

Town of New Shoreham Information Technology Program

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Topics

- Background of Town's IT
- Technology Infrastructure
- Software Applications
- IT Program Summary
- The Future
- Dimensions of IT
- Background of IST, Inc.
- FY 2014 Budget Request

In the Beginning

▪the year 2000

- ✓ No central network
- ✓ Finance Server w/
 - Fundware Accounting & Utility Billing
 - Appraisal Plus (DOS-based)
 - CityTax (custom)
- ✓ Standalone desktops in Town Hall & Building w/ documents stored locally, backed up
- ✓ Dialup email and payroll submission
- ✓ Inadequate power protection
- ✓ Depts made IT purchase decisions in relative isolation
- ✓ No IT planning, standards or proactive management
- ✓ Decentralized IT support, GIS technician at Town Hall, Chief at Police Dept
- ✓ Analog microfilm reader/printer at end of useful life
- ✓ No equipment or software license inventory
- ✓ Website dormant
- ✓ Frequent crashes and technical issues
- ✓ Reactive vs Proactive IT
- ✓ Small network at Police Dept, mixed document storage , decentralized network infrastructure
- ✓ Dialup email for Chief
- ✓ Standalone RISP RILETS in dispatch
- ✓ Analog voice recorder nearing end of useful life
- ✓ Municipal Fire Alarm Monitoring operated by Security 1

The Journey

▪ **Town Hall, Finance, Building**

- ✓ Migrate computers to server-based document storage & backup
- ✓ 2007 transition to centralized network infrastructure at Town
- ✓ Transition to standards-based small business quality servers, switches, backup solution, desktops to maximize useful life
- ✓ Transition to Broadband Internet (RINET/Oshean)
- ✓ Introduce planned equipment maintenance and replacement strategies
- ✓ Centralize budgeting for IT & introduce enterprise-wide technology planning as a component of the budget process
- ✓ Write RFP for full property reval & appraisal software; assist with transition to new staff, procedures & data conversion to Vision
- ✓ Write RFP for and implement tax collections software
- ✓ Leverage copiers for network printing & scanning
- ✓ Integrate CVRS on Town Hall network
- ✓ Implement laser check printing
- ✓ Implement AccuFund for Town & School Financials
- ✓ Implement AccuFund Utility Billing and tune to align w Town's billing policies and procedures
- ✓ Implement ClerkBase for staff/public access to Town records
- ✓ Replace microfilm reader/printer with network digital solution
- ✓ Integrate Solar Monitoring on Town Network
- ✓ Setup Fire Alarm Monitoring on Police network
- ✓ Transition to in-house GIS specialist, geo-database technology, fully digital plat maps w Stanley overlay for historical perspective
- ✓ Website re-do Phase 1, minimal cost, limited capability, template-driven
- ✓ Establish policies for Network, Email and Internet Use

The Journey cont'd

■ Police Dept

- ✓ Following transition from Chief McCombe to Chief Carlone, expand centralized IT management to Police
- ✓ Incorporate Police IT into the enterprise IT budget
- ✓ Incorporate annual Byrne/JAG into the IT planning/funding process
- ✓ Establish single point of contact for IT matters (Sgt. Paul Deane)
- ✓ Establish central server / communications equipment room
- ✓ Integrate State Police RILETS with the Police network
- ✓ Transition to Verizon DSL Internet
- ✓ Implement Digital Audio Recorder for voice lines
- ✓ Respond to 2009 lightning strike
- ✓ Remediate installation of security camera digital video recorder & integrate with the Police network
- ✓ Upgrade Police CAD / RMS software & leverage this opportunity to streamline / improve processes and data
- ✓ Implement Municipal Fire Alarm Monitoring; add alarm lines to audio recorder
- ✓ Work with Deep Blue Comm to enhance wireless capability and support efforts to repair tower

Technology Infrastructure

Location	Total Devices	Internet Access
Town Hall LAN	80 +	OSHEAN Verizon T1
Police Dept LAN	40 +	Verizon DSL
Public Works	3	Deep Blue Communications

Town Hall Network

Dept	Server	Desktop	Laptop	Net Ptr	Net MFC	Local Ptr	Other
Enterprise IT	3	1		1			Switches, KVM, WAPs, Router, Firewalls, Backup, Camera, UPSs, Fan ,Modem
Manager		2				2	
Clerk		5	2	2	1	3	Digital MF Reader
Bldg/GIS		5	2	C-2	1	3, C-1	Plotter, Camera
Finance		6	1	4	1		Camera
Recreation		2				C-1	
Harbors		3				1, C-2	
Land Trust			1			C-1	
Council						1	
Misc.		1					Staff lounge, Solar
Total	3	25	6	9	3	15	80+ Devices Total

Police Network

Area	Server	Desktop	Laptop	Net Ptr	Net MFC	Local Ptr	Other / Notes
Enterprise IT	2	1					Switches, Firewall, Backup, UPSs, DSL Modem, Voice Recorder/DVR, RISP Router
Dispatch	1	5		2	1		System 3505, DDI, Security System
Chief		1	1				Voice Recorder
Supervisor		1	1	1			Copier, Fax
Sargent		1				C-1	
Patrol		1				2	Local Ptr/Copier
Interview		1					Camera, DVR
Misc.							
Total	3	11	2	3	1	3	40+ Devices Total

Software Applications

■ IT Management

- ✓ Windows Server 2003 & 2008
- ✓ Symantec BackupExec
- ✓ Symantec Endpoint Protection
- ✓ Malware Removal Tools
- ✓ SonicWall Firewall Management
- ✓ Cisco Firewall (backup)
- ✓ AVTech Environmental
- ✓ TRENDNet Print Server
- ✓ Kyocera Scan Setup
- ✓ Kyocera Scan Management
- ✓ PCAnywhere (Remote Access)
- ✓ Dameware (Remote Access)
- ✓ Remote Desktop Protocol

■ Desktop

- ✓ Microsoft Office 2007
 - Word
 - Excel
 - Outlook (Email Client)
 - PowerPoint
 - Access
- ✓ Specialized Document Viewers
- ✓ Adobe Reader
- ✓ Adobe PDF Maker
- ✓ ADP Payroll (Web-based)
- ✓ ClerkBase Posting

Software Applications

▪ **Enterprise-wide**

- ✓ Geographic Information System (GIS) Management
- ✓ AccuFund Town/School Financial Accounting, Utility Billing, Cash Receipts (Sybase)
- ✓ Vision Appraisal Real Estate & Tangible Property (Oracle)
- ✓ Town Website

▪ **Finance**

- ✓ Vision/Opal Tax Assessment w/ MV & Exemptions (FoxPro)
- ✓ ADP Payroll (Web)

▪ **Building / Wastewater**

- ✓ Building Permit Tracking (MS-Access)
- ✓ Carmody OWTS Management w/ MS-Word Merge for Inspection Forms

▪ **Harbors**

- ✓ Instant ID Shellfish Licenses
- ✓ Mooring Permit Applications & Fees (MS-Access)
- ✓ Mooring Guest Management & Collection (MS-Access)
- ✓ Shellfish Warden Logging

▪ **Clerk**

- ✓ ScanPro 2000
- ✓ VR2000 State Vital Statistics
- ✓ State Central Voter Registration System (CVRS)
- ✓ ClerkBase Publication
- ✓ LLC Data Designs Business Licenses, BCC, Probate
- ✓ Olympus Voice Recording Mgmt

Software Applications

- **Police**

- ✓ CARS/ARMS CAD & Records Mgmt (MS-SQL Server)
- ✓ State Police: RILETS, OpenFox, RILETS Portal, Sex Offender Registry
- ✓ Mirra IV Digital Voice Recording System & DVD
- ✓ ExacqVision Security Camera System
- ✓ ProTech Digital Video/Audio Recording (Interview Room)
- ✓ Digitize Win 3505
- ✓ Digitize Remote Annunciator
- ✓ BeagleSoft Time Synchronization
- ✓ Police FaceBook & Twitter -Tweet Monitoring & Response for July 4th

IT Program Summary

■ Status

- ✓ Reliable infrastructure
 - Standards, PM, Monitoring
- ✓ Rapid response to technical issues
 - Team approach, Redundancy & spares
- ✓ Staff participation in care of IT
- ✓ Moving forward with projects that leverage IT to improve operations / services
- ✓ Moving forward to improve data communications and sharing
- ✓ Policies

■ Current Projects

- ✓ Server upgrades
- ✓ ClerkBase fine-tuning
- ✓ Integrate GIS with w Vision property appraisal
- ✓ Expand use of Vision to Building, Land Use
- ✓ Revamp Open Space map updating process
- ✓ Leverage GIS to streamline Fire # data sharing among Town depts & applications
 - GIS, Vision, Police CAD
 - Carmody, Water/Sewer, AccuFund
- ✓ Streamline Harbors data management & processes
- ✓ Transition Website
- ✓ Bring fiber to the island for:
 - Connectivity to the RI broadband network for community anchor institutions
 - Enable community broadband Internet access

IT Program Future

■ Recommendations.....

- ✓ Continue to leverage technology to streamline department processes, share data and improve services
- ✓ Participate in State and regional initiatives to streamline operations and share technology resources
- ✓ For each new technology project, ensure alignment with Town staff and “business” processes
- ✓ Align IT growth with funding
 - ICMA benchmark: IT 4%-7% of operational budget
 - NS FY2013 .15%
- ✓ Consider bringing other Town functions under the centralized IT umbrella
- ✓ Work to create an IT Vision and strategic plan
- ✓ Focus on sustainable solutions, not dependent on individuals

IT Program Dimensions

▪ **Manage & Support**

- ✓ Break / Fix
- ✓ Preventive Maintenance
- ✓ Performance Monitoring
- ✓ Equipment Standards
- ✓ SW Vendor Liaison
- ✓ Project Planning & Management
- ✓ Strategic Planning & Budgeting
- ✓ HW / SW Inventory Management

▪ **Leverage to Improve Ops (Investment)**

- ✓ Enterprise-wide solutions
- ✓ Integrate people, process and technology
- ✓ Share data across the organization, eliminating redundancy & inconsistency
- ✓ Enable broadest use of applications (e.g. GIS, Financial System)
- ✓ Participate in State and Regional initiatives

Background of IST, Inc.

■ **Manage & Support IT**

- ✓ Team approach to IT services
- ✓ Centralized Enterprise IT Planning & Budgeting
- ✓ IT Acquisition & Management Best Practices
- ✓ Project Management Best Practices

■ **Leverage to Improve Operations / Services**

- ✓ Integrate People, Process & Technology
- ✓ Process Re-engineering to streamline operations & share data effective across an organization

■ **Industries**

- ✓ US Navy TRIDENT Program (12 yrs)
 - Manage support software development & lab
 - Share data among 17 US support activities
- ✓ Oil & Gas Industry (3yrs)
 - BP of Americas, improve services and tools provided by a federation of 5 IT service companies;
 - Alyeska Pipeline Service Co, improve IT field service operations in Valdez, Fairbanks, Anchorage

✓ Municipalities (since 1988)

- Middletown, managed shared Town / School IT & helped create internal IT Dept
- Middletown, Special Projects for Town Administrator, incl. data analysis for Fire Contract negotiations
- Richmond, managed IT
- BI School, managed IT
- Bristol, currently manage IT
- RI State Building Code Commission, initiate for state-wide Permit Tracking application

FY 2014 Budget Request

▪ **Manage & Support**

- ✓ Air Conditioning for Server Room to reduce service costs and extend equipment life
- ✓ Planned Equipment Replacement - formula driven based on inventory, expected useful life (based on government accounting stds plus)
- ✓ Modest services increase to keep pace with IT program expansion

▪ **Leverage to Improve Operations / Services**

- ✓ FireTide Mesh Communications Network (Phase 1 - Harbors)
- ✓ Website Migration to CivicPlus
- ✓ Clerkbase Expansion to Planning & Zoning meetings, Council Historical (2 years)
- ✓ Recreation Program Management Application
- ✓ Projector, Screen & Laptop for Council Chamber