



## **Watertown City Council**

Administration Building  
149 Main Street  
Watertown, MA 02472  
Phone: 617-972-6470

### **Committee on Personnel and City Organization Meeting Monday, July 15, 2024 at 5:15 PM Louis P. Andrews Upper Conference Room**

Attendees: Councilors Caroline Bays, Chair, John G. Gannon, Vice Chair, Nicole Gardner, Secretary, Lisa Feltner, and City Manager George Proakis.

Councilor Bays called the meeting to order at 5:15 pm. The purpose of the meeting was to discuss the desired qualifications and qualities for the position of Chief Information Officer

Councilor Gardner asked the manager about the job description. The manager hopes to redraft and formalize the job description in the future since we have completed the Class and Comps study. However, currently the job is posted and he is collecting resumes based on the advertisement he posted before the study was completed. He said these meetings are useful to help him determine what skills and experience he should be looking for in an information officer.

Councilor Bays commented that Chris McClure improved the department but felt that some aspects of the job such as security still needed to be addressed. Manager Proakis said most important upgrades to our IT system have been completed, and much of what is left can be done by other employees such as updating our MUNIS system. However, there are still some big programs in the IT capital plan including providing free wifi to WHA residents and changing our assessing program. Regarding security, Manager Proakis added training employees is an ongoing process and we are always monitoring for security breaches.

Councilor Feltner was concerned about website content management, the process to improve communications, as well as improving the user experience so the website is accessible and usable to everyone. Councilor Gardner echoed Councilor Feltner's concerns and agreed that the website's difficult interface was an accessibility issue for our residents. The manager agreed these were concerns and said the city is working on a website upgrade.

Councilor Gardner expressed the need for another CIO like Mr. McClure who was curious and always willing to look for better solutions. She wanted someone who might have an IT strategy to bring our departments all on the same website.

Councilor Gannon wanted the next CIO to explore getting state and federal money for municipal broadband and possibly providing hotspots for residents. He also wanted someone who could work with the state officials who are creating a statewide cloud open to municipalities. Councilor Bays and Councilor Gannon agreed we need someone with a vision who can anticipate our needs and is good at articulating and explaining IT's goals and priorities as well.

The meeting was adjourned by unanimous vote at 6:00 pm

**ELECTED OFFICIALS**

Caroline Bays,  
Chair

John G. Gannon,  
Vice Chair

Nicole Gardner,  
Secretary