Information Technology Department Update
June 5, 2017

Over the last 8 months the Information Technology Department has been working to address many of the items identified in the *Town IT Rapid Assessment* and *Storage and Automated Patch Management Assessment* reports completed by RSM in late 2015 and early 2016. Below is a brief overview and status of each item. The items noted relate to the item references within the RSM report.

Patch Management (Item 1H)

The Heat LanRev solution has been purchased and deployed. Client enrollments and management is on-going. Complete implementation will not be complete until late August when the schools take possession of new school clients. This implementation should be viewed as an iterative process with the IT team improving the overall patch management process over time.

Firewalls (Item 1C)

Palo Alto firewalls are in place within the Town and School networks. The Palo Alto firewalls have the Global Protect, Threat Prevention, URL Filtering and Wildfire subscriptions.

VMware Environment and VDI (Items 1I, 4B)

Town and School VMware environment has been redesigned and reconfigured to comply with VMware best practices. All VDI desktops have been rebuilt according to VMware best practices using desktops based on Windows 10. New VDI thin client units (hardware) are in process of being purchased. End users in both Town and Schools will be moved to new VDI desktops by the end of the summer.

Server Infrastructure (Item 4B)

The server infrastructure replacement is budgeted for within FY18 IT budget. The stated goal is to have the new server infrastructure in full production by early fall 2017.

Network Infrastructure (Item 4B)

A review of existing and future network needs, including wireless, has been completed. The IT Department is preparing to solicit quotes and develop a plan for funding and replacing the network. This will be part of a future budget request.

Town Website (Item 5D)

The IT Department has reviewed the available options for an upgraded website. After considering various content management systems (CMS) the solution offered by Virtual Town Hall has been deemed as the best overall solution. We are currently identifying funding sources to move ahead with a website upgrade using the latest VTH platform with an expected completion date of September or October.

Document Management System (Item 3A)

The IT Department has begun the upgrade of the Town and School document management systems. It is anticipated to be complete late fall of 2017.

Financial Systems Improvements (Items 1F, 2A, 4C)

The Town has hired a Business Systems Analyst and work has begun on several improvements to the Munis financial system. Currently we are working to properly implement role based access controls. This will allow for proper levels of employee access to applications, functions and accounts within the financial system. We are also working on correcting and improving the business rules and workflows within several modules including purchasing, accounts payable and payroll. The roles based access control work should be complete by September of 2017. The overall financial systems improvements are an ongoing project.

Payment Processing Procedures (Item 5B)

The IT Department has worked with the Treasurer and Recreation Departments to improve the cash handling and payment processing procedures at the Town Beach. The IT Department will continue to work with the Health and Building Departments to implement point of sale systems for improved payment processing within those areas.