

Rehoboth Information Technology Advisory Committee Meeting Minutes

Date of Meeting: 11 January 2023 (7:02 pm)

Meeting Location: Francis Farm Arcade Bldg.
(and by Zoom)

Members of Committee:

Anna Deignan (AD) (Chair)
Tim Maynard (TM) (Secretary)
Jay Jil (JJ)
Reuben Fishman (RF)

In Attendance:

Present
Present
Present
Present

Official Observers:

George Solas

Old Business:

Jay Jil moved to approve the minutes of the meeting of 9 November 2022. The motion was seconded by Reuben Fishman and was passed unanimously.

George Solas provided an update on the RFP that was posted by the town. The town has received an enquiry from CMIT (current I.T. provider) and he expects that we may receive a response from NetCenergy (netcenergy.com), as it has expressed an interest in the past. The deadline for questions was January 4th and there were no questions submitted. The deadline for submission of the RFP is January 19th (Thursday). The monetary limit on the RFP was \$10,000 and the issue is in process.

Anna emphasized that the IT committee should be involved in any FRP or consideration going forward.

Derek Rousseau (Town I.T. Director) is off on paternity leave until March. Upon his return, Anna will reach out to him for a dedicated time to meet for a review of information and the development of a control framework.

New Business:

Anna solicited from the assembled group any input relative to proposals for projects to be undertaken by the committee during 2023.

It was proposed that in addition to the unfinished work from 2022, the following should be considered:

1. Training courses for employees;
2. Potentially, a meeting with the Personnel Board relative to training courses;
3. Investigation of the issue of “shared” information between Fire, Police, and Ambulance Service (basic data, “Run Information Access”);
4. Cost comparison of “on premises” (“on Prem”) versus “Cloud” storage of data;
5. The matter of the introduction of Multi Factor Authentication (MFA) to the town;
6. A review of the town’s IT insurance.

George Solas outlined the problem that the town had with MUNIS and the town's tax data base. It would appear that, once the committee has obtained more information relative to contracts, data management and areas of responsibility, the matter should be reviewed by the committee.

Some of the Goals for 2023 that have been outlined include:

- To develop a comprehensive plan from the information to be obtained from the RFP;
- Complete an inventory of all of the hardware associated with the Internet infrastructure;
- Complete an inventory of all of the software and licenses including known "end of life". This should include the operating systems used in the town.

George Solas introduced the matter of defining responsibilities for areas of the internet. He introduced the "IT Daily Needs" that have been developed by the Personnel Board (see appended document). It was determined that the document would be reviewed by the committee and placed on the agenda for the next meeting

A general discussion ensued relative to Anna's presentation to the C.O.A. on "Cyber Safety". It was generally viewed as a great success. Upon request, another presentation will be developed.

The next meeting will be tentatively scheduled for 15 February 2023 (Wednesday).

<u>Motion:</u>	<u>Presented By:</u>	<u>2nd:</u>	<u>Vote:</u>
Move to adjourn (at 8:48 pm)	Reuben Fishman	Jay Jil	Passed Unanimously

Appended document from Personnel Board:

Information Technology Daily Needs • Rehoboth, MA • January 2023

The purpose of this listing is to determine essential, practical needs and functions for daily operations, so everyone in town offices can do their work and the town can maintain public access and information while the incumbent Director of IT is on leave.

This list does *not* include systematic improvements, long-range planning and development, or long-range maintenance and budgeting.

Important: While Derek Rousseau has had these many functions and duties within his umbrella of responsibilities, during this period various functions can be assigned to various people and offices. Each category or responsibility on this working list needs to be assigned to the person(s) on point.

	Responsible person/office	Notes, explanations
Town employees' web access, telephone, email		
Coordinate with Town Administrator for permission, budget, etc.		
Monitor and create permissions for access		
Provide telephone instruments to new users;		

replacements		
Connect new or moved phones to the ethernet		
Set up new users; help using the telephone program		
Ensure these programs are properly connected to the service providers		
Troubleshooting		
Town website and programs on town computers		
Maintain and troubleshoot; monitor for currency and accuracy		
Coordinate with Town Administrator for permissions, editing roles, and authorized users		
Add new authorized users; add new members of committees		
Add or modify web pages and their editing permissions		
Maintain special software for permitting (Building, Planning, Board of Health, other)		
Permission for town offices to use third-party software programs or social media		
Rehoboth TV		
Film meetings, live-streaming, and posting; meeting set-up and take-down		
Hire and manage the staff to do the above		
Special filming or posting of projects		
Postings and updates for Government bulletin board and Public Service Announcements		
School district video projects for educational channel		
Equipment available for sign-out at the studio		
Maintain Rehoboth TV channel and public access in working order; troubleshoot		
	Responsible person/office	Notes, explanations
Ethernet system		
Person to call with problems or new needs		
Coordinate with Town Administrator for permission, budget, etc.		
Interface with the electrician for new installations		
Monitor and create permissions for access		
Within buildings and offices, maintain servers and connections; respond to issues; interface with 3rd party support (CMIT)		
Outdoors, maintain poles and connections; respond to issues; interface with 3rd party support (CMIT)		
Troubleshoot and assist with issues		
Computer and video equipment		

Person to call with problems or new needs		
Coordinate with Town Administrator for permission, budget, etc.		
Interface with the electrician for new installations		
Ordering new equipment; permissions if needed; delivery and hookup/installation		
Troubleshoot and assist with issues		
Photocopier equipment, fax, printers, etc.		
Person to call with problems or new needs		
Coordinate with Town Administrator for permission, budget, etc.		
Interface with the electrician for new installations		
Ordering new equipment; permissions if needed; delivery and hookup/installation		
Troubleshoot and assist with issues		
Budgets and other management		
Maintain communications with the town; be on point for inquiries, complaints, problems, etc.		
Manage budgets provided for IT and TV functions		
Work with the IT Committee if issues require it		
Create a town website page for IT and TV functions		
Door passwords and alarm systems		
Coordinate with Town Administrator for permissions		
Maintain records of door password permissions; update when changes occur		
Advise concerning security design and placements		
Coordinate and maintain alarm system codes		
Troubleshoot and assist with issues		