

Town of **TEMPLETON**

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EXECUTIVE SUMMARY

The Town of Templeton adopted a technology best practice in May of 2016 as part of a Community Compact agreement signed with the Baker-Polito Administration. Templeton leveraged a Community Compact grant to procure the services of Rutter Networking Technologies of Andover, Massachusetts to perform a comprehensive assessment of the Town's technology environment. The Town chose a technology best practice because of the interim Town Administrator's commitment to continued investment in the Town's information technology infrastructure and also to build upon past assessments which the Town found informative and helpful in validating planned improvements.

Community Profile

The Town of Templeton is located in north-central Massachusetts in Worcester County. It's the home of Narragansett Regional High School, which serves Templeton and the neighboring town of Phillipston. Otto River State Forest, home to Beamon Pond, is also located in Templeton

Population is 8,013 residents*

Median Household Income is \$48,482*

**As of 2010 census*

In partnership between:

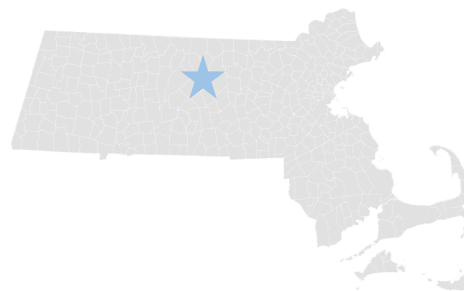




Photo Credit: Wikimedia Commons – John Phelan

BACKGROUND

In 2014, the Town of Templeton participated in the Massachusetts Broadband Institute’s Municipal Technology Assistance Pilot Program. Through this program, Templeton received a technical needs assessment, which provided the Town with technology infrastructure recommendations, many of which have since been implemented. Templeton has continued to explore opportunities to increase efficiency and reduce cost through the use of technology. In hopes of further consolidating municipal offices and developing a more comprehensive technology plan, the Town signed on for additional technical assistance through the Community Compact Cabinet.

PROJECT PROCESS

Templeton leverage a Community Compact grant to retain the services of Rutter Networking Technologies. Rutter was tasked with completing a comprehensive Business Continuity and Disaster Recovery evaluation, including assessment of their network infrastructure and cyber security posture.

As part of this process, Rutter worked with the Town to identify a list of the critical applications that the Town uses along with each application’s recovery time objective (RTO)² and recovery point objective (RPO)³:

Application	RTO
Cloud-based tax management system	One week
Cloud-based assessing service	
Document management system	
Library management system	
Cloud-based email system	
Cloud-based payroll system	

² Recovery Time Objective (RTO) is the duration of time and a service level within which a business process must be restored after a disaster in order to avoid unacceptable consequences associated with a break in continuity.

³ Recovery Point Objective (RPO) describes the interval of time that might pass during a disruption before the quantity of data lost during that period exceeds the Business Continuity Plan’s maximum allowable threshold or “tolerance.”

The Rutter team also worked to identify and score the Town in their preparedness to handle an interruption in services, including basic planning, communications, and continuous improvement. Based on these scores, preparedness recommendations were made to the Town.

Network Evaluation

Additionally, a three layer network assessment was performed for the Town:

Layer 1 – Physical:

- Are the devices in use considered enterprise class?
- Are the devices in use under a manufacturer’s support contract in case of hardware failure?
- For each device interconnect, do they have dual connections between each other?

Layer 2 – Data Link:

- Are the devices considered “managed” network devices?
- Is each device capable of using virtual local area networks (VLANs)⁴ for network segmentation?

Layer 3 – Network:

- How is routing controlled within the environment?
- Are there multiple paths and redundancy designed within the environment for access to business-critical applications and the internet?

Each layer was scored to give Templeton an idea of where their network stands overall and to identify specific areas of concern that should be addressed.

Security Evaluation

A security assessment was performed for the Town with evaluations in a variety of subareas:

- Inventory of authorized and unauthorized devices
- Inventory of authorized and unauthorized software
- Secure configurations of workstations and servers
- Vulnerability scanning
- Malicious software defenses
- Wireless
- Skills training
- Secure configuration of network devices
- Limitation and control of network ports and services on each system
- Administrative privileges
- Boundary devices
- Maintenance and monitoring of device logs
- Controlling access based off “need to know”

⁴ A VLAN is a group of devices on one or more Local Area Networks (LANs) that are configured to communicate as if they were attached to the same wire, when in fact they are located on a number of different LAN segments.

- Account monitoring and control
- Incident response planning

Each area of the security assessment was scored to give Templeton an idea of how their security compares to industry standards and recommended to improve the Town's security posture.

Recommendations and Conclusion

MassIT recommends that Templeton continue work towards increasing their business continuity and disaster recovery preparedness, including checks to make sure their entire environment is ready for unexpected events. Through active participation in MassIT's Business Continuity Planning workshops, Templeton was provided with templates and instructions which should be helpful in enhancing their documentation, which - when complete - will be distributed to all stakeholders.