

Report on Proposed IT Assessment December 14, 2009

Scope of Project:

To make a recommendation to the Board of Selectmen (BOS) if they should proceed with The Network Analysis and Assessment as defined in the scope of work as presented by HUB TECH and recommended by the Finance Committee (FINCOM).

Understanding of Facts:

Summary of why FINCOM believes an assessment is needed:

- Review will identify current and future savings
 - Potential for consolidation with School, Police, Fire and G&E
 - Productivity improvements

- FINCOM has attempted assessments at least three times in the past 10-14 years but has resulted in a more Town wide review of processes and were not focused on the IT Function
 - These reviews consisted of the 1995 DOR IT , November 2005 DOR Department Audit and the May 2007 DOR Financial Management review all indicate that a need exists for a technical audit to review hardware, software , service and integration of IT infrastructure.

- FINCOM believes a base line of the status of the current network is required to provide a backdrop to assess future investments in IT infrastructure

Summary of Work to Arrive at Recommendation:

Meeting on November 23rd:

- Town Manager (Charles Cristello)
- IT Director (Rodger Brunelle)
- Superintendent of Schools (Dr. Robert Sullivan)
- School Dpt. Business Mgr (Thomas Tatro)
- School IT Staff (Mark Mobley)
- School IT Staff (Theresa Craig)

The discussion focused on consolidation opportunities, security needs, need for a technical review and assessment of network, review for potential cost savings, and if an assessment were to be performed by an outside consultant where should the focus be placed

Summary of November 23rd Discussion:

- Both General Government and School Department staff felt that a Technical Review and Network assessment would not be a useful tool to help them assess where their limited investment dollars should be spent. Both function believed they could perform a technical mapping of the current network and some statistical data on network performance.

- Both General Government and School Department staff felt that a better use of a consultant review would be to review their individual Three Year Technology Plans to assure that future funding is being invested wisely. The school department is particularly interested in a review of the 3- year Technology Plan which was revised and submitted to the Department of Elementary and Secondary Education in June 2009. The plan revisits many elements of necessary upgrades to the infrastructure, hardware and software. They believe it would be beneficial to have an outside consultant review these plans and test the assumptions behind them against current technology developments.

- Both General Government and School Department staff also agreed that a review of their security measures would also be useful.

- Both General Government and School Department staff have by choice kept their networks separate from one another as a security measure. However, both Town and School do share financial applications, which is more than most municipalities have accomplished.

- The school department supplied a list of possible vendors to perform this review with all contact information and General Government also agreed with this. This list is attached.

Meeting with Police Chief Gates on December 7, 2009

Summary of Discussion:

The department has one server, approximately 10 desktops, and 8 lap tops for the cruisers. It should be noted that the chief believes his desk tops are two years passed their scheduled replacement. The department uses one officer 20 hours per week to maintain equipment and software.

The department's network is not connected with the Town IT network. This is configured this way to be in compliance with State and Federal Agency contracts allowing exchange of data...

The chief also noted that all his IT purchases are made by the Town's IT department but that he uses his own internal IT support to install and get the new hardware up and running.

Consolidation and cost savings were not apparent to the Chief and did not see how an assessment would benefit his department.

Meeting with G&E Department Manager John Granahan December 11, 2009

A description of the G&E Network is attached to this report.

Summary of Discussion:

The General Government IT does provide a level of service to the G&E department. The services provided include payroll processing, paying of vendor bills and deposit of cash receipts. Further integration of accounting function would not be appropriate due to the differences in the mandated reporting. The networks however are not connected and transfer of data is accomplished via a disc. This may appear as an outdated means of data transfer but the networks are not connected due to security requirements place on the G&E department by Homeland Security and other agencies.

The G&E IT function is entirely staffed and maintained by outside vendors. The G&E General Manager also feels that his network is assessed and changed on regular basis and does not feel that participation in this proposed assessment would be useful. He also believes that the level of integration between his system and the General Government is correct.

Recommendation:

During these very challenging financial times it is important that we not leave any stone unturned in our search for savings and productivity. We must also understand where we need to be in terms of our IT infrastructure to insure that it will meet our needs in the next 3-5 years along with the investments required. In addition both the School Department and the General Government believe that their operations would benefit from an assessment of the IT Department. The challenge came in identifying the scope of work which would yield the best tool to meet these requirements and the additional

requirements identified by the FINCOM to help them define and assess the request for additional investments in our IT infrastructure.

My recommendation is to have the Town Manager seek quotations for an assessment of the town wide IT network with the following scope of work:

Complete a review and comment on the planning for future technology, security, wireless access, remote access, and expansion. (Review School Department and General Governments 3-Year Technology Plan)

Assessment of current data and network security measure town wide with comment on current status and required enhancements with associated cost for recommended improvements

Assessment of Current Disaster Recovery Plan

Assessment of Town IT Department in terms of physical security and protection of equipment.

In addition the IT Director and the School Department will provide to the FINCOM a network mapping and all available statistical data available regarding network performance.

Listing of Suggested Companies to Perform Assessment

LCN
260 Libbey Parkway
Weymouth, MA 02189
Contact: Michael D. Lieb, President, LCN
PH: 781-340-1400 x127
FX: 781-340-1444
email: mlieb@lcn-inc.com
website: <http://www.lcn-inc.com>

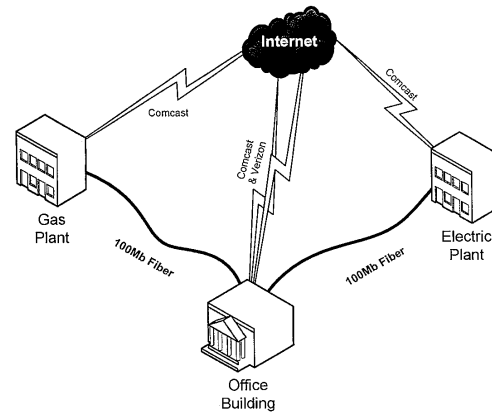
Merrimack Education Center (MECNET)
2 Republic Road
North Billerica, MA 01862
Contact: Sharon Grover-Renda, Dir. of Sales & Marketing
PH: 978-275-1600
PH: 978-275-1602
FX: 978-275-1699
email: srenda@mecnet.net

Precision IT Group, LLC
109 State Street
Boston, MA 02109
Contact: Mark Giglietti, President
PH: 888-426-2344 X83
FX: 877-755-6273
email: mgiglietti@precisionit.net
website: <http://www.precisionit.net>

Unicom / Div. of Custom Computer Specialists
6 Blackstone Valley Place - Suite 402
Lincoln, RI 02865
Contact: Catherine Burton, Contract Manager
PH: 401-775-1247
FX: 401-765-6440
email: cburton@unicom-inc.com

HUB Tech
44 Norfolk Avenue
S. Easton Ma 02375

Fax Number 508-238-1146
Contact Brian McDonald
Phone# 508-238-9887
Email bmcDonald@hubtechnical.com



Existing systems and configuration.

Network configuration.

The fiber network configuration has some redundancy. The Administrative office building is a point of failure for the fiber link between the Gas plant and the Electric plant. Backup connectivity is VPN connections to the Firewall at between each location.

Computer systems

The three main servers at the office building are the Harris billing system, Great Plains Server and the Small Business Server. The Gas and Electric SCADA systems are independent and are on their own dedicated computers and networks at the gas and electric plants

Harris Server

Role: Maintain customer accounts and billing. The operating system for this computer is Red Hat Enterprise Linux. The server is backed up each night to local NAS disk, tape and remote NAS disk.

Small Business Server

Role: Domain server, file storage and E-mail. The operating system is Microsoft Small Business Server 2003. The server is backed up each night to local NAS disk, tape and remote NAS disk.

Great Plains Server

Role: SQL server and Accounting. The operating system is Microsoft Windows Server 2003 Standard edition. The existing server is backed up each night to local NAS disk, tape and remote NAS disk.

SCADA Systems

Role: Monitoring of gas and electric systems. The systems are not backed up each night. The SCADA systems are independent of the office network and are maintained by the vendors.

Overview

