

Summit Lake Paiute Tribe
Special Council Meeting
Monday, August 26, 2024
Primary Administration Office, 2255 Green Vista Dr. Ste. 401, Sparks, Nevada

CALL TO ORDER: Chairwoman Randi Lone Eagle called the Special Council Meeting of Monday, August 26, 2024 to order at 1:10 pm.

Council: Chairwoman Randi Lone Eagle, present; Vice-Chairwoman, Nedra Crane, present; and Council Member, Cherice Trejo, present.

STAFF: Austin New Moon, Housing Manager, James Simmons, Natural Resources Department Director; and Dalgadina Gonzalez, Enrollment Coordinator.

HOSTS: Colette Cook, Office Manager/Accountant; Michael Buis, Jr., Warehouse and Procurement Manager; Pete Larson, Sarah Bridge, Director of Telco & UCaaS; Karem Figueroa, Cable Technician; Bill Boston, Director of IT (Co-host); Ryan Baskharoon, Virtual CIO; PacStates

Mr. Boston began the Kick-Off Meeting

Kickoff Meeting Agenda

- Thank You for Your Business
- Run through the Agenda-A high-level overview
- Answer Agreement/T&C Concerns
- Hand Them Your Client Manual
- Explain How to Get Support
- Set Response Time Expectations

Quick Note From the PacStates Team!

How to Get Fast Support

- Using the PSC One Call APP
- By Sending the Team an Email
- By Calling Them-24-7-365
- By Chatting with Them (Coming Q4 2024)

Calling them is the fastest. Which ever way you contact them (the PSC Cone Call App is best), a ticket is created. Always note the ticket number when referring to the same issue however you contact them again even months later if for the same issue.

If they receive two calls, they determine priority level and the estimated time of response/solution based on the priority level: Critical, High, Medium, Low and Routine.

Usually, first ticket response is within five to 15 minutes and every is resolved withing an hour. Many times, it is resolved when issue called in working with a tech on the phone. They set a priority to tickets and estimate a time it should be taken care of.

Escalation:

Call Dispatcher if there is no response in the estimated time frame and ask about it. If they do not have an answer or are not available the MSP Manager can be called. If the client is still not satisfied, they can call the CEO directly. They strive for perfection but no one is perfect.

Mr. Boston showed a list of some of the services they can help with. Procurement of hardware and software. If one or two things need to be added, they can help with lower cost equipment like computers and monitors that would be compatible with the client's system.

Business Improvement Projects so the client can better use Technology to solve Business Problems.

On-Boarding

They order all the agents, hardware and software necessary first. When it all comes in then on boarding can be scheduled. Prior to this they request all the information from the outgoing IT team so a tech can come on site get started on software installs. They would like the information paperwork sent over to the current IT as soon as possible, PacStates can let them know they are taking over. At minimum they need the administrator passwords to the equipment, they can start employing their tools.

They do not want DTS to remove anything until they tell them so as to not leave the system vulnerable. They can coordinate with DTS so that with all the devices being left on, they can do the swap out overnight. They install some tools, employ some security stuff. It will set a balance with usability and security. The system uses AI.

Mr. Boston explained what is in scope and out-of-scope. He mentioned that they should check the inclusion list on the agreement.

Mrs. Lone Eagle will need to fill out a form (repetitive) and give them an employee list. After the onboarding Mr. Baskharoon will be move on and. Bill Senior will be the SLPT Account Manager. He will be the one to get answers for them.

Mrs. Lone Eagle asked if the employee list included remote employees like Mr. Curley. They checked the list they have and noticed there were no mobile phone numbers. Mr. Boston said they needed the smart phone numbers so a self-service app can be used if the employee gets locked out.

The app has uses. If a phone is lost or a password is forgotten, they can validate the user and affect the FFA.

Mr. Boston should them the Customer Portal and its uses.

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Mrs. Lone Eagle asked when she fills out the request form for DTS, should she send it to them, or should she send it to DTS.

Mr. Boston replied that is digitally filled out and she could forward it to DTS with the required termination notice/documentation. Check the contract or email them and they will let them know that they were being terminated and using PacState.

Mrs. Lone Eagle asked Mrs. New Moon if she knew the DTS contact. Mrs. New Moon said that the last contact was with the regular IT guy who said to email the company, contact them. Mrs. Lone Eagle said they really did not have a contract and what they had was vague.

Mr. Boston said with the passwords, they can start right away. The onboarding process will take 90 days. There will be some overnight work. They could usually finish in 60 days but it could get worse before it gets better so 90 day gives a better expectation.

They want to set-up a day next week to bring and deploy the software stack, Install the antivirus, the remote-control agent and onboarding agent. They will label some devices and may bring some networking gear. They will work around the users. If they are remote, that is fine too.

Mr. Simmons asked when will go this be live with PacState and, in the meantime, does he continue to work with DTS for any IT needs.

Mrs. Lone Eagle stated that once the paperwork is sent to DTS, they will be working with PacState.

Mrs. New Moon stated that Mary Clare needs Microsoft Licensing, NRD has stuff for the new NRD Environmental Specialist, Elizabeth Mast.

They need to touch back with PacState. Do not get any licensing. They handle the software. Mrs. New Moon stated that the Microsoft has already been purchased in someone else's name and just need to be switch to the new user name. Mr. Boston said they can take care of that. He does have one admin password for the server. They can ask for that one password for the Software licensing.

Mr. Boston will be by the office later this week. They decided to start the onboarding on Thursday, September 5, 2024 at 9:00 am in Suite 402. Interactions with the users should be around five minutes. They work around the users. This is also a good time to find any problems.

The reason for the employee list is if the caller for service is not on the list, they will

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need to talk to the SLPT point of contact. Also, if they do not recognize the caller ID, do not talk to them. Call back. This is a security measure.

Mr. Simmons had questions on the service support side. When Mr. Boston showed the website where someone can create a ticket, does it have a reporting feature where all the tickets within a specified time frame and see the details of the ticket and if it was resolved?

Mr. Boston showed him how to access the portion of the website where that could be done. There are different reports. The software is very flexible.

During the onboarding after the tools have been installed, they would do a first aggregate report as a baseline. Once the onboarding is done they kick the summaries in and see that it works. They can do many reports.

Mrs. New Moon asked which desktop computers are being replaced with new ones. Specifically, she asked about her desktop. It is on the list. He listed all the computers to be replaced.

Mrs. Lone Eagle said some of the Council members had laptops that were not on the list. Mr. Boston said to have them bring their computers in and let him know when.

Ms. Gonzalez mentioned that when they did the survey nothing in the Enrollment office worked, not the printer. She had a laptop and a desktop. She has ordered a new laptop, which remains unopened and a new card printer. Mr. Boston said to leave the stuff unopened until he comes there and he will set it up and make it work.

Mrs. Lone Eagle will take care of the pdf to send to DTS. She will copy Mr. Boston.

Mr. Boston said there was a lot of information. They will work with each user to understand what is going on. The goal is to make everything better with a minimum of down time.

Mr. Simmons had a question about DTS and upgrading hardware under a grant.

Mrs. Lone Eagle explained that DTS was part of something separate. They were part of some tribes that were awarded the NTIA grant and DTS was under the umbrella of whatever organization and assisting ITCN. They are not the SLPT point of connection. SLPT is with Native Connections with Jeff Kramer and his associates he brought earlier in 2024 to do an assessment on the Reservation with their specific roll out of the grant funds awarded was specific to the Reservation not at the Sparks offices. The server is at its capacity and is on its last leg. DTS said that they would utilize their funding to acquire upgrades to software and server. Mrs. Lone Eagle said there was no contract or

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agreement discussed with DTS.

Mr. Boston had one last question on the MIP software. He did get an email from Finance about going to the cloud. That would be the next project. He will look into the cost of licensing. They will get back to Mrs. Lone Eagle. She requested copying Mr. Carslaw, the SLPT CPA, who is off-site and was the one who asked for this so he can work remotely.

Mrs. Lone Eagle thanked Mr. Boston and Mr. Baskharoon for being great thus far and ready to continue this working relationship and getting them going.

If Mrs. Lone Eagle has time Wednesday August 28, 2024 or when they meet on Thursday, August 29, 2024, Mr. Boston would to hear more about grants for hardware and if they could see if there is free money out there to get hardware, he will have Mr. Baskharoon go find it.

Originally when this rolled out, it was from the government to have a broad band and connectivity. For SLPT is more about the Reservation because the use satellite phones and internet is very slim out there. They switched a couple companies out there. They needed more reliable communication on the Reservation in case an emergency happened. That is why they focused on the Reservation. Admin-wise, the server is about to go and there is the cost factor. The grant was from the NTIA. She just heard from Jeff Kramer who is working with Native Connections. His organization is the one to pick-up the funding for the tribe to initiate the assessment the project, what is will cost to fulfill the project. There were a few other tribes with questions. The first rollout of funding was awarded they are now into the implementation fees.

Mr. Boston said it looks like NTIA has one called The Tribe Connectivity Fund and one called the Digital Equity Capacity Grant Program. They can look into both of those. They work close with a couple of providers in town who have built private networks out at mine sites. The guys Net NV would be interested in helping out with that. He just needs to talk to them first. They could get together and talk about how to get real internet connectivity out there, especially if there is some funding. They typically contribute to that funding because they can use the towers they put up to build the internet way out there for themselves so they can sell services.

Mrs. Lone Eagle explained the issue right not is that even though SLPT has given Jeff Kramer, Native Connections and ITCN the right to be the representatives of the tribe, NTIA is really not wanting to communicate with them. They are trying to go around them and not communicating at all. So, Kramer, Native Connections and ITCN are asking her if SLPT has received the second round of funding. She has not received anything saying they received the second funding.

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Mr. Boston mentioned that if SLPT runs into any grants, they can always help put together creatively how it can be used if it fits the technology.

Mr. Boston concluded the meeting.

MOTION: Vice-Chairwoman Nedra Crane moved to adjourn. Council Member Cherice Trejo seconded the motion. ;Chairwoman Lone Eagle called the vote. 2 FOR, 0 AGAINST, 0 ABSTAINED. The meeting was adjourned at 2:20 pm.

CERTIFICATION

I, Philip Frank, Secretary/Treasurer of the Summit Lake Paiute Tribal Council, hereby certify that the Minutes of the August 26, 2024 Special Council Meeting were approved by the Council during a duly held meeting September 18, 2024 at which there was a quorum present, and the Council voted:

4 - FOR 0 - AGAINST 0 -ABSTAINING, Chairwoman Randi Lone Eagle did not vote because there was not a tie vote.

9-15-24
Date

Philip Frank
Philip Frank.
Secretary/Treasurer
Summit Lake Tribal Council