integration of findings with the staff interview results. This draft will be shared with the committee before it is sent to Monsignor Jarboe with our findings and recommendations for action.

Martha Klein provided the committee with an update on the quotations for replacement of PC platforms for the Parish Center. Dell has provided a quote for purchase of 13 units for the price of 12 PCs, which is around \$8,000. She has provided this information to Clarence Bryant. Clarence will check with his Gold level contact to see if we can get even better terms. Cost is around \$569/unit. The Dell representative has recommended against a leasing plan. Martha and Teresa have recommended that CMOQ immediately upgrade all units to MS 10 rather than an interim step. The committee has requested that Martha work with Jane Collier, Joe Buttarazzi and Teresa on development of a recommended staff training plan, budget, implementation and replacement cycle plan before end of December. This plan should include a proposal from our preferred training resource as well as a mentor program similar to what is in operation at the school. The committee is very concerned that it provides Clarence Bryant with a

documented PC replacement, staff training and implementation strategy that can be bench marked and measured for results over time.

Tony Unitas advised that he was just beginning a review of event and facility scheduling options for CMOQ. He expects to have recommendations for the committee by the December 27 deadline. The committee requested that Joe Buttarazzi send Tony the comments on scheduling requirements from the staff interviews. Frank and Teresa will provide results to Tony from the Parish Leader interviews as soon as they are completed. Frank Knott agreed to forward to Tony additional research sites regarding potential scheduling system options beyond Parish Soft and Parish Data Systems. Martha Klein reported that Cathleen Whalen was very concerned that the committee would make a recommendation without speaking to her. Tony told Martha Cathleen should not worry. He would connect with her. Due to issues of integration of school facility scheduling and concerns about school staff coordination with Cathleen Whalen, Tony will make sure he speaks with Sue Seiler about school scheduling issues as part of his research. Recommendations are due to the committee by Dec 27.

Martha Klein gave an update on the Help Desk project, which she is coordinating with Jane Collier and Teresa Burke. Spice Works is now being implemented. All systems on the network are now registered within the Help Desk system. E-mail alerts are already coming into Martha on a daily basis. Beta testing is scheduled for January 2012. We expect to go live in February. Jane Collier is developing help desk forms, which will have easy to use drop-down menus for users to report problems. A pilot group will be trained and serve as mentors for other campus staff. Tony Unitas has agreed to provide contact information to Jane Collier ASAP for the Maine IT Coordinator that has lots of experience with Spice Works. Jane wants to look at their help desk system to make sure we are developing best practice help desk user forms.

Wireless access issues on campus have been resolved by setting up a DMZ within the campus network for guest use only for access to the Internet. Martha Klein is working on additional technical options for a more robust longer-term solution. Access is now available in the Parish Center as well as the Rectory. After some intense discussion about technical options, Frank Knott asked Martha Klein and Tony Unitas to review technical issues outside of the committee meeting and to report back mutually agreed solutions for our consideration. Frank Knott requested that we take a look at a wireless solution for the Cathedral to address operational requirements related to managing major events from the Narthex to the Sacristy as well as from meeting rooms in the lower level. This is a specific request from Sacristan Staff.

Joe Buttarazzi reported on progress with assessing Facility and Maintenance Software options for managing and scheduling work on campus assets. Joe requested contact information for the Siemens representative from Martha Klein. He needs to see if there is a way to integrate the Siemens Apogee interface with

a new software system and/or determine if Siemens has an F&M solution for us to review. Joe requested that Frank Knott resend the list of F&M software options that he had previously emailed. Frank agreed to do this within the next several days. Joe has provided Clarence Bryant with the F&M White Paper he produced to summarize identified needs. He reported that Clarence Bryant will also do some research and provide feedback to Joe. A recommendation is still expected from Joe to the committee by December 27. Frank Knott reported that the F&M Committee would like to have a demo of the recommended system before a selection is confirmed. The current expectation is that this demo would take place in January. Frank recommended that Joe set up a review of the recommended system by the system representative with Patrick Bergen and Clarence Bryant before a recommendation and demonstration is taken before the F&M committee. If this requires a delay of the F&M review until February that is acceptable. Frank reminded everyone that any system we recommend should include the ability of it to be implemented at the Basilica.

Teresa Burke updated the committee on several database projects including Contribution Collection Systems, Analysis of Collections by Mass and mass Attendance, Assessment of giving patterns across parishioner databases for use by the development office in support of the capital campaign, STAND, etc. Frank Knott requested that Teresa add to this application list the future development of an executive management dash board report.

Frank Knott reviewed new projects that will require the attention of the technology committee. These included:

- Implementation of priority recommendations resulting from the staff and parish leader business process questionnaires and interviews.
- Support of the CMOQ Campus Strategic Planning Team
- Research of e-Commerce applications for Evangelization Outreach
- Development of an executive management Dash Board Application

Brendan Edgerton agreed to meet with Frank Knott to explore taking on responsibility for supporting the Campus Strategic Planning teams need for technology applications and the research of e-commerce options for use by the evangelization committee. Frank and Brendan will meet prior to the next meeting to map out a plan of support for each of these areas.

Meeting adjourned at 9:30 PM. Next meeting is scheduled for Jan 24 - 7:30PM