

**Date:** July 20, 2018

**Date Minutes Approved:** August 9, 2018

**IT STEERING COMMITTEE**

TOWN CLERK

7019 JAN 16 PM 2:04

DUXBURY, MASS.

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

**Absent:** Mike Mahoney

**Staff:** None

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

**NEW BUSINESS:**

***Questions to Consider***

Kathleen asked to committee to discuss what the study should include?

- Detailed Business and Technical Requirements
- Future Features/Functions
- A Risk Assessment and Mitigation Strategy

To begin that discussion, she first asked Mary Beth to review the Town Technology Plan documents she had submitted to the committee. Mary Beth stated that the town's current technology plan is beyond its shelf-life and needs to be updated. She stated that the areas of concern for the new plan would be similar to the RFP.

Mary Beth was concerned about the changing IT needs at the ROCCC and wanted to know their plans and intention to inform the RFP. Rob stated that the chief is working towards an independent ROCCC within 2-3 years. At that point, the RPCC would be a separate regional fire district. Mike Mahoney is now the director and is paid by the state, and the fire department has already had initial conversations with the other participating towns. Contracts would need to be renegotiated. The ROCCC has received a grant of \$4.2 million to replace IT to completely separate the ROCCC from the Duxbury fire department to allow them to move in that direction. There would still be a few overlapping IT structures. Mary Beth pointed out the use of the fiber ring. Rob explained that the town would have the benefit of the ROCCC's generator. Kathleen suggested we need to clarify benefits and costs to town.

Alex asked Mary Beth what did not get done from the town's existing Technology Plan list? Thanks to the 911 grants, Mary Beth said most items were funded. She said the town needs to look at document imaging, the shortfall in IT staffing, and a 24/7 managed network service. Alex then asked why the school district, public safety departments and GIS—upgrading but separate from master plan, were left out of the existing Technology Plan. She stated the primary concern for that study truly was the financial software and the network. In regards to future features and functions, Mary Beth believes the IT department should focus on cloud-based functions, assessing and permitting software and email.

Kathleen asked if the public safety department IT budgets fall under the town IT budget or within the police or fire department budgets as reference was made that the fire and police have staff that work on IT. Mary Beth explained both department's IT funding fall under the town IT budget lines including tech support.

Alex asked about user control reports to make sure data is secure. Mary Beth said it was done with the SoftRight financial software purchase at contract. She said she would check to see if they are still performing those analyses.

Kathleen then asked Cheryl to review the school district's technology plans that were submitted to the district. The district's Technology Plan 2016-2019 was developed by the district's Technology Committee composed of administrators, teachers, parents and students. It follows MA DESE's guidelines for district technology plans although the state no longer collects the plans. There are six benchmarks: vision and implementation strategies;

integration, literacy and staffing; technology professional development; accessibility of technology; e-learning and communication; and safety, security and data retention. Individual inventory documents for the network, 1:1 laptop program, and other IT assets inventory. She then reviewed the DPS IT Department's internal working spreadsheet with summary inventories by year of purchase that informs a budget section on the same spreadsheet. She also shared another working document for the 5+ Year DPS Technology Replacement Plan listing out in bullet form in each FY what needs to be replaced. She stated that these documents are maintained throughout the year by the Technology Team. David asked about the 1:1 laptop program, and John and Cheryl outlined a plan that they are developing.

Alex opened a discussion about the potential of doing a Request for Information (RFI)— to develop Project Scope with 3-5year road maps and strategy to action plans, covering

- Departmental needs
- Impact Analysis
- Understand Service Level Agreements
  1. Recovery Point
  2. Risk Assessments (Identify Gaps in current IT to Support SLAs, RPOs and RTOs):
  3. Infrastructure
  4. Security
  5. Competency/Capability
  6. Organizational Structure

Alex suggested bringing in a couple of consultants—to develop the RFI. Mary Beth said we could reverse engineer—dive deep and then build your RFP. John Antonucci suggested contacting the Inspector General to get information on RFI's. Kathleen suggested having the CIO in Andover come in to speak with us along with other consultants. John Madigan added that they can explain how they got to where they are.

Kathleen would like to create a draft calendar with milestones and resource availability.

Short term 2019 Town Meeting

Long term 2020 Town Meeting

Kathleen summarized that the consensus was to invite other towns that have consolidated IT ops to share best practices and key watch outs as well as consultants in to talk about what services are available. Rene will coordinate. Rene suggested a half hour talk followed by a fifteen-minute question and answer session. Mary Beth will ask Wainwright from the Norwell Group to come in.

Lt. Chubb will help Mike Mahoney find an IT expert to come in to discuss best IT practices for public safety.

Next meeting: Thursday, August 9<sup>th</sup> 8:30 am at the Police Department

**MINUTES:** Kathleen motioned to approve 6-29-2018 minutes. David Madigan approved. Alex seconded. Approved unanimously.

**ADJOURNMENT:** At approximately 10:10 a.m., Kathleen moved to adjourn. Seconded by Julia. Vote: Unanimous.

*Minutes submitted by Cheryl Lewis*