

Welcome and Introductions

Sean
Gallagher,
RMC

- City of Jersey City, Municipal Clerk
- 20+ years of experience, appointed in February 2020

Jean-Guy
Lauture,
CGCIO

- Township of Bloomfield, IT Director
- 20+ years of experience (8 years in Public Sector), appointed in Dec 2011

Bernadette
Kucharczuk,
CGCIO

- City of Jersey City, IT Director
- 20+ years of experience, appointed in November 2017

Audience Participation - Question 1

1. Choose the best description for your jurisdiction's current Working From Home (WFH) / Service delivery conditions:
 - A. We are 100% fully operational in all areas
 - B. We are 75% operational, providing most services
 - C. We are 50% operational, providing some services
 - D. We are 25% operational, barely keeping open

The Logistics of Moving to Virtual

- Legal Requirements
 - State directions
 - Choosing a solution, considerations requires a Team
 - Law Department, Clerk's Office, IT (support and functionality)
- Making it EASY for the Public
 - Static URL / link on website and posted EVERYWHERE
<https://jcnj.org/vcm>
 - Created new shared e-mail account jcvcm@jcnj.org
- Public Notice/Annual Notice
 - Amended at First Virtual Meeting for Remainder of the Year
 - Sunshine Law Postings

Show and Tell Snippets

March 25, 2020

- Public Comment
- General Content
- Statistics
 - Public Speakers: 4
 - Item Presenters: 4
 - Ordinances: 2
 - Resolutions: 9 (including 1 to amend annual notice)
 - Duration: 37 minutes
 - Unique Audience Members: 241

June 10, 2020

- Public Comment
- General Content
- Statistics
 - Public Speakers: 58
 - Item Presenters: 28
 - Ordinances: 9 (including 1 late)
 - Resolutions: 41 (including 1 late)
 - Duration: 3 Hours & 51 minutes
 - Unique Audience Members: 311

What has Jersey City done (Mar 23-Jun 11)?

- Regular Council Caucus Meetings: **6**
- Regular City Council Meetings: **6**
- Closed Sessions of City Council: **2**
- Special Meeting of City Council: **1** (appointing a new Council Member)
- Budget Hearings: **11**
- Public Bid Openings: **18**
- Special Improvement District Public Hearings: **2**
- ABC Board: **1**
- Rent Leveling Board & JC Pension Board (ERS): **2** each
- Planning Board & Zoning Board: **3** each
- Court: 2 sessions each day since early May and all 10 judges conducting all sessions (except jury trial) virtually by June 22, 2020

Audience Participation - Question 2

2. What WFH solutions are you using for employees?
- A. LogMeIN
 - B. Remote Desktop (RDP)
 - C. RemotePC
 - D. TeamViewer
 - E. Something else
 - F. Not permitting remote access

HR Related Issues for WFH

These are NOT necessarily technical problems!

- Timekeeping - Punching (Scanning) in/out
 - Moving from physical devices to virtual solutions (geolocation consideration)
- Addressing Idle time
 - Dept Directors calling?
 - Create work?
- Phone Forwarding Issues
 - Who answers “group” lines from home?
 - Forward to City cell or personal lines?
- Shift & Rotation of assignments
 - Cross-training, good shape if you were already done, not so good if not done
 - Not everything can be done virtually, so who comes in?

Types of Connections for Remote Workers

Virtual Private Network(VPN)

- Pro – clients are typically easy to deploy, Security is Assured through Encryption between device and firewall
- Con – licensing # usually comes with cost, especially if you don't already have enough licenses

Third-Party Services

- Con – no control over application, vendor manages connection, security of data/systems
- Pro – cost is often “free”
 - Remember “Free” is a Four-Letter word that starts with “F” and everyone gets paid. If you are not giving up money, then you are paying for it by giving up privacy or security or perhaps something else that you don't know.

Security for WFH

- Anti-virus/malware
 - Home computers may not be “clean”
- Hardware for WFH
 - Laptops or other mobile devices (supply-chain issues)
 - Desktops destined for recycling repurposed
- Routine Back-up Schedules
 - Employees WFH at odd/extended hours
 - HHS and others working the emergency (7 days per week)
- Password Expirations
 - Usually must be inside network
 - Extend until people can reasonably return
 - Next time force change before they go out 😊

Audience Participation - Question 3

3. How are you conducting Virtual Meetings for your agency?
 - A. Using Cisco WebEx
 - B. Using Zoom
 - C. Using Microsoft Skype/TEAMS
 - D. Using something else
 - E. Using a combination of these
 - F. Not conducting Virtual Meetings

Virtual Meetings

Tailoring this based on audience answers

- Choosing the best-fit solution for your jurisdiction –
Common Choices
 - Free Conference Call (or similar services)
 - Cisco WebEx (SparkBoards / Presence / VoIP integration)
 - Avaya Virtual Classroom
 - Zoom (and GoToMeeting – owned by same company)
 - TEAMS (SurfaceHubs / SurfacePro)

Virtual Meetings – Live Broadcasting

- New Needs to Manage Access and Control
 - Before – Few fans of live broadcasting, Many not doing it
 - Rules about public comment, requiring sign-up before meeting starts are common but people can still just show up and learn what to do or how to do
 - After – Required to Conduct Business, Everyone is Different
 - Rules about public comment, requiring sign-up before meeting starts are VITAL but people may be confused about what to do or how to do it, and can't just click the link to participate.
- Other Considerations
 - Streaming platforms – Facebook, YouTube, PEG channel, Government Website
 - Closed Caption / ADA Accessibility Requirements
 - Added Security (around broadcasting to 10,000 people) may create additional challenges for getting consultants/public into the meeting

Audience Questions & Answers from Panel

- Sean Gallagher, RMC
 - City of Jersey City, Municipal Clerk
 - 201-547-4486 SeanG@jcnj.org
- Jean-Guy Lauture, CGCIO
 - Township of Bloomfield, IT Director
 - 973-680-4670 jlauture@bloomfieldtwpnj.com
- Bernadette Kucharczuk, CGCIO
 - City of Jersey City, IT Director
 - 201-547-4313 bkucharczuk@jcnj.org