March 14, 2016

Overview for the Board of Selectmen, Town of Belmont

Information Technology Advisory Committee (ITAC)

ITAC Overview

- Established 1996, originally as the Management Information and Communications Committee (MICC).

- Renamed Information Technology Advisory Committee (ITAC) in 2002.

- Charge, affirmed by the Board of Selectmen, is to:

    - "Provide guidance to the Board of Selectmen, Town departments, and other Town committees on technology matters."

    - "Concern itself with matters of information delivery; ensuring access to communications technology; increasing the efficiency of transactions involving the Town departments; and working to ensure the deployment of infrastructure for the Town departments and citizenry."

    - "Provide strategic planning and advising functions to the Town's departments and committees."

ITAC Membership

Nine voting members by appointment:

❖ Four by the Board of Selectmen

❖ Four by the School Committee

❖ One by the Board of Library Trustees

A member of the School Committee acts as a non-voting liaison.

Appointees (2015)

Philip Lawrence* (Chair)	Engineering Manager, Resilient Systems	SC appointee
James Berets (Vice Chair)	Application Ecosystem Director, Red Hat	SC appointee
David Goldberg (Secretary)	Director of Enterprise Technical Computing, MITRE	SC appointee
Duane Bronson	Software Engineer, Riverbed Technology	BoS appointee
Daniel Ellard	Senior Network Scientist, BBN Technologies	BoS appointee
Jonathan Green	Managing Director, Cirrix Capital Management	SC appointee
John Lohavichan	Founder, Gleamfire	BoS appointee
Paul Roberts*	Founder & Editor-in-Chief, The Security Ledger	Library appointee
Charles Smart	Co-founder & Vice Chairman, Smart Software	BoS appointee

* Also Town Meeting Member

ITAC Liaisons

Ellen Girouard	Public Library
Steve Mazzola	School Department
David Petto	Town of Belmont
John Steeves	Police Department
Robin Tillberg	Belmont Light

Significant ITAC Contributions

- ❖ ITAC identifies need and creates plan for shared town fiber-optic network
    - ❖ Deployment and funding by Belmont Light to connect Town Hall, Library, Schools
- ❖ ITAC conducts needs study, identifies IT operational issues for Town, Schools
    - ❖ Recommends creation of Town IT Department (created 7/2003)
    - ❖ Finds existing S&S ERP system inadequate for Town's operational needs
    - ❖ Tyler Technologies' MUNIS ERP system procured as replacement for S&S
- ❖ At recommendation of ITAC, Service-level Agreement (SLA) established for sharing personnel and technology resources between Town and School Department
    - ❖ SLA subsequently updated to include Belmont Light and Public Library
- ❖ ITAC recommends looking at cloud-based services
    - ❖ MUNIS ERP transitions from Town-hosted to the cloud
    - ❖ Microsoft Office software transitions from Town-hosted to the cloud (Microsoft Office 365)

Typical Topics Reviewed by ITAC

Topic	Particular issue(s)
IT security	Annual security audits. Implementation of LastPass password manager to improve security. Security awareness.
School technology initiatives	iPad pilot, rollout, durability. Applications / courses available for students. Appropriate use policy.
Protection of personally identifiable information (PII)	What safeguards are in place to protect citizen data? Have there been issues? Are Town staff knowledgeable about the need to protect PII?
GIS (mapping)	Use by Town departments (fire, public works, etc.) and by Light Department.
Old Light Department building, Public Library, and Belmont High School	Network hubs crucial to Town's fiber network eventually will need to be relocated from these locations.
Utility billing system	Transition from Cogsdale to NISC.
Ongoing system upgrades	Storage area network. Moving to cloud. Backups. Network switch gear replacements. Computer replacements. Software upgrades.
Citizen resources	General review of Belmont website. GIS information available to citizens.

Technology Trends

- Security threats continually evolving
  - Vigilance, expertise required
  - Appropriate use of external security resources has been ongoing
- Increased applicability of cloud-based services
  - Considerable benefits, for the right applications
  - Examples: Office 365, MUNIS, Edline
- Recently hired staff are "technology natives"
  - Knowledge gap from most to least tech savvy
- Need for specialized expertise and continued interdepartmental cooperation

Thank you. Questions?