

MISAC – Municipal Information Systems Association of California

Northern Chapter Meeting Minutes

Friday, July 17, 2015

Domaine Carneros Winery, Napa, CA

Mariyah Serratos, City of Cupertino and Northern Chapter President, called the meeting to order at 9:20 a.m. Mariyah thanked Tim Williamsen, City of Petaluma and past President, for arranging the meeting venue and Nathaniel Roush, City of Hayward and Treasurer, for helping to plan the meeting.

Sign-in sheets collected by Mariyah Serratos: 13 MISAC members, 4 on-site presenters, 2 guests

Meeting minutes from the last meeting were not available on the MISAC website for review and approval.

There was brief discussion regarding the currently held Northern Chapter Vice President. Jasmine Frost has been granted an extension on her membership and there will be follow-up regarding Palo Alto's membership status. Typically, elections are held during the July forum (today), but due to the lack of quorum it was decided that nominations and voting will occur electronically, with the intent to have the positions in place by January.

The Annual Conference in Monterey, CA (Oct 4-8) has been posted on the website. The event will include a CIO boot camp on Wednesday, October 7th. One of the main events will be on Tuesday evening at the "Fish Hopper" on Cannery Row. In the past, the event has sold out and to avoid being put on a waiting list, all are encouraged to sign up early. Guests can attend for a nominal fee.

October is National Cyber Security Awareness month and there is a great article posted on the MISAC web site. Agencies are encouraged to participate in the MS-ISAC (Multi-State Information Sharing & Analysis Center) Nationwide Cyber Security Review. The City of Napa is the regional coordinator. For more information, visit the [MS-ISAC website](#) or contact NCSR@cisecurity.org.

There was brief discussion regarding marketing for educational training opportunities. Reminder that there are still opening for the PMP training in Concord (August 24th-27th). Other opportunities are the CG-CIO program, VMware training, Dale Carnegie training, etc.

Board Member Updates

Mike and Helen are retiring. Mariyah is up for renewal (Ron's position). The new President is Ken Phillips. The Vice President is from the Northern Chapter, Tim Williamsen.

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Chapter Member Updates

Electronic nominations and voting will take place in the near future.

Chapter officers should plan on a “working meeting” prior to the start of the Annual conference in Monterey (on Saturday evening).

Every agency is encouraged to put in applications for awards that are handed out at the Annual conference (such as the Quality or Excellence awards).

Northern Chapter By-laws: There are a number of amendments that are being reviewed and expected to be approved.

There is a new Listserv being developed for SCADA Water agencies by Ken Phillips. Gus Bush, City of San Rafael, commented on whether non-SCADA agencies can participate in the Listserv (e.g. Traffic Signal Controls)

Legislative Action Committees

There was mention that Administrative Services Committee SB272 looks like it may pass easily. SB272 has to do with cataloguing all systems, databases, services for transparency. There is great concern by MISAC due to vulnerabilities introduced as a result of the passing of SB272. There was discussion regarding getting a legislative liaison (like a lobbyist). MISAC is against the proposed SB272. MISAC, along with other agencies, has sent letters opposing SB272. Tim Williamsen will post sample letters on the website.

Security Committee

There was mention that MISAC is looking for representatives from each Chapter to form a Security Committee. Partner sponsorship was mentioned as an idea to fund the committee.

9:51 a.m. Adjourned Chapter Business

Presentations

10:07 a.m. FUTURE READY WITH DELL: In the Data Center

Maya Ghazal (maya_ghazal@dell.com), Dell Account Manager introduced herself and Josh Ellis, Solutions Architect. Dell presented ideas on how to “drive down cost and drive out complexity”. Josh presented how the “new normal” and “old storage” collide by discussing physical storage, consolidation, virtualization and the cloud.

- Hypervisor-based storage (examples: VMware, Microsoft, OpenStack, ceph storage, Redhat)
- Performance Insertion: fluid cache for SAN (5 million IOPS+)
- New Paradigm: Nexenta Systems, Dell SC, Nutanix

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Systems Management Approach (Determine data recovery needs)

- RPO (Recovery Point Objective) – Acceptable data loss, point to which data must be restored
- RTO (Recovery Time Objective) – Time to come back online, time service must be restored (seconds, minutes, hours, etc.)

9 Steps to Improve Data Protection

1. Consolidate storage
2. Layered business continuity strategy (app data, VM's, physical infrastructure, data center)
3. Leverage SAN snapshots or archive (does not replace backups)
4. ?
5. Backup data to disk
6. Offload backup processing
7. Use data reduction or backups
8. Archive older data
9. Leverage virtualization

10:33 a.m. Dell Presentation End

11:15 a.m. NIMBLE Disaster Recovery Concepts and Solutions

Nimble Account Representatives Jaime George (Jaime.george@nimblestorage.com) and Justin Baum (jbaum@nimblestorage.com) introduced themselves. John Leonardini, Tech Manager and Sales Engineer (john@nimblestorage.com) presented.

Recommendations:

- Minimize recovery steps
- Define your SLAs before taking the job
- Triage your applications (borrowed from City of Santa Clara)
 - Life and Property
 - Mission Critical
 - Operational Efficiency

Nimble's focuses on "Primary Storage" → "Primary Storage"

Suggested data co-location

Examples discussed were "Santa Clara County Office of Education" and "Contra Costa Sheriff's Office / City of Danville PD"

Studies show that the ideal co-location site should be 7 to 14 miles away (power grids and FEMA recommendation)

Noon Nimble Presentation End

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Noon - Get Your In-box to Zero ... and stop forgetting things to do!

Tim Owens (tvowens@outlook.com), C.E.O, 30secondtraining.com, provided an overview of managing Microsoft Office Outlook emails and tasks. A complimentary review of the training course presented can be found here:

To View this Course Online:

1. Go to 30secondtraining.com
 2. Click "CLICK HERE TO TAKE A CLASS"
 3. Choose either Office 2010 or 2013
 4. Click OUTLOOK: GET YOUR INBOX TO ZERO
 5. Username: MISAC
 6. Password: MISAC
- Free until August 15th, 2015

Although the examples used during the presentation were specific to Outlook, the information can be used for Gmail, Yahoo mail, Hotmail, and all other email programs.

Tim discussed why your Inbox/E-mail should always be empty and how to get there.

Some tips:

- Never "red-flag" emails
 - Create folders such as "@Done_Handled_Finished" "@IDontKnow" "@ReadLater", etc. Note: the "@" puts the folders toward the top, alphabetically
 - Process email by reading it, deleting it if possible
 - If possible, respond in 60 seconds or less, then move the email out of your Inbox
 - If read and you must follow-up and it's NOT time sensitive, make it a task
 - If read and you must follow-up and it IS time sensitive, make it an appointment on your calendar
- DON'T FORGET TO MOVE THE EMAIL out OF YOUR Inbox and into a folder
- Assign priorities and dates to your Tasks to-do list (will help sorting)
 - Assign it a priority
 - Give it a start and due date
 - NAMING CONVENTION FOR TASKS: Day – Date – Name of Person – Task to do

12:15 p.m. 30 Second Training Presentation End

Meeting adjourned at 12:15 p.m.

Respectfully submitted by,

Ed Miranda, IT Manager, City of Fremont