Date: September 6, 2018

Date Minutes Approved: February 20, 2019

IT STEERING COMMITTEE

Present: John Quincy Adams, John Antonucci, Julia Adams, Alex Chin, Lt. Chip Chubb, Kathleen Glynn, Cheryl Lewis, Mary Beth MacQuarrie, David Madigan, Mike Mahoney, Capt. Rob Reardon, Mike Woodford

Absent: René Read

Staff: None

CALL TO ORDER: The meeting was called to order by Kathleen Glynn, Co-Chair, at 8:30 am.

NEW BUSINESS:

Guests:
David Knox - Norwell Group -Prime – infrastructure
John Killoran - JFK Systems – Sub – business functions

1. Is an advisory group with a focus on digital transformation
2. David's understanding of the consulting project is to review of the ERP financial system –
3. His firm is works in the Public-sector market segment
    a. Public sector market – have done many studies, Plymouth, Cohasset, Foxboro, Nantucket
    b. Performed a recent disaster recovery study for ROCC through a Compact grant
    c. Consulting approach - Phase 1 Discovery –
        i. Determine what is the current environment –
        ii. Understand goals and objectives,
        iii. Use auto data collection tools to perform infrastructure analysis
        iv. Interview with department heads to identify gaps against best practices –
        v. Present an analysis of findings, provide a 3 to 5-year program with cost benefits.
4. Areas of expertise, Infrastructure, service delivery, organization, risk controls, regulatory compliance, digital transformation
5. DM. The key is organization. It is all separated right now. Longer term, what is our technology structure.
6. Consolidation
    a. Committee is very interested in achieving an organizational structure that supports services for the team, public safety and schools. Currently IT is siloed – want to bring it all together –
    b. Consolidation is one possible option – he doesn't see that as the end goal. Think consolidation is an issue – to meet expectation.
    c. Dave mentioned several towns that have implemented a consolidated IT department - Wakefield – Franklin, Melrose, Wayland, Cohasset
    d. He recommends a 3rd party outsource for a managed service
7. John A. schools are in good shape – but School delivery/support services are bleeding into the town IT service delivery this is not sustainable

8. MM. ROCC consolidation of the architecture may not be feasible as much of the ROCC infrastructure is grant funded and specific to the grant – e.g. criminal justice functionality can't be used for town email.
9. The real end is optimization. Consolidation is not the end goal. Very near term if your expectations is cost savings. That isn't likely in the near term.
10. Experience in consolidating architecture – per Dave Knox - town has a good private fiber backbone. Consolidated small network rooms into one.
11. Infrastructure – John K. when the study was done in 2012 applications were assessed – which resulted in an RFP to select Soft Rite.   Mary Beth looking to distribute the Soft Rite application wider.   At the time Soft Rite was the right decision- is it still the right system? Soft Rite vs other applications.
12. KG. We have a lot of assets on the school side. We need to have a plan that incorporates shared services and not siloed up. We need to have people in place that have the skills, pulling this all together under one umbrella. It is not working currently. We need to measure our service levels. This is not only for us but also the community including cybersecurity. It is much larger than that in terms of just the prm system. Optimizing service delivery for the town and reducing our risk.
13. John An. It has morphed from a small business asset to a department. We feel really good where we are. We are providing extended services. We are very well positioned.
14. Any consolidation experience? David Knox.. Our studies have made recommendations in some communities. As far as implementation goes the only one I've been involved with is Wakefield. They merge then separated. Franklin has been consolidated as well as Wayland and Cohasset. Plymouth has thought about it for quite some time. In Duxbury's case, frankly the timing is better for you folks to use managed services. You've got the ability to move from one vendor to another. Third party outsourcing. More on a complementary level. You have to have internal decision makers. Public safety is 24/7—that isn't manageable. They can't wait to restore access. They need to have managed services. It can benefit the schools and town as well. That is something we would look at to deliver value to get the best you can get for every dollar spent.
15. Per Mary Beth town is migrating from GEOTMS to City View (beach stickers) cloud-based system. Soft right is a hybrid system (cloud) – HR Ascentis uses talent Ed –
16. Lt Chip Chubb doesn't need help with business applications – they talk to each other in public safety to get direction.   Consolidation concerns Chip as he needs experts to support specific technologies to support his work
17. Rob Reardon – just wants everything to work when he sits down to use services. The strain we're putting on the town is tremendous – the Town is not able to support current technology and support of same.
18. John An. We have a lot of infrastructure to support that investment. It is a cohesive department with a lot of competency. We can do one off projects.. We need to build on sharing the competencies without running into the risk of not serving our students.
19. Julia Adams – need ongoing process that is reviewed and measured annually against the "plan" an
20. School has a current inventory –
21. There is no central inventory for Town/School IT assets
    a. Need to take an inventory –
    b. Need to determine what applications serve what constituents what is the DR.
        i. Classify applications into criticality ratings.
22. There is currently no data governance program – is there a data classification policy?
23. Top concerns identified by Dave Knox based on his knowledge as the incumbent:
    a. Town side - risk controls, policies procedures, decision making process/governance, - there has been no analysis on public facing services, connectivity, digital services,

24. Next Steps:
    a. Alex to invite Bloom Shapiro to present to the next IT Steering Committee on 9/27/18 @8:30 a.m. – 10:30 a.m. at the Police Training Room
    b. Cheryl Lewis to invite Collins Center representatives from UMass Boston to the 9/27/18 IT Steering Committee Meeting

Next meeting: Thursday, October 18, 2018

MINUTES: Kathleen motioned to approve the 9-6-2018 minutes. Julia approved. David Madigan seconded.

ADJOURNMENT: At approximately 10:30 a.m., Alex Chin moved to adjourn. Seconded by Julia. Vote: Unanimous.

Minutes submitted by Cheryl Lewis