

AGENDA for NILMA MEETING

October 13, 2016, 2:00 PM

GREAT MEADOW HALL

Call to Order	John Averell
Approval of September 8, 2016 Meeting Minutes	
IT Report	Eric Rogers
Policy for Visiting NBOC Independent Living	Steve Colwell
Old Business	
New Business	
Adjourn	

Call to Order

John Averell

The Meeting was called to order at 2 p.m. by John Averell, president.

Present: NILMA representatives: John Averell, Mike Atlas, Jody Berkowitz, Howard Cohen, David Goldman, Lorraine Gordon, Sharon Gouveia, Len Green, Nancy Kummer, Murray Staub, Sue Waxman

Guests: Steve Colwell, Eric Rogers, Bob Pierce

Approval of September, 2016 Meeting Minutes

The minutes of the September 8, 2016 meeting were approved unanimously as published. John asked that Gloria Barron's name be added to the list of members of the IT Focus Group, and thanked her for her participation in their efforts.

Announcements

John Averell

John announced that the Library Open House will take place in front of the library on Wednesday, October 26, from 2 p.m. to 4 p.m. This year guests of honor will be IL resident authors. Also honored will be the memory of former Library Committee member Herb Schwedock. Refreshments will be served.

IT Update

Eric Rogers and Bob Pierce

Eric Rogers, CIO for HSL, brought us up to date regarding TV, internet and telephone service at NBOC.

As far as TV is concerned, IT leadership recommends that we stay with Comcast as it is and take advantage of service provided directly through Comcast.

Internet speed has been upgraded to 300, and a firewall has been put in place to increase security. In addition, NBOC will install and maintain free of charge a

wireless router in any member's apartment. The cost of the router itself, about \$80, would be charged to the resident. This standardization allows faster and cheaper support for IT and for residents.

Eric said his team agrees that though the phone system works, it does so with notable issues. Parts of its hardware are no longer replaceable and the system must be rewired. The new system will use replaceable hardware, will continue to provide electronic voice-mail delivery and will allow residents to keep their current phones and phone numbers. Internal 5-digit dialing also will be retained. Upgrading the system will require about 30 minutes access to each resident apartment to implement wiring changes. The funds for the project are included in the FY17 capital budget. Eric expects work on the project, which began two weeks ago, to be finished by early summer. Right now the team is seeking to finalize a proposal with the right vendor so that a contract can be signed. According to Steve, residents' monthly telephone rates will remain the same.

Eric then listed the non-chargeable and chargeable services IT provides.

Non-chargeable services include the initial move-in setup of NBOC-provided items such as cabling, HSL internet, HSL Wi-Fi, and phone lines. If service can be provided in minimal time, e.g., phone-call instructions or several minutes of technician visit, such time will not be charged to the resident.

Chargeable installation and chargeable service calls include PC/iPad/Android tablets; printers, Wi-Fi routers, mobile devices such as iPhones; phone installation, including answering machine (unless provided by NBOC); TV additions such as Apple TV/Roku/Amazon TV/Netflix set-up; physical movement of devices, computers, routers, etc.

Bob Pierce, who heads IT at NBOC, urged residents to report any IT problems as soon as they occur by calling one-stop at 4-9500. Two technicians are on site at NBOC, with backup from Roslindale if necessary. Eric noted that 80% of tickets opened have been closed within three days.

Eric has talked at some length with the WizeGuides, whom he recommended for training help for residents. Bob encouraged computer owners to use anti-malware in order to avoid having to deal with time-consuming battles with viral infections. He asked that residents call one-stop for help on malware prevention. John asked him to supply us with a written list of reliable brands of anti-malware and anti-virus products for Windows and for Apple.

Policy for Visiting NBOC Independent Living

Steve Colwell

Steve reported that he is in the process of creating an internal policy based upon the proposal approved by NILMA at its September meeting. His document will provide an interactive guide to management throughout the campus. Once it has been written, Steve will run it by the legal department. Then he will have a map produced to clarify the policy's rules. Finally, training will be provided to all NBOC management teams regarding application and communication of the rules. Steve estimates that his work on the policy governing visiting to all areas of the campus will be completed by the end of the year.

When asked how residents should react when they observe violations of the policy, Steve recommended that for the immediate future such behavior be reported to him or to David Raider. Steve is putting together an internal document for the whole campus, describing which areas are dedicated to IL, AL, Rehab, and HealthCare, with a consistent set of policies that will be accepted by the managers, made clear to staff, explained to incoming new residents, and enforced in the future.

Old Business

John announced that the traffic light cycle at the exit from NBOC onto route 135 has been changed to allow a shorter time to turn left. He thanked Fran Shaer for her efforts as a town precinct member to bring about the improvement.

Sue expressed concern about non-cottage residents using cottage parking spaces in the garage. Steve indicated that gentle but firm requests would continue to be made to violators of the parking rules. If violators ignore the warnings, their cars will be towed. He suggested calling security if one witnesses a parking violation.

John brought up the recent unavailability of carts in the garage. Steve's only solution to this is to remind residents of their responsibility to return carts after using them. John also noted that a staff member was found to have used and not returned a cart.

New Business

Murray initiated a discussion regarding the way committee chairpersons and committee members are appointed. No motions were made to change the current process.

During the discussion David Raider informed us that plans for a Committee Fair are in the works. Once a date has been determined, an announcement will be made.

Adjourn

A motion was made, seconded and carried to adjourn the meeting. The meeting was adjourned at 3:24 p.m.

Respectfully submitted,

Lorraine Gordon, Secretary