



EXECUTIVE SUMMARY

The Town of Fairhaven developed a Municipal IT Consolidation Strategy *in FY 17* as part of a Community Compact Agreement signed with the Baker-Polito Administration. The Town of Fairhaven leveraged a Community Compact grant to retain the services of AKUITY Technologies of Auburn, Massachusetts to perform a comprehensive IT assessment of the Town's technology environment. AKUITY Technologies summarized the existing IT Infrastructure and made recommendations for possible changes to the environment to improve performance, security, and manageability.



COMMUNITY PROFILE

The town of Fairhaven is located on the south coast of Massachusetts in Bristol County where the Acushnet River flows into Buzzards Bay. Approximately 50 miles south of Boston, Massachusetts and 35 miles east of Providence, Rhode Island. The Town is home to several places listed on the National Register of Historic Places, including Millicent Library and Fort Phoenix.

Population: 15,873 *2010 Census

Median Household Income: \$60,407 *2016



THE CHALLENGE

In the Town of Fairhaven, technology has been individualized by department rather than acting as one cohesive unit which created a lack of standardization, planning, technology process and policy as well as support and training. The goal of having a true consolidated IT department would allow the Town of Fairhaven to build a robust technological environment to improve performance, security, manageability and reliability.

PROJECT SCOPE

- Develop an existing conditions survey of municipal operations at 7 sites
- Prepare a report with recommendations on necessary improvements based on survey
- Review various technology alternatives for networking the consolidated IT functions
- Conduct a cost-benefit analysis to determine the technology best suited for the Town of Fairhaven

THE RESULTS

The Network Assessment report from AKUITY Technologies listed a detailed finding report ranging from “best-practice” suggestions to time-sensitive improvements. The comprehensive report provided the consolidated IT department with a global understanding of the Town’s network environment and structure as well as a clear picture of short and long-term solutions. Each area of focus included a rating of High, Medium or Low risk depending on the severity of the issue, cost to resolve and whether to expect downtime to the system.