

**DATE: SEPTEMBER 1, 2016**

**TO: BOARD OF SELECTMEN**

**FROM: JORGE PAZOS, IT DIRECTOR**

**RE: INFORMATION TECHNOLOGY DEPARTMENT UPDATE**

During the summer of 2016 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.

#### **SAN Hardware**

- Followed RSM general recommendations.
- Account for storage growth capacity at 4-5 times current storage levels.
- Provide performance for virtual desktop (VDI) environment.
- Provide for growth and expansion of VDI.
- Account for support over the life of the storage array (target of 5 years support).
- Implementation due date, per RSM report, August 2016.
- Storage implementation scheduled to be complete end of September 2016.

#### **Help Desk (Service Management Tool)**

- New Help Desk/Ticketing system, Spiceworks, has been implemented.
  - Cloud-based system, free to use
  - Web-based portal with AD integration (no separate passwords)
  - Ability to submit tickets via email (the preferred method for users)
  - Interactive system, providing constant feedback to techs and users
  - Smartphone app for mobile ticket management
  - Reporting capability available, reports are being developed
  - Knowledgebase included – build documentation for common issues/tasks
- School Department using the same system.
- Established help desk procedures – improves support, ease of management and accountability.
- Significant annual savings vs. existing (SchoolDude) or new commercial system.
- Implementation due, per RSM report, June 2017.
- Implementation substantially complete mid-July for Town, late August for Schools.

## **Firewalls**

- Followed RSM recommendations, purchased Palo Alto NGFW.
- Firewalls have been purchased and delivered.
- Scope of work has been developed.
- Final firewall implementation to be complete in September.

## **Patch Management**

- Following RSM recommendations, will be purchasing Heat LANREV product.
- Procurement to be completed in September.
- Patch management system will be a yearly expense.
- Final patch management procedure will develop over the next school year.
- Interim patch management policy has been implemented.
- Implementation due, per RSM report, March 2017.
- Final implementation estimated to be completed on schedule.

## **Additional Needs/Considerations**

- Datacenter upgrades to server infrastructure may need to be completed ahead of RSM schedule.
- Network switching upgrades necessary, 33% of existing switches will be going end-of-support within 3 years and are no longer eligible for same day support.