



Town of Millis

Integrated IT Strategy

Prepared By: The Office of Municipal & School Technology

EOTSS | Executive Office of Technology Services & Security



Image: Millis Town Hall – Veterans Memorial Building¹

Introduction

Located in western Norfolk County, Massachusetts, the Town of Millis is primarily a suburban community with rural areas remaining on the outskirts. Millis was first settled in 1657 as a part of Dedham and was incorporated as a municipality on February 24, 1885. Today, the Town is its own entity with a population of 7,891 and a median household income of \$97,591². In June of 2016, Millis joined the Community Compact Best Practice program and received grant funding to perform an IT assessment and develop a strategy for leveraging cloud-based resources. The Town worked with HUB Tech to identify gaps in their IT environment and provide recommendations for remediation. Due to the sensitive data contained in their assessment findings report, it is not available for public consumption. This document provides a high-level overview of the work that was completed with Millis, as it was described in the final reports.

¹ John Phelan. "Veterans Memorial Building, Millis Massachusetts." *Wikipedia Commons*. Accessed on August 23, 2018. https://commons.wikimedia.org/wiki/File:Veterans_Memorial_Building,_Millis_MA.jpg

² "Community Facts." United States Census Bureau. *American FactFinder*. Accessed on August 23, 2018. https://factfinder.census.gov/faces/nav/jsf/pages/community_facts.xhtml

Project Process

For their Community Compact, the Town of Millis had HUB Tech conduct a comprehensive assessment on their IT environment and provide guidance around leveraging cloud-based resources for municipal business. Descriptions of HUB Tech’s engagement with Millis are provided below:

IT ASSESSMENT

The Town of Millis contracted with HUB Tech to assess the current IT infrastructure at town hall. Infrastructure assessed included Active Directory, VMware, Backup, Firewall, Switches, Server Hardware, Wireless infrastructure, and Internet Service. HUB Tech performed an on-site and remote deep dive to gather information on the environment and produced documentation that contains an analysis of the results. The following documents are available to the Town as a reference guide for their entire IT infrastructure.

- *Asset Detail Report* – This report provides detailed information on each individual asset discovered during the assessment. It is ideal for cataloging and documenting the complete settings and configurations for individual workstations and servers.
- *Full Detail Report* – This report includes every detail of the analysis and is presented in a line item fashion, in an editable report. The report is organized by section with a table of contents to help Town officials locate the specific findings of interest. Problem areas are conveniently highlighted in red, making it easy to spot individual problems to be rectified.
- *Client Risk Report* – This report provides the organization’s overall risk score, along with user-friendly charts to show the problem areas.
- *Network Management Plan* – This report helps to prioritize issues based on the issue’s risk score.
- *Excel Export* – A spreadsheet containing all the assets and configurations uncovered from Hub Tech’s assessment. The Town can utilize the data to make custom analyses and reports as needed.

LEVERAGING “CLOUD-BASED” RESOURCES FOR MUNICIPAL BUSINESS

In addition to the IT Assessment, the Town of Millis also requested that HUB Tech assist with their strategic IT plan. The Town’s Information Systems & Communications Committee is in the process of developing the plan to enhance municipal business and public safety operations via technology, especially for Police & Fire environments. As part of the Committee’s due diligence, they sought to understand external influences such as laws, regulations, mandates, etc. around cloud technology that must be taken into consideration. They did this for planning purposes should the Town decide to leverage cloud-based resources for various business operations. The document was constructed to supplement the dialogue that took place between HUB Tech and the Committee.

Based on the contractual language between the Town and its business partners, HUB Tech determined that there were no mandates requiring the Town to solely use “town owned” or “on-premise” technology. They suggested that the Committee focus on answering the following questions:

- What do we want to do from a business perspective and how will technology best enable that goal?
- If we do (x) with technology, does it fall within our acceptable business risk level?

Using these guiding questions, the Town can remain centered on meeting business needs within their means and consider relevant restrictions when developing a course of action. HUB Tech recommends that prior to implementing cloud technology, each impacted business function and their supporting resources should undergo a multi-faceted examination to ensure the Town’s business objectives will be met and a cloud-based solution is the best fit for the Town. The Town posed several questions to HUB Tech, to better understand the process of adopting cloud solutions. Below are a few examples from the final report.

1. *Question:* Are there any mandatory requirements for backups, etc. that might restrict, impact or preclude movement to the cloud?
 - a. HUB Tech Response – Considering the information provided to us and the scope of business functions indicated there are no laws prescribing business continuity or disaster tolerance requirements for applied technology regardless of where it resides.

2. *Question:* What applications and files, if any, are precluded from being moved to the cloud?
 - a. HUB Tech Response – Considering the information provided to us and the scope of business functions indicated there are no laws preventing or prescribing the use of “cloud-based” resources for the storage of data or residency of applications.

HUB Tech encouraged the Committee to refer to the Town’s own policies, standards, guidelines, and processes relevant to the use of technology. If these resources do not exist, then then the Committee should focus on creating and prioritizing them before transitioning existing stable workloads into the “cloud”.

Conclusion

With the IT assessment and cloud study completed, the Town of Millis is better equipped with technology best practices and collected data to help them make better business decisions going forward. The Town has displayed their commitment to the Business Continuity Best Practice and has successfully completed their initiative for the Community Compact program.