ALLEGANY COUNTY BOARD OF LEGISLATORS
COMMITTEE OF THE WHOLE

April 17, 2019

CALL TO ORDER: The meeting was called to order at 9:34 a.m. by Chairman Curtis W. Crandall

PLEDGE OF ALLEGIANCE TO THE FLAG: The Pledge of Allegiance was led by Chairman Crandall.

LEGISLATORS PRESENT: C. Crandall, G. Barnes, P. Curran, D. Decker, W. Dibble, D. Fanton, K. Graves, S. Havey, D. Healy, J. Hopkins, J. Ricci, D. Root, P. Stockin (Absent: J. Burdick, B. Harris)

OTHERS PRESENT: T. Boyde, C. Coombes, S. Decker, K. Hooker, M. Giblin *(Continuum Systems)*, C. Knapp, M. Kovach *(Hyland Software, via conference call)*, D. Lavery, B. Riehle, T. Ross, T. Shaw, M. Sullivan *(Continuum Systems)*, M. Washer

OnBase Document Management Software

Information Technology Director Keith Hooker introduced Matt Giblin and Mike Sullivan from Continuum Systems, Syracuse, New York. Joining them via conference call was Marty Kovach from Hyland Software. Hyland is the software developer for OnBase. Mr. Kovach began a demonstration of the software and offered to answer questions at any time during the demonstration.

Legislator Graves asked what department would be served by this software. County Treasurer Ross explained that this software is for county-wide use that will be segregated by department. It's an electronic filing system. She noted that the Treasurer's office already has the ability to save electronic documents in its financial software. Mr. Hooker added that it would offer easier access to documents. Legislator Graves wondered about security. Mr. Sullivan stated that there is security built in. Anything saved on the server will be backed up. Mr. Giblin stated that not only will it reduce the amount of paper that is used, it will also improve workflow. It will automate what is now a manual process. Additionally, anything that is done to a document will be tracked. Ms. Ross said it will help move things that need multiple approvals. Legislator Healy stated he thinks this would be beneficial to the administrative team. Mr. Giblin agreed saying that the administrative team can see if there's a bottleneck. Legislator Graves asked about our Human Resources office and what would happen to job applications and other documents that they deal with. Mr. Giblin said that all of those documents can be scanned and saved in this system. Also, job applications could be made available on the County website and filled out online. Mr. Kovach continued the demonstration pointing out their electronic equivalent of a filing cabinet. He noted that the software can even bring to your attention what's missing from a file.

Mr. Kovach then went on to demonstrate an add-on feature to OnBase that assists with developing agendas, scheduling meetings, attendance, taking minutes, recording meetings, voting, and posting minutes on our County website. Legislator Graves asked about record retention and laws pertaining to that. Mr. Giblin said that they follow all of the rules for retention of documents. Additionally, they offer a service to scan all of our paper documents. Legislator Curran remarked that having documents available electronically allows quicker access to them. The group then discussed what documents would be scanned, as it would be extremely expensive to scan all stored documents. Chairman Crandall remarked it would likely be the documents we need to retrieve most often. Legislator Hopkins asked about the ability to add items to an agenda after it's been created, and if an item on an agenda needs to go on to another meeting, how that would be handled. Mr. Kovach demonstrated how changes can be made to the agenda even after it's been created. As far as moving agenda items to another meeting, the workflow would route things where they need to go. Legislator Decker asked Mr. Hooker how this is different than what we're currently doing. Mr. Hooker stated that what we're doing now is paper based. This program keeps the process moving. The program can be set up to require

signatures if we want. He said, right now departments are doing things their own way. There isn't a standard process. This software will create a process that must be followed. Clerk of the Board Riehle asked if the County purchases this software, is every employee considered a user? Mr. Sullivan stated that it's all configurable. It can be set based on the functions that people perform. The group also talked about open meetings law and how the public would be able to view things. Mr. Kovach demonstrated how items could be published on the County website. Mr. Kovach continued his demonstration showing how an email is generated when an action is needed for an item. A time stamp is also added so we know when certain actions take place. Chairman Crandall asked if this would work with other email systems we may use. Mr. Hooker stated that this will work with Office 365, which has Outlook. Ms. Riehle asked if items within the agenda can be linked to avoid having to scroll through pages. Mr. Kovach stated that it can be done but it's a separate piece. Ms. Riehle remarked that it sounds like that would be an extra expense. Mr. Kovach said that it is an extra configuration outside of the package, but it wouldn't be that expensive. Mr. Hooker asked if the ability to publish online was an add-on. Mr. Kovach indicated that is included in the base agenda solution. Legislator Graves asked about the ability to add text for discussions that take place during a meeting. Mr. Kovach stated that the text can be edited. County Administrator Boyde shared his prior experience with live streaming meetings. Chairman Crandall asked how quickly the information is saved once it's been entered. Mr. Kovach stated that as soon as something is added it is automatically saved.

Legislator Graves asked about training for new users. Mr. Giblin stated that training can be done onsite, remotely, or in Cleveland. Legislator Graves asked how many counties in New York use OnBase. Mr. Giblin said that they have 22 government installations of OnBase. Not as many are using the agenda portion of the software. Legislator Hopkins wondered about the ability for Legislators to access the software when they are not at the County buildings. Mr. Kovach indicated that there is a mobile app that would allow them to use their iPads. Legislator Barnes remarked that he assumes the overall purpose of this is to make departments more efficient. He wondered if they could expect a cost savings. Mr. Giblin said that this software can eliminate or mitigate the need for manual indexing. There is also the ability to save a great deal on paper. Mr. Sullivan added that the retrieval of documents is instantaneous. He has also seen instances where renovations for storage space were no longer necessary. Ms. Ross stated she sees this as a tool to help our employees. An employee's work environment needs to give them the tools to do their job. Eventually there is going to be no paper.

ADJOURNMENT:

There being no further business to come before the committee, the meeting was adjourned at 11:38 a.m. on a motion by Legislator Graves, seconded by Legislator Decker, and carried.

Respectfully submitted,

Sarah M. Decker, Journal Clerk/Deputy Clerk of the Board
Allegany County Board of Legislators