



Town of Dalton

Business Continuity Best Practice

Prepared By: The Office of Municipal & School Technology

EOTSS | Executive Office of Technology Services & Security



Dalton Town Hall¹

Executive Summary

In the fall of 2017, the Town of Dalton signed a Community Compact best practice agreement with the Baker-Polito administration. The Town selected the Business Continuity best practice, which was carried out in two phases. The first phase entailed a full IT assessment to evaluate the Town's IT infrastructure. Based on the findings, the Town sought a set of recommendations which included a review of organizational structure and staffing.

Community Profile

The Town of Dalton is located in Berkshire County, Massachusetts, and was settled in 1755.² The Town was incorporated in 1784, and was named after Tristram Dalton, the Speaker of the Massachusetts House of Representatives.³ Historically, the Town has been known for its paper

¹ ToddC4176. Dalton Town Hall. Wikimedia Commons. Accessed November 12, 2019.
https://commons.wikimedia.org/wiki/File:Dalton_Town_Hall.jpg

² Massachusetts City and Town Incorporation and Settlement Dates. The Office of the Secretary of the Commonwealth of Massachusetts. Accessed November 12, 2019.
<https://www.sec.state.ma.us/cis/cisctlist/ctlistalph.htm>

³ Gannett, Henry. The Origin of Certain Places and Names in the United States. Page 99. 1905.
<https://books.google.com/books?id=9V1IAAAAMAAJ&pg=PA99#v=onepage&q=dalton&f=false>

mill company, Crane & Co., for produces a variety of products, including stationary, and paper for the United States banknotes. Today, the Town has a population of 6,756, and a median household income is \$60,406.⁴

Background & Assessment

The Town selected this best practice project and performed an IT Assessment to figure out how to address gaps in their backup strategy. The Town engaged Anteris Solutions to evaluate the Town's IT department and all its functions.

The IT assessment included three categories: server, workstation, and network. Vulnerabilities were identified and recommendations for for upgrades, replacements, and end user training were provided. Recommendations included additional training for business staff and a stronger emphasis around enforcing IT policies.

Offsite Backup Solution

Along with the IT assessment, the Town also requested a backup solution via best practice grant that will enable more effective storage of municipal data at offsite backup facility. Previously, most of the municipal documents and data were stored in paper and on USB drives. In order to alleviate administrative burden and improve storage, the Town of Dalton sought to implement an offsite backup solution that results in safe storage of municipal data and to formulate relevant policies and procedures to ensure effective ongoing backup.

Conclusion

As this IT assessment identified potential risks, the Town is in a better position to address them. Starting with the offsite backup solution, the Town is now better equipped to mitigate identified vulnerabilities. More importantly, this may provide an opportunity for the Town to formulate policies involving IT-related protocols and assets, including the trainings and campaigns for Town employees understand the importance of their roles in cybersecurity posture.

⁴ Dalton town, Berkshire County, Massachusetts. American Fact Finder. U.S. Census Bureau. https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml