

**City of Milpitas  
Approved Minutes  
Telecommunications Commission  
April 15, 2013**

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**I. Call to Order & Roll Call:**

Chair D. Gupta called the meeting to order.

Members Present: D. Gupta, A. Alcorn, H. Nguyen, I. Munir, K. Bohan, W. Lam, S. Singh, E. Batista,

I.S. Staff: M. Luu, M. Schwarz, E Pasion, P. Nguyen, O. General

City Council: A. Polanski

Members Absent: D. Lax, N. Gupta, H. Tran

**II. Pledge of Allegiance:**

The members of the Commission recited the Pledge of Allegiance.

**III. Announcements:**

No announcements made for the record.

**IV. Approval of the Agenda:**

Motion to approve the agenda as submitted.

M/S                    W. Lam / A. Alcorn            Ayes: 8

**V. Approval of the Minutes:**

Motion to approve the March 18, 2013 minutes as submitted.

M/S                    W. Lam / S. Singh            Ayes: 8

**VI. Citizen's Forum:**

No comments made for the record.

**VII. New and Continued Business:**

1. March 2013 Information Services Report

Staff provided brief summary of the activities from the Information Services Department for the month of March 2013.

Staff reported that a full rollout of the online timesheet program will be deployed and used by city employees. Staff is working with implementing new computer mobile reporting system for the Milpitas Fire Department staff. Finally, staff reported that a new GIS Manager will be on staff by the end of May.

Motion to note, receipt and file.

M/S                    W. Lam / A. Alcorn            Ayes: 8

2. VOIP UPDATE.

Staff welcomed the Commissioners to the Information Services department facility and proceeded to present a detailed report of

the initial deployment of the City's newly functional Cisco systems voice over internet protocol (VOIP) telephone system.

Matthias Schwarz, the City's Telecom Manager, proceeded to demonstrate the features of the new Cisco telephone system that all city employees have been using for over a week. Staff added that the vendor was available on premise to immediately address any technical issues that may occur during the initial use period. As for the old NEC phone equipment, staff reported that there is a specific recycling program that was agreed to not allow outside recyclers to resell the old phone system.

Staff noted that the new phone system was designed with a full assessment of the City's existing technology and network infrastructure needs in order to provide a very high level of operation service. To date, the new phone system has been operating optimally to a majority of the users. Staff added that a specific number of users have been given advanced use features specific to their duties while a majority of the city work force have been using the phone much like the older phone system but with some enhanced features that were not available with the older phone system.

Staff noted to the commissioners in the coming weeks and months more advanced functions and features to manage phone calls and messages will be rolled out as the users begin to get more comfortable with new phone system. Staff had developed a user friendly online web-based helpdesk answer commonly asked questions on the use of the phone system and how to use some advanced features of the phone system. Information Services staff will be trained on the operation of the new phone system and eventually be responsible for the long term usage of the equipment. Staff will also be maintaining the telephone usage access for local toll calls and long distance toll calls and who has use privileges for those toll calls. Staff provided an overview of the Cisco Jabber instant messaging application that operates from the users desktop computer and allows for immediate communications with staff members logged into the Jabber network. Finally, staff added that the new Cisco phone system environment allows for the tracking of all in-bound phones calls made where as in the previous NEC system only allowed a maximum of five phones to be recalled from the history of phone calls.

Staff then provided a short tour of the Information Services data center where the new Cisco VOIP servers were located and maintained on a daily basis.

Note, receipt and file

M/S W. Lam / A. Alcorn Ayes: 8

**VIII. Adjournment of Meeting:**

Meeting adjourned to Monday, May 20, 2013.