Cummington, MA
IT Assessment
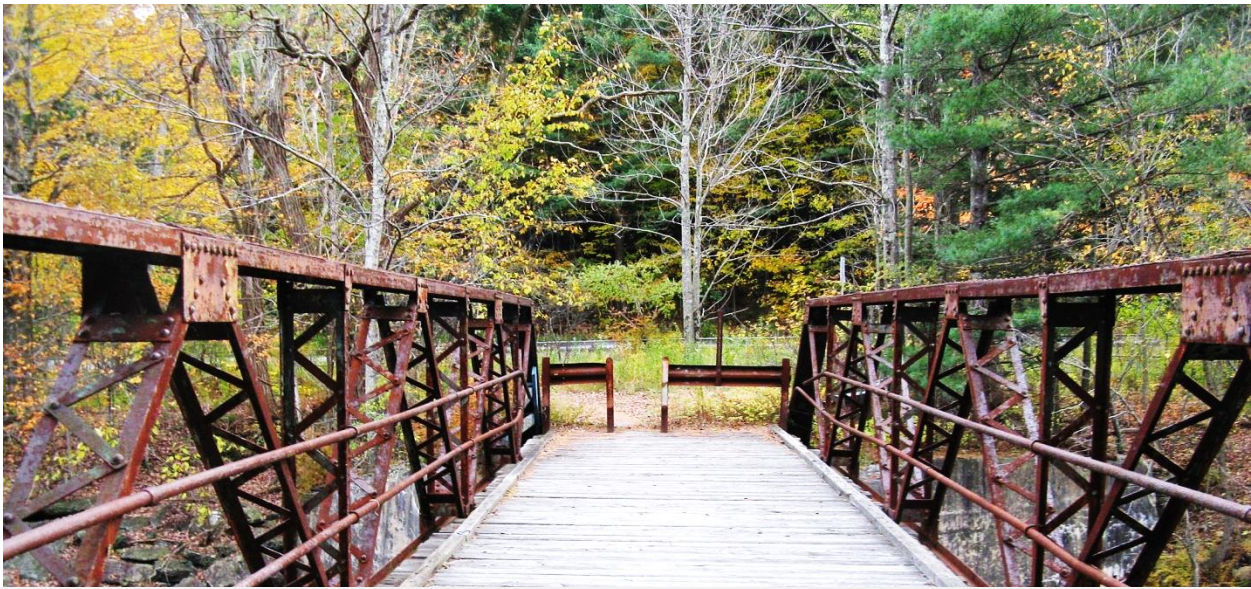
EXECUTIVE SUMMARY

Assessments

In 2018 PVPC staff visited the Town of Cummington's municipal offices on two occasions to review their IT infrastructure and discuss challenges, goals, and needs with municipal staff and officials. The buildings assessed included the community house (main municipal office), safety complex (police and fire), and the highway department.

The buildings' infrastructures were initially assessed by PVPC's Senior Computer Specialist and Network Administrator. The assessment contains a summary of the initial infrastructure review, followed by an assessment that details strengths, needs, and goals of the municipality as well as some recommended action steps. Following PVPC's assessment, Novus Insight, Inc. (a comprehensive IT support services company that partners with PVPC on municipal and school district IT needs) of East Hartford, CT conducted another detailed assessment to confirm PVPC's findings and outline more specifically what equipment and costs might be associated with many of the recommendations.

Findings

These assessments found that the Town of Cummington is well behind the times when it comes to the technology being used by its municipal government and highlighted some significant concerns that the town currently faces due to lack of a fully networked office or centralized storage and backup of files.

Key recommendations focused on significant system upgrades that would allow the town to move forward in a much more secure, efficient, and organized manner. Priority recommendations included rewiring the community house to allow for a faster and more reliable network within the building, and to then leverage this new infrastructure to set up modern networked system including the following:

- Set up a cloud-based managed server for centralized data storage, application hosting, scheduled backups, software updates, remote access to documents for staff and volunteers, and better managed security.
- Connect existing network-enabled printers to the newly developed network.
- Install necessary switches in the primary municipal office building to expand the existing VOIP system from the neighboring safety complex to the primary municipal office building and install modern VOIP phones.

Additionally, it was recommended that the town develop a more structured plan for maintaining municipal technology and providing technical support to staff and volunteers who perform critical work for the community. Details on all of these recommendations can be found in the full assessment.

For More Information

The work of this IT assessment was made possible with funding from the Massachusetts Community Compact program as well as the Massachusetts District Local Technical Assistance program. Questions regarding this assessment can be directed to Molly Goren-Watts, Principal Planner and Manager of the Regional Information and Policy Center at PVPC, via email at Mgoren-watts@pvpc.org or phone at 413-781-6045.