

Information Technology Advisory Committee (ITAC)
Town of Belmont
22 October 2014
Conference Room 4

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2014 DEC -5 AM 10: 09

APPROVED MINUTES

[Minutes are sent to the Town Clerk, belmont-ma.gov!townclerk when approved]

Voting Members Present

- Phil Lawrence <illinoisalumni.org!pwl> (co chair; dominant) (VM)
- Jim Berets <verizon.net!jberets> (co-chair; less dominant) (VM)
- Dave Goldberg <verizon.net!david.goldberg6> (secretary) (VM)
- Dan Ellard <gmail.com!ellard> (VM)
- Jonathan Green <gmail.com!green.jbg> (VM)
- Duane Bronson, <real-time.com!bronson> (VM)
- Paul Roberts <gmail.com!paulroberts> (VM)

Non-Voting Members Present:

Town Staff Present:

- David Petto (Director of IT, Town of Belmont) <belmont-ma.gov!dpetto> (TS)
- Steve Mazzola (Director of Technology, Belmont Schools) <belmont.k12.ma.us!SMazzola> (TS)
- Robin Tillberg (IT Manager, Belmont Municipal Light Department) <belmontlight.com!rtillberg> (TS)
- John Steeves (IT/Technology, Belmont Police Department) <belmontpd.org!jsteeves>

Key:

VM = Voting ITAC Member
NVM = Non-Voting Member
FBL = Friend of Belmont Library
TS = Town Staff

Meeting called to order at 7:35PM

Minutes of 16 September 2014 ITAC meeting approved as is.

Robin Tillberg reported on the progress of the BMLD in the replacement of its Billing and Accounting system. The Request for Proposals (RFP) is out and proposals are due in early November. The hope is to have it done by Q3 or Q4 2015. About 15 companies requested copies of the RFP. The RFP is written to be a full replacement of the incumbent system so the new system will also support the water/sewer billing as well as BMLD. Robin said that the vendors he has spoken to thus far all require in house hosting of the system, not host Software as a Service (SaaS) like MUNIS does for the town. Robin is not averse to a SaaS solution but is not aware that anyone provides that type of service. The cost of the system is shared between BMLD and Water department. The primary reason for replacement is poor support on behalf of the incumbent system. BMLD is responsible for all the billing and has found it difficult to get support from the incumbent when problems arise. The new system will include a customer-access web interface for billing and usage data but we are not sure of all the capabilities.

Robin reported that BMLD is implementing ArcFM - an add-on to the ESRI Geographical Information (GIS) System - which displays power load flows and connections. The current GIS capability displays inventory of poles, transformers and so on. The new capability will provide a real time picture, enabling better response to issues and anticipation to avoid them. The GIS systems data used by BMLD and Water are not available to the public.

Dave Petto reported that all projects discussed last time are still in progress. The date for the MUNIS upgrade is set for 4 December. Testing has been successful so far. The delay allows for things like upcoming tax collections to be completed on the current system, minimizing risk to those activities.

Dave reported that a new Storage Area Network (SAN) has arrived and will be installed in the next few weeks. The SAN supports 12TB of usable space, but the total size is double that, providing replication for reliability purposes. The 12TB should be sufficient for the next five years. The two replication halves will be in the Homer building and the Fire Station on Trapelo Road respectively. Replication is not equivalent to backup. Most backup is done to a cloud service but not email, which contains more sensitive information. Email is currently backed up locally to tape with a plan to move from tape to portable disks that will be stored off site. Those disks will be encrypted, as are the tapes currently.

Steve Mazzola reported that the schools have completed email and voicemail upgrades. Google Apps training for staff has been done for 275 staff so far and that process is ongoing. Over the summer a new student on-boarding system was rolled out that is more streamlined, which was helpful given the much larger enrollment this year and the continued influx of new students. Other projects that have been discussed at prior meetings are ongoing. Belmont achieved level 1 status in spite of the challenges. That is largely a tribute to the staff, but also to the community support such as the FBE and PTOs.

Phil Lawrence asked about the Town/School's exposure to recent security issues in the news such as ShellShock and POODLE. Dave replied that as those come up, he works with all his vendors to ensure they are up to date. Similar for outside vendors. In these two cases, fortunately all the vendors were responsive with patches.

John Steeves reported that all projects described at prior meetings are in progress. The new fingerprint system has arrived and will be installed on 23 October. The mobile records vendor is currently testing with the state. The new email system is about 95% complete. A recent update had a problem that is being debugged. The old email system will cease to work in early December. To move email from the old system to the new, staff will need to forward messages they need to keep, or, if they use Outlook, move them to an archive file.

Next meeting scheduled for Wednesday 3 December 2014 at 7:30 PM

Meeting adjourned at 9:25PM