

**DATE: NOVEMBER 2, 2015**  
**TO: NAN BALMER**  
**FROM: ELIZABETH DOUCETTE**  
**RE: INFORMATION TECHNOLOGY FT16/FY17 FUNDING NEEDS**

**BACKGROUND:**

The Town engaged McGladrey, LLP in June 2015 to develop an Information Technology Master Plan. McGladrey, LLP provided a report that includes an Executive Summary, Recommendations and Roadmap, and Capital Request Recommendations for FY16 through FY19. In response to this report, the following funding needs are identified for FY16/FY17:

**FY16 CURRENT YEAR TRANSFER (TOTAL \$95,000):**

1. Upgrade Exchange email server to hosted Exchange email (\$20,000)
2. Replace Existing Firewalls with Layer 7 Capabilities (50,000)
3. Consulting fees to analyze Town/School IT systems to identify appropriate data storage and automated patch management software. (\$25,000)

**FY16 POTENTIAL OPERATING BUDGET (TOTAL \$116,000):**

4. Outsourced Managed Services (7 months) – Network and Server support (\$64,000)
5. Executive IT Director (5 months) (\$50,000) – Could provide for contract during transition plus a permanent employee

**CAPITAL REQUESTS FUNDED IN A PRIOR YEAR (no funding requested at this time):**

6. Document Management Solution

**FY17 CAPITAL REQUESTS SUBMITTED TO FINCOM (TOTAL \$120,000 - 170,000):**

7. Replacement of Storage SANs (\$80,000)
8. Patch Management Solution (\$40,000)
9. Firewalls with Layer 7 Capabilities (50,000)  
*(NOTE: The Firewall funding was requested for Special Town Meeting 2015. If approved, this \$50,000 Capital Request can be removed.)*

**FY17 POTENTIAL OPERATING BUDGET INCREASES (\$390,000 - \$487,000):**

10. Executive IT Director (\$100,000 - 125,000)
11. Business System Analyst (\$68,000 - \$85,000)
12. Business Systems Upgrade & Training (\$20,000 - \$25,000)
13. Outsourced Managed Services for Helpdesk, Firewall, Network and Server support (\$90,000 - \$110,000) – dependent on final IT organization
14. Formal Network Penetration Testing (\$25,000 - \$35,000)
15. Service Management Tool (\$7,000 - \$12,000)
16. Document and regularly test formal IT policies & procedures (\$5,000)
17. Network & System Hardware Refresh (\$75,000 - \$90,000)
18. Facilities Department - HVAC System for High School Datacenter

**CURRENT PROJECTS - FUNDED FROM OPERATING BUDGET AND FY15 CURRENT YEAR**

**TRANSFER:**

**Munis server upgrade to vendor hosted**

- Implementation is in progress with staff. Mike McCann provides technical support as needed

**Replace Legacy Windows OS on Workstations & Servers**

- Implementation is in progress with Mike McCann

**Upgrade Exchange email server to hosted Exchange email**

- Upon approval at Special Town Meeting November 2015, implementation is planned with staff and Mike McCann

**PROJECTS IDENTIFIED FOR IMPLEMENTATION UNDER DIRECTION OF EXECUTIVE IT DIRECTOR:**

- Create Formalized Process and Regulation of Social Media Publications
- Formalize Employee IT Onboarding Process
- Assemble IT Review Team & Support Group
- Document and Regularly Test Formal IT Policies & Procedures
- Implement Formal Change Controls