January 28, 2014

2014 Marshfield Information Technology Update

This technology update is designed to provide Marshfield Constituents with knowledge as it pertains to the town's Information Technology goals, department status and our IT department goals, as they relate to the current government services provided.

The Information Technology Department continues to work closely with all town departments and personnel in FY14. The IT department has moved the implementation of the 2006 Master Technology plan further along, including the IT departments' need to link technologies to future system requirements.

With the information obtained through the Town's Strategic Master plan study, and the need to link the town's technologies to this most recent as well as past studies, the department has built numerous systems and processes to handle the current and future technology needs. These include a recent upgrade to the computer systems which now utilizes a virtual platform to run many of its applications. The Virtual Private Cloud has replaced the need to purchase individual computers for purposes of meeting the business continuity needs currently representative of Marshfield's Municipal Government.

Additionally, through identification for additional online services, the IT department continues to build out the Integrated Permitting application which includes enhancements to the Building and Health department modules. Coming in April of 2014, the Online Dog Permitting application module will be launched to help residents in the task of registering their dogs.

Request for help with technology goals from other departments continues to be a top priority in 2014. With a new Fire Station, Harbor Master facility and new High School, the municipal IT department has been engaged in numerous discussions with department heads, project engineers and contractors to ensure infrastructure relating to the required technologies is available for a successful transition.

Projects requiring the town's Geospatial Information Systems (GIS) continues to be a factor with regards to the GIS services provided by the IT department and our consultants. It's apparent the Marshfield GIS datasets are an integral component to the success of the engineering and cost associated with Sea Walls, Dredging and mitigation of other environmental projects, including Bass Creek.

The Information technology department continues to work closely with vendors as well for better efficiencies and cost controls as it pertains to Marshfield projects. The Tide Sensor technology, Surveillance System network and other projects tied to Marshfield Planning, DPW and Conservation continue to be addressed when requested. Additionally, projects tied to adoption of new online cloud based application services are also being managed. Infrastructure mapping for DPW engineers and field crews is currently under development minimizing the need for internal personnel to handle updating databases and field cards manually. The new GIS/Dispatching application allows managers to build work orders on the fly and have field personnel address the issues while on the road with their new computer tablets. In conjunction, the field personnel can create new work orders for issues they may find while working on similar issues.

In an effort to move the town forward, changes to the Municipal Wide Area Network are being continually looked at. These potential changes include network redundancy for First Responders, access to school alert systems from the Marshfield Police and Fire departments and the IT departments need to manage all these topology nodes with one comprehensive solution.

Lastly, the IT department working with the Finance Team and the Capital Budget Committee is looking to obtain funding for a security project which resolves concerns stemming from End of Life Windows XP operating system, electronic archiving requirements and a full suite of security initiatives including penetration testing, security patching and LAN/WAN security auditing. This comprehensive approach to gauging the town's system security fabric is crucial at this juncture. Ensuring the town's network and data security is consistent with the town's requirements is instrumental in providing for future build-outs, access availability and data security.

Respectfully

Ron P Menard

Marshfield MIS Director