

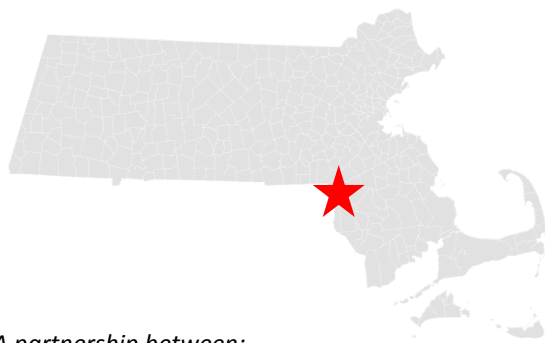
Town of **NORTH ATTLEBOROUGH**

BUSINESS CONTINUITY BEST PRACTICE | MAY 2017



EXECUTIVE SUMMARY

The Town of North Attleborough adopted the Business Continuity best practice in January of 2016, as part of a Community Compact agreement signed with the Baker-Polito Administration. The Town had planned to replace their systems to better support the essential functions and services they depend on. The new infrastructure would enable further constituent participation and communication sharing across Town campuses. In addition to attending Business Continuity workshops with MassIT, North Attleborough hired Hub Technologies, leveraging Community Compact funds, to perform a comprehensive IT assessment of the Town's IT environment and to develop a foundational roadmap that would assist the IT department in prioritizing projects by addressing functional gaps and validating proposed IT improvements.



A partnership between:



Community Profile

North Attleborough is a town in Bristol County, Massachusetts, on the Rhode Island border. The Town website is constituent focused and offers a number of transactional tools including, but not limited to, online payments, open budget, citizen request, and a document center.

Population is 28,779 residents*

Annual Budget is \$81.9M (FY 2017)

Median Household Income is \$81,847*

**Taken from Town Website*



The Challenge

The Town of North Attleborough is committed to increasing the interoperability of technology among departments at Town Hall so they can deliver services to constituents in a more effective and efficient manner.

To properly improve their IT infrastructure, the Town would need to take inventory of and evaluate their information systems then build a strategy to incorporate new technology solutions.

The Solution

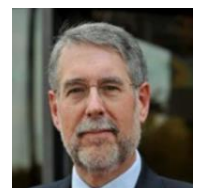
Leveraging Community Compact funding, North Attleborough received technical assistance from Hub Technologies, including a comprehensive IT assessment, complete with findings, infrastructure designs and recommendations, as well as a roadmap for future IT improvements for the Town.

THE RESULTS

The purpose of the IT assessment was to identify key areas of North Attleborough's existing network and server infrastructure that could be optimized or otherwise enhanced. Hub Technologies made physical and logical recommendations that would move the Town forward in achieving their Business Continuity goals. For this portion of the engagement, Hub Technologies was able to evaluate the following locations:

- ❖ Town Hall
- ❖ Department of Public Works (DPW)
- ❖ Waste Water Treatment Facility
- ❖ DPW Garage
- ❖ Animal Shelter
- ❖ Parkes & Recreation
- ❖ Council on Aging
- ❖ Library
- ❖ Fire Department (3 locations)
- ❖ Police Station
- ❖ WWI Memorial
- ❖ North Attleborough Electric Department
- ❖ Public Schools (10 locations)

The recommendations included designs and suggested infrastructure improvements that would scale to meet future technology demands, and allow the Town's systems to failover to prevent service disruption. Mike Gallagher, Town Administrator, and his team were active participants in MassIT's Business Continuity Planning (BCP) workshop series, where they were given the opportunity to perform their own Business Impact Analysis. The assessment and BIA documents are essential components of BCP and are now available to the Town of North Attleborough for reference as they embark on new technology initiatives.



Mike Gallagher – Town Administrator

Photo Credit: Wikimedia Commons – John Phelan in North Attleborough, Massachusetts