

GRAFTON COUNTY COMMISSIONERS' MEETING

3855 Dartmouth College Hwy

North Haverhill, NH 03774

June 28th, 2016

PRESENT: Commissioners Cryans, Richards and Lauer, CA Libby and Admin Assistant S. Norcross.

OTHERS PRESENT: ITM Ruggles, Director Gilding

Commissioner Cryans called the meeting to order at 9:05 AM and began with the Pledge of Allegiance.

Commissioner Cryans thanked CA Libby for her hard work in putting the budget together. CA Libby stated that all department heads did a fantastic job putting together their budgets. The total increase in the budget is accounted for with the bed tax.

ITM Ruggles arrived and gave the following report:

Grafton County Department of Information Technology
Monthly Summary Report
June 28th, 2016

AO – Attorney's Office

- Desktop scanner was scanning with a black line down the middle. Needed to cleaned glass on the inside of the scanner.
- Installed Dymo Label Writer software on one of the laptops.
- Emailed URL of a download page for a video conferencing recipient to install LifeSize Video Conferencing software.
- Assisted employee in creating voicemail greeting.
- Created long Ethernet cord to allow AO staff to move the Video cart to the middle of the courtroom.
- Setup a new employees email account.
- Problem with one of the displays on a dual monitor PC, reconnected all the DVI cords and the power cords, and assured all were fully seated.
- Re-installed CODEC for Walmart Videos on AG s laptop.
- Resolved email client issue with clearing of cache. Refresh of client.
- Resolved email client issue for support staff member.
- Installed software for AG Assistant to edit PDF documents.
- Created email account for new hire.
- Resolved issue with default PDF reader.
- Completed training with County Attorney on LifeSize Video Conferencing software
- Resolved issue with user not able to log on to web application. User was using wrong credentials.
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AS – Alternative sentencing

- Installed Lifesize software on one of the AS staffs laptop.
- Trained a couple staff members on using the LifeSize video conferencing software.
- Problem with copier kept giving a wrong paper size error. A PDF that was trying to print was set to default to an unfamiliar size. Had to remove the print job from the console for the printer to clear the error.

CE – Cooperative Extension

- Cleared up an issue with a voicemail that was stuck in the Departments General mailbox.

CO – Commissioners Office

- Installed PBJ Nurse Reporting Module for time clock software.
- Assisted Administration Staff with Year End Rollover of Accounting and Payroll Software.

DoC – Department of Corrections

- Resolve issue with inmate management software needed to manually force updates.
- Assisted one of the facilities Admin's with matching data cables with the corresponding Commissary kiosks.
- Helped employee with finding certain email folders that were hidden when using the webmail client.
- Resolved issue with user that was unable to open LED's software. Needed to uninstall and re-installed the program.
- Employee was unable to log into the food ordering software. Contacted companies support and needed to create new firewall rule to allow program to work properly.
- Meet with herdsman and install software update for registering new cows.
- Removed profile for CO from unit computer, to resolve email client issue. Recreated CO s profile and tested.
- Added printer for CFO s printer to NH Bookkeepers system to print specialized forms.
- Deleted separated users accounts.

HR – Human Resources

- Resolve issue with wifi network card. Card was being disabled when booting. Needed to adjust settings in BIOS to allow driver to load properly.
- Employee couldn't recover photo for badge making software. She was browsing in the wrong folder to access the SD card contents.
- Speced out graphics card and monitor to accommodate dual monitors for a specific desktop.
- Performed maintenance on HR Directors laptop.
- Resolved printing error on HR clerk's system.
- Added Calendars to new HR hires email client.
- Replaced scanner for generalist with new scanner.
- Put digital copy of manual for new scanner on HR public drive to help HR staff for future reference.

IT – Department of Information Technology

- Put all IT staff laptops on new DHCP reservation.
- Migrated 2 Virtual Server's over the new Virtual environment.
- Assisted a tech from our VoIP service provider, with guiding and giving access to all our phone switches around the campus.
- Installed monthly security updates on all PC and Servers.
- Resolved recurring issue in system event log on server used for software deployment.
- Created new policies and tasks for AV client update.
- Resolved backup issue on server after disk size had been changed.
- Installed AV software utility on NAS devices.
- Ran utility on NAS device to check Hard drives for function and stability. All drives passed testing.
- Resolved issue on kiosks with anti-virus client.
- NAS modules updated on three devices. DSM software updated on two.
- WSUS database cleaned in preparation for Monthly Microsoft updates.
- Updated Anti-virus on training laptops.
- Resolved issue with temperature monitoring software.
- Update file sharing software on AO laptops.
- Disposed of non-working printers from repair room.
- Procure equipment for end of year requests from other departments.
- Tie out Fiscal Year End for IT Department Ongoing.
- Meet with Vendors on various webinars.
- Review Email Encryption system to prepare for installation in July.

MT – Maintenance

- Upgraded OS on Biomass laptop, and installed additional RAM.

RD – Registrar of Deeds

- Employee's phone was getting an odd dial tone, and did not receive a forwarded call. Found out the user had "Do Not Disturb" enabled. Turned off DND, resolved.
- User stated sent email was disappearing from her folder. Worked with user and discovered she had sorted her sent email by attachment, reviewed settings did training reset sort filter to most recent.

NH – Nursing Home

- Replaced toner at one of the Nursing Station USB printers.
- Resolved printer issue at Nursing station. I reinstalled with the latest driver from the manufacturer's website.
- Setup, configured and loaded software for 3 new laptops to replace existing employees PC's. Existing PC's will be reallocated to other staff and retain one for cold spare.
- Unit Secretary was opening documents in "Read-only". I showed her the proper way to browse for the files, which opened normally.
- Resolved an email certificate issue for one of the Unit Secretary's.
- Added MFP printer for employee to print to, as a backup printer.

- Resolved issue with desktop printer displaying empty drum status. Had to clear and reset the drum counter.
- Nursing Unit had a couple kiosks that were not repoding and seemed in a frozen state. I had to go manually reboot the systems.
- Updated browser for NH users to be used for Web based application.
- Update of resident care software.

SO – Sheriff's Office\Dispatch

- Deleted email account and VoIP extension of a Deputy that recently left.
- Set up new Employees phone extension and voice mailbox.
- Employees could not open a single file from a list that was burned on a CD. Discovered that one file was corrupt.

Yours in Service,

Brent Ruggles

IT Manager

Grafton County Department of Information Technology

CA Libby requested to go into nonpublic session.

*9:26 AM - Commissioner Richards moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a). Commissioner Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans “yes”; Commissioner Richards “yes”; Commissioner Lauer “yes”. Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

*9:46 AM Commissioner Cryans declared the meeting back in public session.

Commissioner Richards moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

Director Gilding arrived and gave the following report: (*see attached)

Director Gilding stated that he is currently working on revising the handbook and will review it with Atty. Saffo to get her approval and then they will present it to the Commissioners within the next week or two (2). He stated that some verbiage was changed and procedural processing was moved around but other than that not too much was changed. He stated that they are on target for this program. He stated that he is also working on facilitating ways to collect restitution with Atty. Saffo.

Director Gilding stated that four (4) Drug Court clients participated in a sober campout this weekend in Bethlehem. There were two marathon AA meetings, pro social sober events as well as a variety show.

Director Gilding stated that he is going to be having two (2) interns that will be working on making a hour long program with different topics for the clients. They are also a member of a sorority and in that sorority they will take it on as a project to fill up the Alternative Sentencing building's basement with furniture. He stated that as students come and go they throw furniture away. These interns will take this furniture and put it in the cellar for any participant in the program or in the county that is in need of furniture. He also stated that kids at the college leave their bikes behind once they leave school and they get thrown in the dumpster. He stated that he is going to be taking these bikes and three (3) of the drug court participants have already requested them.

*10:21 AM - Commissioner Richards moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a). Commissioner Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans "yes"; Commissioner Richards "yes"; Commissioner Lauer "yes". Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

*10:45 AM Commissioner Cryans declared the meeting back in public session.

Commissioner Richards moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

Commissioner Cryans asked if everyone had a chance to read the minutes from June 21st.

Commissioner Richards moved to accept minutes. Commissioner Lauer seconded the motion and all were in favor.

The Commissioners signed check registers 749; 1203-1204; 1207; 1210.

CA Libby submitted a CDBG Drawdown Request for GCEDC in the amount of \$13,500 for Commissioner Cryans to sign.

CA Libby stated that she is proposing to Rep. Sykes that the last two (2) Executive Committee meetings September 19th and November 21st for the last 2 meetings

CA Libby stated that there will be no Commissioner meetings on July 12th or 26th.

Commissioner Richards stated that she and Commissioner Lauer went to the Senior Citizens Center recognition for public officials.

Commissioner Cryans attended the Hanover Center Fair on Saturday.

Commissioner Cryans stated that Merilynn Bourne has retired as executive director at LISTEN after 20 years.

CA Libby requested to go into nonpublic session.

* 10:57 AM - Commissioner Richards moved to enter into non-public session for the purposes of matters which, if discussed in public, would likely affect adversely the reputation of any person, other than a member of the public body itself, unless such person requests an open meeting. This exemption shall extend to any application for assistance or tax abatement or waiver of a fee, fine, or other levy, if based on inability to pay or poverty of the applicant according to RSA 91-A:3, II (c) . Commissioner Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans “yes”; Commissioner Richards “yes”; Commissioner Lauer “yes” Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

* 11:02 AM Commissioner Cryans declared the meeting back in public session.

Commissioner Richards moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

Commissioner Richards requested to go into nonpublic session.

*11:02 AM - Commissioner Richards moved to enter into non-public session for the purposes of discussing the dismissal, promotion, or compensation of any public employee or the disciplining of such employee according to RSA 91-A:3, II (a). Commissioner Lauer seconded the motion. This motion requires a roll call vote, Commissioner Cryans called the roll. Commissioner Cryans “yes”; Commissioner Richards “yes”; Commissioner Lauer “yes”. Commissioner Cryans stated that a majority of the board voted yes and would now go into non-public session.

* 11:06 AM Commissioner Cryans declared the meeting back in public session.

Commissioner Richards moved to permanently seal the minutes from the just completed non-public session in the event they could affect the reputation of someone other than those of the Board of Commissioners. Commissioner Lauer seconded the motion and all were in favor.

RD Monahan arrived to discuss transfer tax documents and end of the year revenue numbers.

11:13 AM With no further business the meeting adjourned.

Respectfully Submitted,

Linda D. Lauer, Clerk