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**GREENWOOD**  
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City of Greenwood, IN  
Common Council – Special Meeting  
For Second Reading of Ord. No. 25-12  
Minutes, April 24, 2025  
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- I. Call Meeting to Order**
- II. Roll Call**

**Council Members Present:** Mike Campbell (“Mr. Campbell”), Linda Gibson (“Ms. Gibson”), Ezra Hill (“Mr. Hill”), David Hopper (“Mr. Hopper”), Erin Kasch (“Ms. Kasch”), David Lekse (“Mr. Lekse”), Teri Manship (“Ms. Manship”), Steve Moan (“Mr. Moan”), Mike Williams (“Mr. Williams”)

**City Officials Present:** Jeannine Myers (“Ms. Myers”) Clerk, Greg Wright (“Mr. Wright”) Controller, Sam Hodson (“Mr. Hodson”) Corporation Counsel, Jason Holtzleiter (“Deputy Chief”) Police Department, Kevin Steinmetz (“Mr. Steinmetz”) Capital Projects Manager

- III. Special Meeting for second reading of:**

**ORDINANCE NO. 25-12 AN ORDINANCE PROVIDING FOR ADDITIONAL APPROPRIATIONS FROM THE GENERAL FUND TO INFORMATION TECHNOLOGY BUDGET CLASSIFICATIONS 429 (\$65,000) AND 439 (\$35,000)**  
(Sponsored by Moan)

Mr. Wright, I’m here to speak about a couple of items from the last meeting. It came up why the urgency for the suspension of the rules, which came from myself and the deputy mayor to help get this project underway. Jeff Roeder with EXOS will explain what the project will do for us. I want to make sure everyone understands that the server outage which we had recently is not what this is covering. This is for a switch replacement project. One of the other questions I received in the meantime, was related to the protection the city has with these funds if there was non-performance. We do have a master services agreement with EXOS, if they do not perform the work as agreed to within that services agreement, we do have legal remedies. Additional, with the state there’s what’s known as the prompt pay statute, that gives us but to 45 days before an invoice has to be paid, and that give us time to make sure that the work is done satisfactory before we release the funding. Mr. Wright introduced Mr. Jeff Roeder from EXOS.

Mr. Roeder, good evening, my title with EXOS is director of external affairs, I say I am a translator often times of IT to different audiences. I’m here to help you understand where you are investing resources. My take away from the last meeting was the absents of being able to tie all of this together. I am hoping to do that tonight, and thank you all for taking you time to be here. Please feel free to ask questions throughout this, and if I clarify anything more. I’m really going to help navigate the conversation. Just a little bit about us as a company, the company is 16 years old now, we were formerly known as Sondhi Solutions, we rebranded. We were not purchased; we did not acquire somebody else. We are a full-service IT company and cyber security company. For the last 10 years we have been fortunate enough to serve local governments around the state and there are an enormous number of communities that are very similar to yours, of having gotten to a point where you needed to move forward, with what you were doing with IT. [Link](#) to EXOS slide presentation. We started a few years ago when there was a need for cyber security on the insurance side, and worked with the team on establishing what those best practices were, and eventually took on cyber security. We saw a few symptoms of what we are seeing today more fully and had kind of a push for investments at that time. We will continue to establish what is best practice and work with the financial team on what are the resources that are available to dedicate it to.

If you don't invest in the infrastructure you end up with it being out of date and under size, where you end up with corruption of data, with challenges of outages that are not anticipated.

Mr. Hodson, in November 2021, you have described this in your presentation cyber needs and Greenwood being dropped by cyber insurance, can we be more specific about it. Isn't it true we were uninsurable, and our insurance company would not insure us in the state it was in? Mr. Roeder, yes, so cyber insurance continues to evolve, when it was first offered as a thing, it was a checklist, go fill it out, hand it back, and here is your insurance policy. Today it evolves into what requirements they are having, and fact checking to make sure you have it. There were some substantial security flaws that had to be tightened up for the possibility of being insured, and that we are not done. Yes, that was the situation. We helped the team get those in place which were the first run of what you needed to do to be insurable. Mr. Hodson, another thing I think we need to be clear about, we lost our 550 mailboxes due to a licensing lapse, why did the licensing lapse? Mr. Roeder, my understanding is non-payment, and not working with Microsoft directly to ensure the appropriate licenses for your users. Mr. Hodson, and that is something that is not in your scope of work, correct? Mr. Roeder, correct. That's the cyber vs the full IT management which can be challenging. Mr. Hodson, tell us where we are today.

Mr. Hopper, I have a question, in May of 2023, it states that you preformed IT and cyber security assessment, I assume that is out there somewhere we can have a copy of that. Mr. Roeder, yes. Mr. Hopper, in a nut shell can you tell us what you found. Mr. Roeder, I think it's a lack of investments, lack of standardized process of documentation, utilizing staff to their best capabilities and their continuing education. We look forward to embracing IT as a center to help drive change within the process which was lacking. Mr. Hopper, so we are being asked to find some hardware of some sort. What did you find on the hardware side, is this stuff 20 years old? Mr. Roeder, so I'm going to be a little vague, because when you start using specifics about equipment and specs you can unintentionally give somebody access that you don't want. I'd be more than happy to talk with you in depth, but it's just not something from a security standpoint. Mr. Hopper, so it's 100 years old and somebody could easily get in with like war games, right? Mr. Roeder, it's not first generation, but a lot of it is lacking in the capacity of moving things forward. The cyber tools that are in place are doing monitoring of it, and that is helping to make sure that some of those security concerns can be address. Switch infrastructure investment is critical in creating that consistency in operation going forward on your network and to your different buildings to the centralized data storage. What we've taken the time to do, is rebuild the foundation of that data correctly so that those systems can more consistently talk to each other.

Ms. Kasch, so if we get these new switches, how long will it take to get them and get them installed if we approve it now, is that something that happens quickly or is it a long-term process. Mr. Roeder, it's not something that comes in and is just plugged into the wall and it's done. We've been working with the administration and getting the most critical ones, and getting those into place. Ms. Kasch, is this the main step that will fix a lot of issues that we've been having currently, or is it just a piece of the puzzle and there will be more later. Mr. Roeder, yes and yes. This is really the most core problem to solve in terms of creating a consistence environment for all the systems to be communicating with each other consistently and with integrity. Ms. Kasch, what do we do in the mean time until we are able to fix it? Are we able to pay bills, pay people and be able to do the functions that we are doing right now? Do we have a band-aid now as we are waiting? Mr. Roeder, so we are very close to not needing the band-aid. Ms. Kasch, so I guess I'm just wondering, is that system still down, and when would that be coming back up?

Mr. Steinmetz, so he's talking about sanitation and storm water billing, everything else, at least what I use on a day-to-day basis is working. So, everything else is working, he's focused on billing. Mr. Roeder, long term goals, like saving time in the work place, offering different services to constitutes, making the constitutes experience better and saving time and money going forward.

We just have to get through this initial lift of getting you guys on solid foundation and build for the future. So, I hope I have answered some questions but would be more than happy to answer any other questions.

Mr. Campbell, the ordinance is asking for \$65,000 for switches, is that correct? And you've mentioned that you're re-building the network, and on one sheet it states the core infrastructure moderation of switches, servers and data storage. Are the switches the first thing and then we are going to move on to servers? Because I know we have been having trouble with servers, I don't know if one builds from the other or do, they work parallel? Mr. Roeder, it's a parallel investment, and our team's is continuing to work to make sure we shift to newer equipment and a more stable environment for that data. Mr. Campbell, so the re-build, we are starting with switches, and then we move on to servers, then data storage?

Mr. Wright, yes, so our intent is that this will get us through this years' budgeted stuff towards the IT infrastructure investment and then each budget year moving forward we'll figure out what we can put into that investment each year. It will be presented as part of the budget each year. Just as this is our capital for going towards IT stuff this year. We will then work with EXOS to figure out what fits in that bucket we have available.

Mr. Hopper, isn't it best practice now that the server and data storage business to be all in the cloud somewhere, correct nowadays? Mr. Roeder, yes, that being said, that is what we are driving to depending on what it is exactly and can it operate correctly.

Mr. Moan, so what I heard Greg say, we are looking at this as two different pots, one is maintenance and one is repair. And so, in the budget we can manage with maintenance part, and then making more appropriation for additional upgrades to the system a later date. Mr. Wright, general maintenance we try to do as part of the annual plan, but obviously when something happens that we didn't know about eight months ago, when we did the budget, that's why we came and asked for the additional. Mr. Moan, does it normally take an outage like this to identify such an issue. We have two systems down, we can't send bill, and can't take money for those bills. Is that the norm or is this something we should have identified and maybe put in the budget? Mr. Roeder, the reality of your environment does not follow best practice or a professional standard for an IT setup. We knew that there were really fundamental needs that needed attention and played too much time firefighting and then dive into them to get to a root cause. It's been a longer process that you would normally see or want. Sometime you have to fix one thing before you find the next.

Ms. Gibson, are we confident that all of our passwords have been changed now? Mr. Roeder, I would love to talk with you in a different setting. Ms. Gibson, yes, I'd like that. I do have another question. Are there monitors in place if the system starts to have a sign of an issue coming on that you get an alert so you can maybe catch it before it crashes. What kind of things do we have in place to take care of it before it crashes? Mr. Roeder, so we have tools that monitor all the devices around the network, mostly from a security outage standpoint. What you are speaking about is a bit more technical than I would dare elaborate on. Ms. Gibson, I would rather get a call at 3am to come in and fix it, instead of coming in at business hours when everyone is ready to use it and it's not there. Mr. Roeder, absolutely, just to be clear, there have been a few staff that has spent lots of time off hours here, on holidays and such working on this. I should compliment them on the amount of time they have dedicated to help making sure this has been triaged. Ms. Gibson, I appreciate that, it's just trying to be ahead of the next outage happening. Mr. Roeder, 100%, that's what the core investment is addressing. Ms. Gibson, do we have adequate offsite and back up storage. Mr. Roeder, yes. Thank you.

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Motion to pass second reading Ord No. 25-12 by Lekse, seconded by Moan

**Votes – Ayes: Campbell, Gibson, Hill, Hopper, Kasch, Lekse, Manship, Moan, Williams**

**Motion Passes 9-0**

**Adjourned: 6:47 pm**

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President

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Clerk