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November 14, 2007

**REPORT OF THE COMMITTEE**  
**ON INFORMATION TECHNOLOGY**

The Committee on Information Technology held a meeting on November 14, 2007, with Chairman Bruce Desmond presiding and Committee Member Alderman Robert Trane also present and voting. Also present were Chief Information Officer Karthik Viswanathan and Kevin O'Donovan from the IT Department.

Mr. Viswanathan addressed the members regarding the recent power outages in the city and their effect on the city's computer systems. On September 30<sup>th</sup>, a link in the system was scheduled to be changed, causing a 45-minute interruption in the city's computer operations. A problem was encountered which prolonged the shutdown of power, in turn necessitating a manual system shutdown. The manual shutdown was necessary because the backup power supply wouldn't have lasted long enough to supply the necessary power to the servers. Following the shutdown, each server was brought back on-line, separately and without incident. The automated phone system was also out of service during this time, but the phones were answered by the operators until the system was restored to service at approximately 8:30 AM. Chairman Desmond requested that the IT Department address the breakdown of the servers and develop a disaster plan, to be presented to the committee. It was also requested that a diesel powered generator that is capable of powering all essential file servers and related equipment at city hall be configured with a quoted price so that a decision can be made as to the viability of purchasing such a piece of equipment.

Mr. Viswanathan also spoke about the planned upgrades to the Aldermen's Chambers and Committee Room with respect to computer connectivity. IT feels that a shared processor solution would be preferable to laptops due to the desk space limitations and security issues. The department has been in contact with vendors regarding software for both the School Committee and the Board of Aldermen. Wireless capabilities will also be incorporated in the smaller committee room. The IT Department is also in the process of installing the necessary hardware and software for various city departments that will enable the linking and tracking of all legislative matters from start to finish.

Chairman Desmond directed Mr. Viswanathan to document the savings realized by the IT Department resulting from hardware and software upgrades, as well as from improved processes. Chairman Desmond asked that a report be prepared for the committee, to include a breakdown of all overtime worked by IT employees and for which department or agency the overtime was needed. Chairman Desmond also requested that Mr. Viswanathan keep track of which employees are "On-Call" and the number of on-call hours so that there is data available to develop a proper On-Call strategy for the department.

No Papers were acted on.

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Alderman Bruce M. Desmond, Chairman  
Committee on Information Technology

**COMMITTEE REPORT**

Report of the Committee on Information  
Technology, November 14, 2007

In Board of Aldermen

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Clerk