

## Proposed Projects

**\$147,200**

Technology Consulting-audits/assessments	\$50,000
Security Information & Event Mgt System (SIEM)	\$18,000
Docuware Cloud migration/upgrade	\$3,200
KVS to Cirrus Cloud migration/upgrade	\$31,000
Backup Server	\$10,000
Apple products for the Library	\$10,000
Interactive Display-Town Hall meeting room	\$10,000
Technology Training for IT & general staff	\$15,000

## TECHNOLOGY CONSULTING:

\$50,000

The types of assessments/audits listed below, will help us comply with the NY SHIELD Act requirements as well as other NYS regulations. They will also aid in reducing the cost of the Town's cybersecurity insurance.

### IT Risk Assessment

An IT Risk Assessment is the process of identifying security risks and assessing the threat they pose. The ultimate purpose of an IT Risk Assessment is to mitigate risks to prevent security incidents and compliance failures. Using the information from the risk assessment process, you can determine which threats are the most important to mitigate. Risk assessments involve looking outside of an organization to determine what threats exist that could potentially lead to problems.

### Security Vulnerability Assessment

A Security Vulnerability Assessment provides an overview of an organization's cybersecurity landscape, providing an opportunity to identify where security policies, practices, and procedures meet best practices as well as identify gaps and vulnerabilities. Vulnerability assessments focus on identifying existing weaknesses in assets that malicious actors can exploit. Performing a vulnerability assessment allows an organization to identify vulnerabilities and security gaps and then take measures to eliminate them. Vulnerability assessments involve looking inside the organization for structural flaws and weaknesses.

\*\* To put it simply, the IT Risk Assessment evaluates which armies might approach the castle gates while the Security Vulnerability Assessment checks the locks on the doors. \*\*

### IT Security Audit

An IT Security Audit's purpose is for a third-party certified auditor to examine and evaluate our information technology infrastructure, applications, data use and management, policies, procedures, and operational processes so as to verify whether we are operating according to legal standards and guidelines. The audit will measure our current status and benchmark it against a specific industry standard. All control gaps must be identified and remediated.

### PCI Compliance Audit

PCI compliance is required by credit card companies to make online transactions secure and protect them against identity theft. Anyone that wants to process, store or transmit credit card data is required to be PCI compliant. This audit will help us achieve and maintain PCI compliance to safeguard cardholder information and prevent losses.

In addition, some credit card processors charge fees to companies who are non-compliant. In order to avoid such fees, this audit would provide a report of any policies and processes we might need to implement to ensure we continue to meet all applicable PCI DSS (Payment Card Industry Data Security Standard) requirements for compliance.

### Technology Policy Consulting

A third party consultant would review the Town's current I.T. policies and procedures and assist in creating any additional as required by applicable legal standards and guidelines.

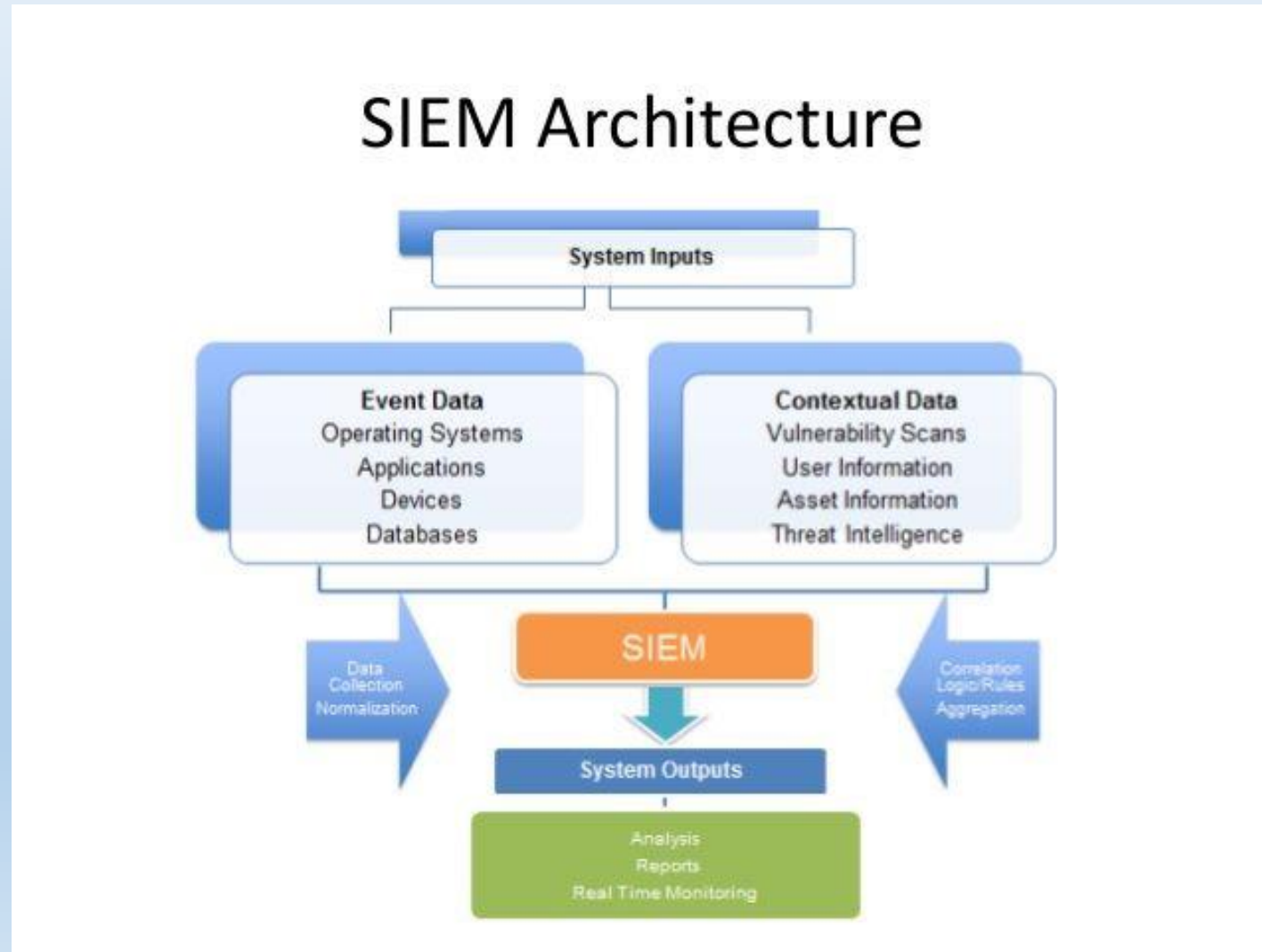


## SIEM SYSTEM:

\$18,000

A SIEM (Security Information and Event Management) system is a security solution that helps organizations recognize potential security threats and vulnerabilities before they have a chance to disrupt business operations. It provides real-time analysis of security alerts by applications and network hardware. SIEM analyzes user behavior abnormalities and uses artificial intelligence to automate many of the manual processes associated with threat detection and incident response. SIEM has become a staple in security and compliance management.

The last time the Town had a Vulnerability Assessment, a SIEM system was included as a recommendation, but was cost-prohibitive at the time. With ransomware infections skyrocketing, this is the right time to put in place a system that, in comparison to traditional tools, would allow us a much better chance at detection. SIEM provides a network overview and automated analysis of security events. Defense such as this is what can help to keep our network healthy by identifying ransomware infection by its key symptoms before it causes major data loss and downtime.



# DOCUWARE CLOUD MIGRATION/UPGRADE:







\$3,200

*Note: I have included with this proposal a resolution and the contracts necessary, which I have reviewed with the Town Attorney, to move forward with the Docuware Cloud product.*

One thing that became increasingly clear during the pandemic, was the advantage to cloud computing. Those who were using cloud services were able to transition their employees to work from home more easily than those who did not use cloud computing. In addition, large cloud providers have more security controls in place than most small entities can afford. Cloud solutions offer anytime, anywhere, any device access to applications and data.

DocuWare is document management and workflow automation software that the Town (mostly DPW, Planning/Zoning, Sewer, Highway and Parks) has utilized for over 10 years. By my best estimate, it houses over 250,000 files at this point. The types of files that are stored in the system include: maps, plans, easements, sewer inspections, sewer trouble call reports, sewer maps, subdivision maps, DPW property files, etc. Organizations worldwide use DocuWare to capture, route and securely archive their most important business information.

We currently house DocuWare on our internal servers which makes it difficult to access outside of the office. It would be very advantageous for our DocuWare data to be available to staff when they are working in the field with a multi-client cloud solution. In addition, Docuware Cloud would enable us to use all of the Docuware features. In our current on-premise version, there are many features that are only available with the purchase of additional licenses. Beyond the enhanced accessibility and features, the security, compliance, archival and backup features we would gain from this migration, would be highly beneficial.

 <h3>Any time, from Anywhere</h3> <p>DocuWare Cloud is available to you at any time from anywhere, whether at home, in the office, or traveling. No technical preparations are needed, just an Internet connection.</p>	 <h3>Secure</h3> <p>Security is top priority for your data. Your documents are transmitted encrypted and stored in the data center. <a href="#">More information</a></p>	 <h3>Scalable</h3> <p>The tailored packages for DocuWare Cloud allow you to grow your system with your needs. You can add additional users or storage space at any time, without changing your familiar working environment.</p>
 <h3>No Installation</h3> <p>To get started all you need is a URL. The client runs on all established browsers. We provide Desktop Apps for special functions.</p>	 <h3>Cost</h3> <p>You only pay for what you need. Our flexible licensing options give you the full range of functionality, tailored to the number of users and documents you require.</p>	 <h3>Maintenance Free</h3> <p>DocuWare Cloud runs around the clock, without you having to worry about system stability, response times, or updating the operating system. That's what our specialists are there for.</p>

## KVS TO CIRRUS CLOUD MIGRATION/UPGRADE:

\$31,000

Springbrook's KVS Enterprise is the Town's financial software for accounts payable, budget, fixed assets, general ledger, etc. The Town started using KVS around 1995 and we upgraded to the version we are on now around 2008. An upgrade to a modern version of this software is, to say the least, long overdue.

I recommend upgrading and migrating KVS Enterprise on-premise to Springbrook's cloud offering, Cirrus. Just like the Docuware migration, this move to the cloud would offer us improved data security, a more robust backup solution and access flexibility. This new version also features Tableau, the industry's most powerful reporting tool.

One of the most important operational benefits of Springbrook Cloud Services is the business continuity capabilities it provides their customers. Regardless of the state of the customer's infrastructure, their users will be able to access the Springbrook Cloud Service and their corresponding data during times of crisis that may impact the availability of their offices.

The on-premise version we have now requires server hardware, manual updates (which result in downtime) and IT staff time for software and server maintenance as well as backup and security planning. With the cloud offering, this all goes away, plus gives us the benefit of two-factor authentication and tightened security. Cirrus is the upgrade path from KVS Enterprise that will bring us up to a modern platform and user interface.

A demonstration of the Cirrus software was provided to our Finance Director, Brian Luke, and I and we were able to review the interface and reporting tools. I believe that the new interface and features of the program as well as the improved reporting functionality would be a welcome relief to our KVS users. A migration from KVS Enterprise to Cirrus would be the most logical route to follow as this solution was designed exclusively for local government agencies in mind. Springbrook has already migrated several agencies from KVS Enterprise to Cirrus Cloud, and several more within New York and other states have already started their migrations. Springbrook is at about 30 total migrations so far and they are actively working to migrate the rest since Cirrus is their future standard platform.

## On-Premise Challenges



### Requires Updating

Manual updates take time and resources to execute, schedule and plan around.



### Requires IT Staff

An on-premise instance requires people and time to maintain software and servers.



### Requires Back-Up Planning

Back-up management is an entirely different workstream, demanding additional time and resources.



### Requires Hardware

Procuring and maintaining servers requires additional budget if self hosted or through a 3rd-party.



### Increased System Vulnerabilities

Security infrastructure is difficult for cities to implement at a small scale.

## SpringbrookCirrus



### Reduced Cost

Our data center and staff replace the need for expensive on-premise equipment. Free up your IT staff to focus on other critical projects.



### Enhanced Data Security

Our servers and your data are protected by the highest level of security available. Confidential information can be deleted in a moment.



### Access Flexibility

As long as there's an Internet connection, your data, projects, workflows are all at your fingertips.



### Unlimited Scalability

Storage and processing is scaled automatically. Your subscription covers all of the users at your organization – no need to add license for new users.



### Better for the Environment

Moving to the Springbrook Cirrus is environmentally friendly: as your computing needs fluctuate your server energy usage scales, reducing your carbon footprint.



### Built In Back-up & Recovery

Your products are always current and completely backed up. No more fire drills when an internal server goes down or becomes corrupted. **99.9% reliability.**

Support internal processes with pre-scheduled nightly FTP backups.

## BACKUP SERVER:

\$10,000

Backups maintain a redundant copy of the Town's data in the event of a system failure or natural disaster as well as retain data to compliance requirements. In addition, one of the only ways to recover from a ransomware attack, is to have an up-to-date backup. Currently, we utilize a system that is robust and fast with a high level of data reliability. However, our present method can be time consuming and requires a manual process to maintain the server backup rotations. It is, as a result, susceptible to human error.

To supplement, or possibly replace, our current backup process, I am recommending the purchase of a backup server with replication to the cloud. This would offer fast backup and restoration as well as redundancy. Backups can be configured to run every 10-15 minutes, giving us near-continuous protection of important servers. This backup solution runs on a secure operating platform, which makes it less susceptible to ransomware attacks and does not present as a network share, which makes it harder for attackers to access. This solution would protect our data with encryption and control access to our data with multifactor authentication.



## APPLE PRODUCTS FOR THE LIBRARY:

\$10,000

I am including a project brought to me by Angel Martinez, our new Network Administrator. He brings to us a Mac background and would be able to take on a project such as this. Below is my summary of his proposal:

As we know, the Library offers many services that support the community's educational needs. To enhance this, I would propose to add additional Apple products, specifically Mac computers and their exclusive apps. Local educational institutions like the Rochester Institute of Technology and the University of Rochester have numerous Macs in their labs. Providing Macs in our Library will give students exposure should they go on to one of these institutions or if they just want to learn more about working with an Apple computer. Also, the Rochester Public Library has current plans to make available two Apple computers (including Adobe Creative Cloud) in their facility.

Besides Adobe Creative Cloud, there are applications built-in and exclusive to Apple computers, such as iMovie and GarageBand, that could help young audiences explore their creativity. Furthermore, Final Cut Pro is a professional application entirely for Macs used by video tubers and the film industry plus Logic Pro is used for advanced music production. Beyond creative applications, Apple has free applications for computer science, Xcode and Swift, which could be helpful for a teenager or adult exploring or learning how to code.

Offering Macs at the library can be an opportunity to bring patrons who want to explore their creative side, learn to code, or use a Mac because their own is unavailable or as part of their preparation to go to college. Furthermore, bringing Macs to the library can open new ways to enrich the community's relationship with their library.

The proposal would include 2 iMacs & 2 MacBooks with:

Final Cut Pro and Logic Pro  
Adobe Creative Cloud & Adobe Acrobat Pro  
MS Office for Mac



## INTERACTIVE DISPLAY-TOWN HALL MEETING ROOM:

\$10,000

Currently in the Town Hall basement meeting room, presenters use wireless casting to a portable projector which displays on an outdated pull down projection screen.

To incorporate a modern feature to the room, I propose that we purchase and install an interactive display on a movable cart (for flexibility). This display would include a Windows module and also a videoconferencing kit. Town Board, Planning Board, Zoning Board and the Design Review & Historic Preservation Board all utilize this meeting room and would benefit from this long overdue upgrade for their public meetings.

An interactive display enables users to make visual presentations and control on-screen data through digital touchscreen interactions. It is large display unit that is driven by a computer as well as an Android operating system. They are digital devices that allow users to access their computer files and interact with them as well as create new content.

Interactive displays can be used to present documents, maps, information, and videos during meetings in a business environment.

There is no need to purchase a separate projector and the display will produce an image that is much cleaner and crisper than a projector.

This interactive display will come with a built-in PC, offering an 'all-in-one' system that is easy to use, user-friendly, and needs no additional hardware.

Interactive displays can be used with wireless connectivity and are also compatible with wireless casting from Apple and Android products.





## TECHNOLOGY TRAINING:

\$15,000

Note: These funds would be utilized for staff training needs that arise from 2022 through the end of 2024.

As software maintenance, subscriptions and other costs have risen, I have had to place more budgeting emphasis on software maintenance and budget lines other than education that have increased, in order to keep within budget.

With four staff currently employed in the I.T. Department, it becomes necessary for them to attend training periodically as new technology is introduced to our environment. Furthermore, as the Town acquires new systems, training becomes necessary for various Town staff that are using those systems.

These funds would be used for I.T. technical training as well as general staff training. We recently upgraded to Office 365 and it would be beneficial if staff had access to training for the components of that system, especially SharePoint, OneDrive and Teams. For I.T. staff, Office 365 Administration, Windows Server training and Windows 11 training would be beneficial. This training could be online, in a classroom or in a lecture setting, whatever is appropriate and cost-effective.

In addition, the NY SHIELD Act sets out a series of administrative safeguards, one of which is security awareness training for staff. We have already implemented an online system called KnowBe4 for general phishing and security awareness training. We should supplement that with in-person or other online security awareness training in order to keep our residents' private information safe and secure.

