Date: February 3, 2011   Time: 10:00 AM   Location: ISD GRAND CENTRAL

Y	Clint Hubbard APD	Y	Diane Schaller ISD	N	Eddie Andujo FCS
Y	Dane VanPelt(Mark Leech) ISD	Y	Brian Osterloh ISD	N	Patrick Frias AVI
Y	Robert Nunez DMD	Y	Lt. Jeff Remington APD	Y	Tony Schupp SWD
N	Joe Saraphon TRANSIT	N	Chris Framel WUA	Y	Danny Nevarez EHD
Y	Dave Mathews CSD	N	Gary Anderson Senior Affairs	N	Kyle Roth Planning
Y	John Meier CSD-Library	N	Michael Silva Animal Welfare	N	Andy Garcia Parks & Recreation

TRC Meeting Agendum & Minutes
Date February 3, 2011   Time: 10:00 AM   Location: ISD GRAND CENTRAL

WHAT	WHO	TIME	MINUTES
Housekeeping:			Next TRC Meeting is on February 17, 2011
Call to order	Diane	1	
Roll call		2	
Approval of the Agendum:		0	
Review Minutes from previous TRC	All	5	• **Previous TRC 01-20-2011:** http://www.cabq.gov/isd/documents/trc_2011-1-20.pdf **Clint Hubbard made motion for open for review and discussion all agreed.**
Unfinished Business:	All	0	
Routine Business:		0	

Review TRC Request	All	20	• **Dispatch Center -** $250,000.00 - Tony L. Schupp - The Solid Waste Management department plans to develop an industry specific State-of-the Art Automated Dispatch and Managed Service Center. This plan will improve operational efficiency by centralizing dispatch management and customer service operations within one location to facilitate communication. The Dispatch Center will provide real-time dispatch for the following services: Residential Collections, Commercial Collections, Graffiti Removal Requests, Billing Inquiries, Cart Delivery/Repair, Weed/Litter requests, and General Customer Service calls. The Dispatch Center will be responsible for receiving, assigning, routing, dispatching and closing various work orders The system requirements are for business-specific (i.e., Solid Waste Management-specific) functionality and interfaces to appropriate enterprise-level systems (e.g., CRM). Also, as Tony noted, the system in alignment with SWMD and City business goals. http://trc.cabq.gov/cityapps/trc.nsf/65cf7dfade8f20488725678b005fdb5b/e899c351205171d887257825007f96d7?OpenDocument **Brian Osterloh made motion to approve. Robert Nunez second the motion. Remaining agreed.** • **Commercial Routes -** $24,050.00 - Tony L. Schupp - The purpose of this request is to have RouteSmart technology develop "time based" routes for Commercial services. http://trc.cabq.gov/cityapps/trc.nsf/65cf7dfade8f20488725678b005fdb5b/c26c482cb5f928aa872578220059f1f3?OpenDocument **Danny Nevarez made motion to approve. Brian Osterloh second the motion. Remaining agreed.**
Review and Approval of Policies:	All	0	**Policies, Procedures & Standards** **New** • **None** **Revised** • **None** **Deprecated** • **None** **Discussion** • **None**
New Business	Various	0	
Problems, Warnings, Situational Awareness, Saved Rounds?	All	5	• Enterprise vault does not bring up attachments. Help desk tickets already submitted. Laura Church • ITSD starting ITIL process improvement

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Action Items:		10	- Getting off Novell by July? - Peter - COA's security model? - Peter - Getting the Gartner security template from Chris? – Brian O. - Single FTP site, Hosted solution? - Mark Leech
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