May 6, 2019

Annual Report for Bath Township

Who is Michigan Network Consultants?

Michigan Network Consultants (MNC) is an S corporation which provides 24/7 support for its customers. MNC specializes in serving as the IT department for municipalities, small to medium sized businesses, and home users. MNC utilizes remote login software which allows us to log in and fix immediate issues with computers, servers and other equipment. This technology often allows us to help more customers quickly and efficiently without having to travel to the customer's location. Services provided by MNC include: managed services (antivirus, web protection, and web back-ups), hands on support, Google G Suite, equipment repair, new construction, small business and home user setup and management of networks, audio/visual, security camera, VOIP phone systems, and mobile equipment integration and assistance.

Bath Township Multi-Year Budgeting Goals:

MNC recommends replacing frontline workstations every 3 years and servers every 6 years. Over years of experience, these time frames seem to have provided the most reliable computer service. Budgeting for these replacements helps avoid downtime and unexpected financial strain. Given the nature of equipment, not everything may be planned for. We work with township management to resolve issues that require expenditures and approval from management.

Services Provided by MNC

In 2018, MNC received and resolved 434 helpdesk requests from Bath Township, which is an average of 37 per month. These requests are initiated through emails, telephone calls and conversations amongst MNC and township staff. All requests are submitted into our helpdesk system so that each request is documented and the status of the request may easily be tracked. These requests consist of, but are not limited to: user creation and termination, updates, reviewing backup reports, reviewing server logs, password lockouts, equipment failure, errors, general software help, employee questions, FOIA requests, funding application help, printing issues, basic computer management issues, project research, cell phone and tablet integration, power outages, election

equipment coverage, and much more.

Some specific examples of projects completed in 2018 include:

1. **Police Department:** We helped with providing a scanning workstation for the Police Department. The township purchased a nice scanner and MNC donated an old workstation. This scanning station will help with efficiency in the police department and any other department that can benefit from it.
2. **Elections:** We worked with Brenda and made sure that the computers were ready to be used at the Election.
3. **Library Center:** In the first quarter of 2018, we helped with migration of the Bath Library Center over to the new management. Even though they decided to go a different direction than MNC providing support the LC, we assisted this transition.
4. **Website:** Karen Hildebrant has continued to work on the website which was moved from a server that we had issues with support to LiquidWeb, a local company that has provided our clients great support. She also created shopfm.org website that also resides on the same server as bathtowship.us at LiquidWeb. MNC along with LiquidWeb provide this support for things that may arise.
5. **Phones:** Last year in our report, we talked about e911 compliance. In 2018 we had many meetings with several phone companies, internet providers, etc. Out of these meetings we had decided to change the internet and phone provider from our current provider Voyant to ACD. With the direction of Dan Wietecha, we decided not to replace the actual phone system, since it has not failed us. We found a company called BSB out of Illinois that can upgrade our current hardware's software to accommodate the needed changes of e911 compliance along with utilizing ACD's services.
6. **Township-wide:** We are regularly scheduled to be at the township every Wednesday for at least half of the day. We are always available for the township by phone or email to answer questions when we are not on site.
7. **Backups:** A big part of what we provide is watching and testing backups. On a daily basis, we receive backup logs that we monitor for failures. These are delivered via our helpdesk solution 8am every morning.
8. **Presentation:** We upgraded the presentation system in the BOT Room. This has been well received by township staff and others that have needed to use it.

Special Thanks

We would like to thank Karen for her help with management of IT tasks and sometimes keeping us on target. Karen is a great asset for the township and MNC.

Future Items for Budgeting Consideration

Windows 7 End of Life: January 2020 Microsoft will be discontinuing support for Windows 7. This means it will leave our networks open to issues. We will need to start planning to migrate

all Windows 7 machines to Windows 10. All new machines are replaced with Windows 10, therefor we will just upgrade the machines that are Windows 7.

Conclusion:

Michigan Network Consultants has provided many years of support to Bath Township through different administrations, staff and managers. We have enjoyed building this relationship and growing with the township. We strive to stay within the limits of policy, budget, and personal constraints. We work cooperatively with all levels of the organization to find the best solutions. In fact, open communication is our strongest asset. We encourage two-way dialogue because it is the most powerful diagnostic tool. It allows us to do our job more effectively and stay ahead of many problems. Please feel free to call with any questions you might have. We look forward to serving you into the future!

Thank you,
Ron Kramer, Owner
Michigan Network Consultants