

DATE: NOVEMBER 2, 2015
TO: BOARD OF SELECTMEN
FROM: NAN BALMER, TOWN ADMINISTRATOR
RE: INFORMATION TECHNOLOGY: NEXT STEPS

(9) IT PROJECT

POTENTIAL ACTION:

VOTE TO INCREASE REQUEST FOR CURRENT YEAR TRANSFER

BACKGROUND

The Town and Schools contracted with consultants for a thorough analysis and plan for IT services. Prior to the issuance of a report from the Town's consultant, RSM (formerly McGladrey Associates), the Board requested and the Finance Committee agreed to include \$70,000 in a request to Special Town Meeting for a Current Year Transfer for security related upgrades. (E-Mail Exchange server and Firewall). New storage hardware (SAN- \$80,000) and automated patch management software (\$40,000) were requested for FY 17. New operating expenses will be included in the FY 17 operating budget.

On October 26th, RSM presented to the Board its recommendations for a 3 year IT master plan. Significant staff time was spent this week to develop recommendations on next steps.

- A key consultant recommendation is that the Town / School hire an IT Executive Director and create 2 new IT staff positions and realign the duties of existing staff. Mr. Senchyshyn provides the attached recommendation on how to proceed in FY 16 with changes to the organization and staffing of town / school IT. The Personnel Board and Finance Committee will review and make recommendations on these requests.
- At the October 26th meeting, the Board decided to request the Finance Committee add funding of \$40,000 for automated patch management software to the STM Current Year Transfer (Now at \$70,000) and to research the costs of initiating and managing automated patch management now. Staff consulted with both of the Town's IT consultants and a volunteer IT advisor with whom the staff is working. RSM provides the attached recommendation related to Automated Patch Management. All would be happy to discuss the recommendation below at a future public meeting of the Board.
 - **RECOMMENDATION: REQUEST ADDITIONAL FUNDS THROUGH A CURRENT YEAR TRANSFER IN THE AMOUNT OF \$25,000 FOR:**
 - **1) CONSULTING FEES TO ANALYZE THE TOWN AND SCHOOL IT SYSTEMS TO IDENTIFY THE APPROPRIATE AUTOMATED PATCH MANAGEMENT SOFTWARE FOR TOWN / SCHOOL AND IDENTIFY ANY NETWORK AND INFRASTRUCTURE CHANGES NECESSARY TO ACCOMMODATE THE SELECTED SOFTWARE TOOLS,**
 - **2) CONSULTING FEES TO ANALYZE TOWN / SCHOOL DATA STORAGE TO PROVIDE INFORMATION TO PLAN FOR AND PROVIDE DOCUMENTATION FOR THIS PROJECT PRIOR TO INCLUSION IN THE ANNUAL TOWN MEETING WARRANT.**

The Town's consultants advise that manual patch management is ongoing and has been made more consistent and more comprehensive; the adoption of RSM recommendations will ensure compliance and reduce risks. All agree automated patch management will increase security but can only be undertaken after analysis, planning, and completion of technical steps, such as replacement of the firewall, and network and infrastructure changes identified during the analysis.

CC: Superintendent, Finance Committee, School IT Director, Craig Finley (RSM), Mike McCann (Advent), HR Director, Fiscal Assistant, Rajiv Shridhar (Volunteer IT Consultant)