

**Simsbury Technology Task Force
Regular Meeting
December 7, 2020 – 5:30pm**

Watch this meeting LIVE on Comcast Channels 95, 1070, Frontier Channel 6070 and LIVE streamed or on-demand at www.simsburytv.org

Pledge of Allegiance

1. Approval of Minutes
 - a. November 2, 2020
2. Appointment of Chair and Vice Chair
3. Shared Services Study
4. Next Steps/Agenda items for next meeting

Adjourn



Town of Simsbury

933 HOPMEADOW STREET SIMSBURY, CONNECTICUT 06070

Technology Task Force

Monday, November 2, 2020, 5:30 p.m.
Zoom Conference & SCTV Live Stream

Regular Meeting Minutes - DRAFT

Members Present: Harald Bender, Mike Doyle, Paul Kelley, Ray Rosati, Bill Rucci, John Jahne

BOS Liaison: Wendy Mackstutis

Staff Present: Rick Bazzano, Jason Casey, Melissa Appleby

The meeting was called to order at 5:35 pm by chair Mike Doyle. All stood for the pledge of allegiance.

1) Minutes

Mr. Bender noted a grammatical correction in section 4; "drat" should be "draft." The minutes of September 14, 2020 were approved as amended by consensus.

2) 2021 Meeting Calendar

The group approved the proposed meeting calendar as presented.

3) Appointment of Chair and Vice Chair

This item was tabled until the December meeting.

4) Rules of Procedure

Mr. Doyle updated the group on the work of the subgroup, and reviewed the draft document. He opened up the discussion for comment from the members. Under the Reports section, there will be a correction to reflect the annual work plan on a calendar basis, not fiscal year. Discussion ensued regarding the proposed number of members; the group was in agreement with nine members. The rules of procedure will be presented to the Board of Selectmen at their November 9 meeting.

5) Shared Services Study

Ms. Appleby said that staff is conducting follow-up phone calls with towns that have shared IT services between the town and board of education. She said that staff will be prepared to share what they've learned at the next meeting. Mr. Doyle said that the subgroup should get together in the next couple of weeks to determine the next and final steps with this project. Ms. Appleby will schedule the meeting.

6) Next Steps/Agenda Items for Next Meeting

The next agenda will include the appointment of chair and vice chair, as well as the shared services study.

Mr. Bazzano gave a brief update on the Network Storage project, and Mr. Casey gave a brief update on remote learning in the schools.

Mr. Jahne made a motion to adjourn the meeting at 6:04 pm. Mr. Bender seconded the motion. All were in favor and the motion passed unanimously.

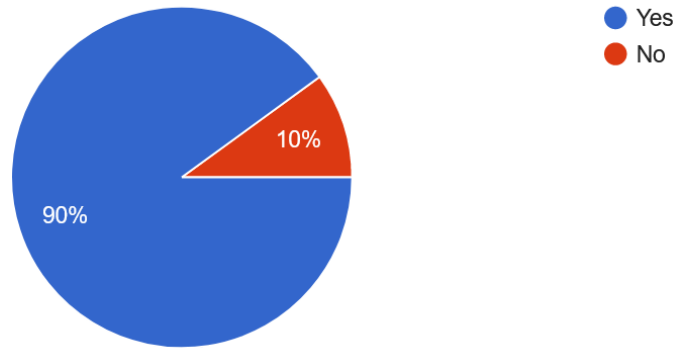
Respectfully Submitted,
Melissa Appleby
Deputy Town Manager

SHARED SERVICES STUDY SUMMARY – 12/7/2020

Written Survey

Respondents: West Hartford, Mansfield, Suffield, Manchester, Granby, Canton, Plainville, Wethersfield, Avon

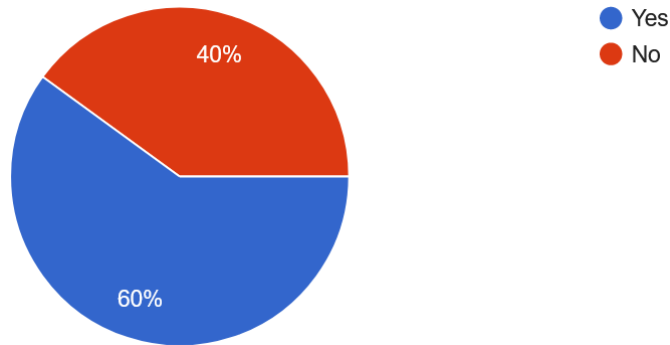
1) In general, does your community share administrative/operational resources and services across municipal and/or education entities? (9 responses)



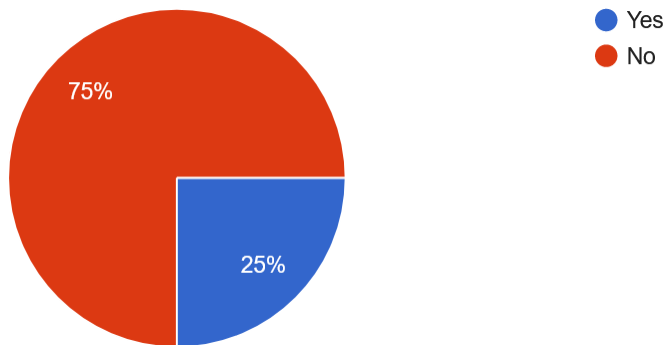
2) Please explain why or why you do not share services? (9 responses)

West Hartford	Perceived cost savings/optics; Information Technology, Human Resources, and Plant and Facility Services are shared in the sense that one Director runs both departments for each organization.
Suffield	We share Technology services
Granby	Sharing is limited to the physical network and a couple of administrative software applications.
Plainville	We share resources as we have found it provides a more efficient way to accomplish tasks.
Manchester	The Board of Ed and the Town IT infrastructure services. We do not share IT services with other municipalities.
Wethersfield	We've implemented shared services for IT and facilities management to leverage resources and improve maintenance of school buildings
Mansfield	We use shared services across our municipal and education entities to: (1) Share expertise / collaboration: The Town and Schools often have similar needs & situations. By having shared services, it allows us to work collectively and combine expertise. (2) Share resources: There are many times where we can purchase 1 system that serves both Town and School instead of buying 2 separate systems. This sometimes results in better pricing or in a better system or more reliable knowledge. (3) Provide a unified experience to citizens: Citizens often work with both the schools and town; it is nice when they can use similar systems in both. For example, public wireless that works the same way in both town and school buildings.
Avon	I'm not sure I can fully answer that--I'm the library director/IT chairperson. Resources have been largely segregated during my 7 year tenure.
Canton	We share services for efficiency and financial savings.

3) Does your town currently share IT Services, i.e. infrastructure, support, applications, IT staff and/or outside services (consultants/service firms)? (9 responses)



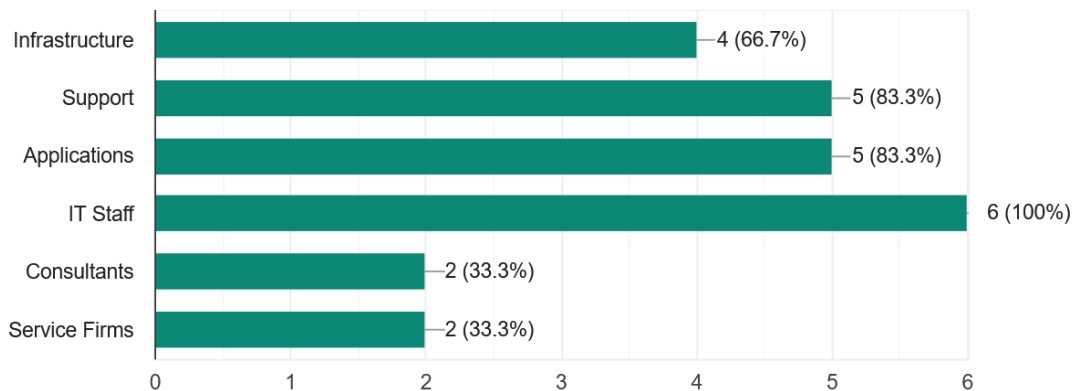
4) Have you considered sharing IT Services, and decided not to pursue that approach? (4 responses)



5) What were the deciding factors for you decided not to pursue sharing IT Services? (1 response)

Manchester	A less populated neighboring municipality was interested in shared services with our IT department and the Town of Manchester was willing to sign an MOU; however, the smaller municipality backed off when they realized that the Town of Manchester would expect some sort of financial contribution for the shared service.
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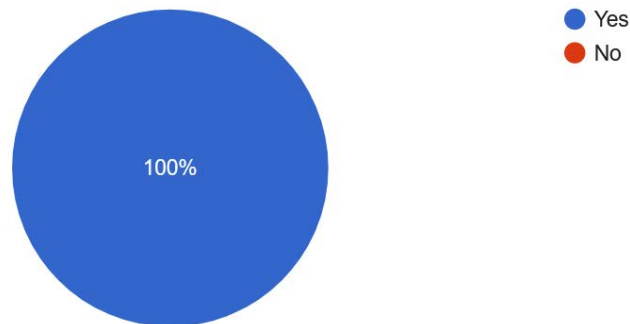
6) Select Shared Service Areas (6 responses)



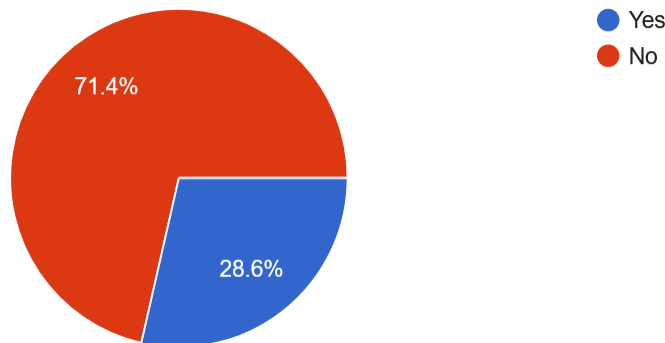
7) What benefits have been realized or are expected to be realized? (5 responses)

West Hartford	There are small savings in leveraging both organizations for certain types of services (e.g shared backup solution leverages quantity discount) but otherwise the workload is the same requiring same staffing levels.
Suffield	Increased cost savings, service to departments
Plainville	The BOE has a Director with a tremendous amount of expertise that we have been able to tap into and better serve our IT needs.
Wethersfield	Convergence of network topology and leveraged resources
Mansfield	By having a single unified IT Department, we have a higher level of expertise and specialization that independently would be cost prohibitive (for example, we have 1 person who is a high level systems administrator who serves both school and town). Similarly, it makes for a larger IT working group that can share ideas and solutions with each other. Additionally, we share a number of infrastructure items that are more effective at the larger scale of the combined group.

8) Do you share IT Services between Board of Education (BOE) and municipal departments? (7 responses)



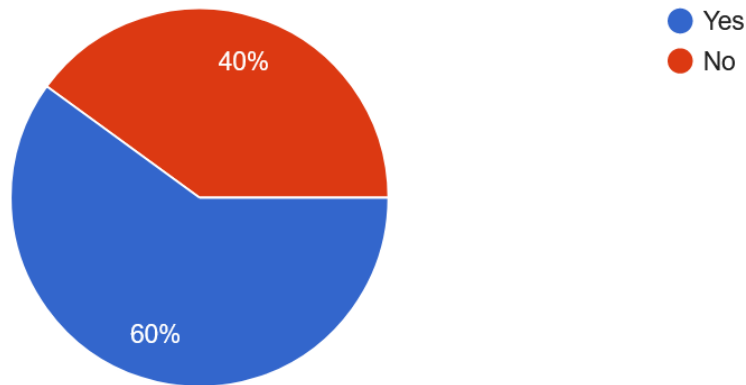
9) Does your municipality share IT Services with other governmental agencies? (7 responses)



10) Please explain what services are shared with other governmental agencies? (2 responses)

Plainville	If I understand the question, we share all IT services with WPC and Library.
Manchester	Our Police Department is involved in some regional law enforcement entities that share IT services.

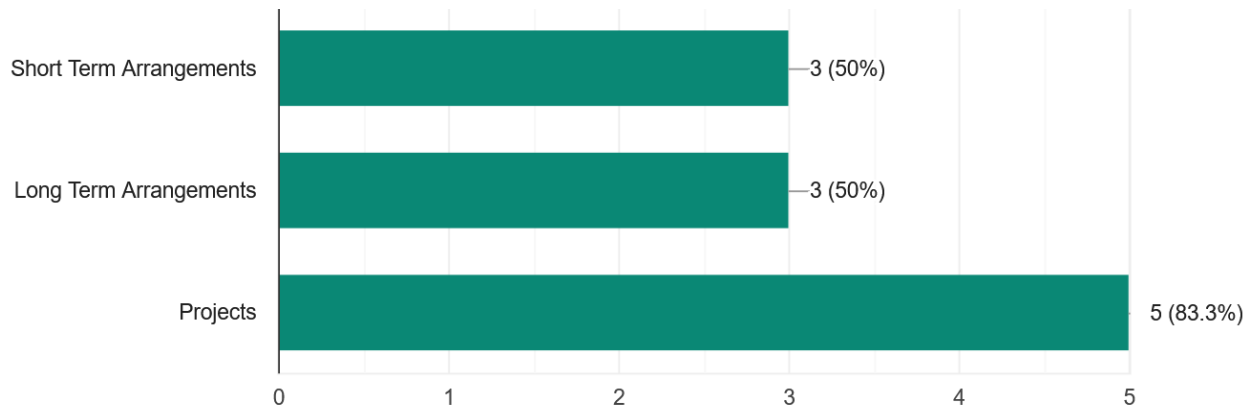
11) Does your town utilize outside IT Services (consultants/services firms)? (10 responses)



12) What types of IT Services do they address? (5 responses)

West Hartford	GIS
Granby	Network Administration, Technology Support, Applications Support
Manchester	Financial Enterprise Software, Permitting Software, Payment Software
Avon	They provide hardware as a service for our virtual server environment and core switches along with 24/7 remote support, one day per week of on-site support, and assistance with planning, budgeting and managing our IT.
Canton	An outside consultant addresses all IT needs in general government.

13) What types of outside services arrangements are utilized? (6 responses)



14) What were the driving factors to use outside services? (5 responses)

West Hartford	Lack of internal staffing; GIS firm can offer more services in shorter period of time than an individual employee
Granby	The Town does not have an IT department. They have depended on outside consultants for IT support for many years.
Manchester	Efficiency, subject matter expertise, lack of organizational bandwidth
Avon	Cost savings in personnel
Canton	Flexibility and savings.

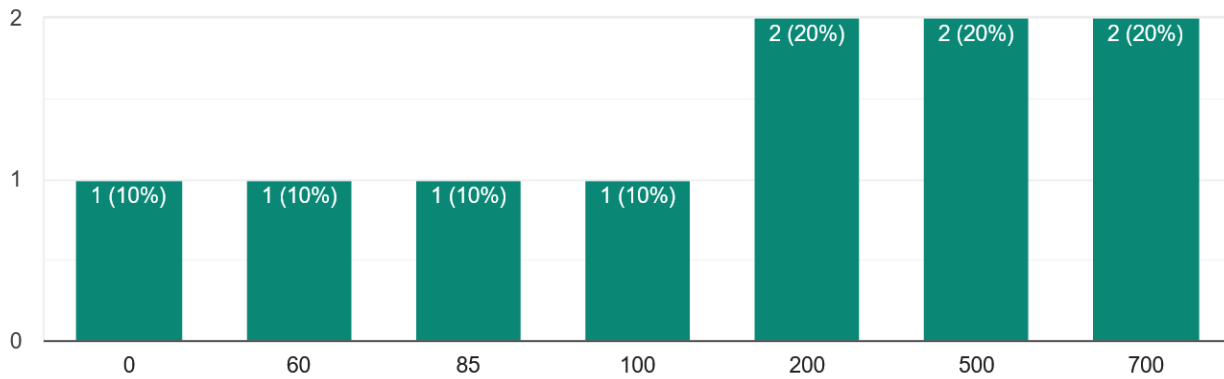
15) How is the governance of IT resources handled? (9 responses)

West Hartford	CIO runs both town and school operations
Suffield	Director of Technology, who works under first selectman and superintendent
Granby	By the Town Manger and Business Office on the Town side. By the Superintendent, Business and Technology Directors on the BOE side. There is a proposal to merge services, but no action has been taken on it.
Plainville	The Town has an Assistant Town Manager that oversees IT as far as needs and funding and works closely with the BOE Director of IT to implement upgrades, provide maintenance and troubleshooting. The ATM determines priorities.
Manchester	Through the Town Manager's office, as set by the Town Charter and approved by the Board of Directors. The IT Department has a Chief Information Officer as the Department Head.
Wethersfield	Formally the MOU calls for agreement among the Town Manager and Superintendent. Practically operations do not require any involvement at that level.
Mansfield	There is an IT Director for the Town and Schools (1 person who is Director of IT for all) who reports to the Town Manager and the 2 Superintendents of Schools. That individual works with each entity (the Town and each of the 2 school districts) to budget for IT within each entity's respective budget so that the respective entity has authority and its own ability to budget for priorities, but often there are opportunities to join in on shared resources where each entity contributes a portion of the cost.
Avon	We have an IT Committee composed of Town staff (with BOE staff and IT consultants attending as needed)
Canton	Through the Chief Administrative Officer

16) What is the reporting structure for IT in your organization? (8 responses)

West Hartford	All of IT reports to CIO, CIO reports to Town Manager and Superintendent
Granby	Consultants report to the Town Manager on the Town side. Technology Director reports to the Superintendent on the BOE side.
Plainville	The ATM heads the IT department and the BOE IT Director works with the ATM.
Manchester	CIO Reports to Deputy General Manager
Wethersfield	One individual coordinates between BOE and Town
Mansfield	There is an IT Director for the Town and Schools (1 person who is Director of IT for all) who reports to the Town Manager and the 2 Superintendents of Schools. The IT Director supervises the IT Staff at all the entities.
Avon	The IT Committee reports to the Town Manager
Canton	Most departments can talk directly with the IT consultant

17) How many municipal employees are supported by your IT staff? (10 responses)



18) Is there is a formal agreement for sharing IT resources in your town? If so, can we obtain a copy?



Phone Survey

Respondents: West Hartford, Mansfield, Suffield, Enfield

Takeaways:

- Leadership from the Town and Board of Education need to be eager and willing to collaborate; a good working relationship at the top level is critical to making a shared arrangement successful
- Each town has a slightly different model in regards to staffing structure, governance, and budgeting methodology

Conclusion

The Town of Simsbury and Simsbury Board of Education are already collaborating and sharing in ways that are similar to towns that have more formal shared services arrangements. The Technology Task Force recommends that staff identify a few areas for which we can more formally document and reinforce our shared services, with the goal of increasing collaboration and efficiency.