

INFORMATION TECHNOLOGY

Maintaining a strong technological advantage to assist departments in offering the best service to the public, our constituents, vendors, and one another is paramount to the success of the IT department. We stay in constant contact with each department through meetings, support, and recommendations by IT administrative staff to review their needs, how IT served or could better serve them, up and coming challenges, and concerns that may be impacted by changes in the law. We believe that we always have our finger on the pulse of every department.

The Information Technology Department works with every department literally every day. From basic support to project assistance, we work shoulder to shoulder and across the network to support the needs and responsibilities of each department. Our Geographic Information system (GIS) continues to be used by most city departments, most notably in support of school projections, redistricting, zoning redesign, permitting and asset management.

We happily assist in project management and will not hesitate to take the lead if the need extends itself.

Recent projects that we have worked on with other departments include updating Munis to version 2021.9 for our financial departments, additionally, we are beginning the process to enable portals for employees & applicants as well as vendors, bids and contracts.

We are in the process of finding a replacement for case management in Law, we have moved Past Perfect to the cloud for Historic Newton, we have replaced our 311 system GoGov for Public Works and Parks and Recreation. Our work with the Newton Police Department in supporting them until the onboarding of their new IT Director was time consuming yet rewarding. We expect to work with Police on the rebuild of their dispatch center. We also enjoy a very good working relationship with Fire and are on a path to use sharepoint and PowerBI to optimize efficiency for all Fire users.

Our support with Senior Services at their numerous locations no loss of resources has been ongoing as we worked with the design teams for NewCAL for needs regarding phones, wireless access, desks and switching. Our ongoing work with the City Clerk and City Council with assistance in writing bids and RFPs, the in-house Docket Tracking system, the new Elections system, the recodification software, and the updated wiring of the Clerk's office including project management between the city, State and Comcast.

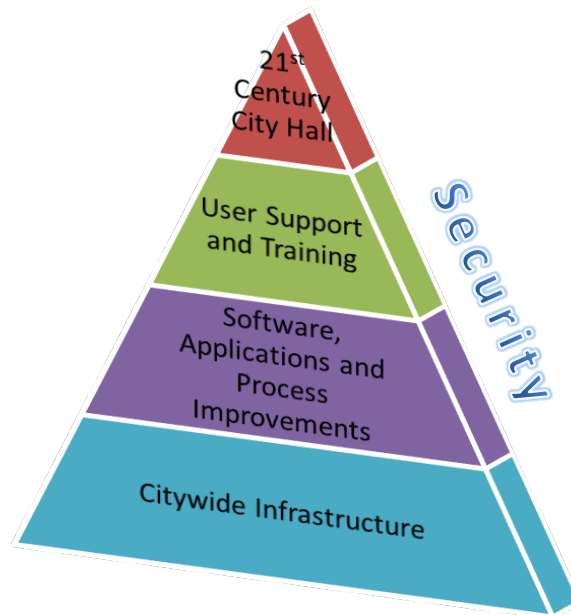
Our assistance towards the rebuilding of Gath Pool was critical to its success and meeting of deadlines.

We enjoy onboarding with new department heads to assist them in getting familiar with the city, our systems, and grasping some of the low hanging fruit of opportunity. We look forward to maintaining a great relationship with Health and Human Services as the department transitions to a new commissioner.

With a major assist from the Law Department we rewrote our polices and created additional policies and forms to bolster our stance and enhance our posture to help the city best protect itself should the need arise.

Categorizing Citywide Needs - Overview

Five broad categories have been defined to construct a framework for better interpretation and planning. These four categories are [Citywide Infrastructure](#), [Software, Applications and Process Improvement](#), [Security](#), and [User Support/Training](#). These four form the basis of the City's technology.



Citywide Infrastructure

Components: *Physical Plant, Fiber, Copper, Redundancy, Data Centers, Wireless, Convergence, and Voice, Data and Video.*

Overview: Providing the City with an infrastructure capable of handling current and future technology needs is the foundation upon which all projects, both current and future, relies. It has opened the door to many modern opportunities.

Installation of a modern, redundant fiber network was the primary need. It was paramount to enabling the City to build a mirror-imaged, disaster-prepared system capable of keeping financial systems, public safety, and other critical data available in the event of catastrophe and was also a critical component as the Newton Public Schools move their technology forward. The “loop” design ensures a secondary path to any location and with “spanning tree enabled switches”, the expenses for multiple paths can be kept in check. Extra fiber strands allow dedicated connections outside of the data network for special projects, security initiatives, one-time interactive projects as well as live feeds to NewTV.

The municipal VoIP (Voice Over Internet Protocol) replacement program has been a success. Building by building, department by department, the IT Department has removed phones, gateways and other equipment while rewiring several departments and eliminating many Centrex and POTs (Plain Old Telephone Service) lines. By cancelling unused phone lines, the IT Department has reduced the City's monthly Verizon landline phone bill by 25% or \$60,000 per

year. We have replaced the phone systems in every non-school city building while building a failover system with the redundancy to keep all sites up even with a partial failure.

Demand for network bandwidth continues to be a challenge for the Newton Public Schools. Providing a wireless network and internet access with adequate bandwidth to handle this demand is critical; this requires scalability, management, security, and redundancy in front of these wireless endpoints.

While the physical plant is established, all IT entities continue to invest in Storage Area Network (SAN) solutions with virtual servers hosting the applications that access this data. The virtual server framework provides efficiencies such as power conservation (reducing dedicated server footprint), ease of administration, and downtime reduction. SAN technology allows for similar efficiencies managing disk storage devices as a separate network subsystem rather than being physically connected to each server. This architecture allows for quickly assigning additional storage space from the SAN to individual physical or virtual servers and managing SAN disk space efficiently from the central management console. The continued investment in virtual servers and SAN technology will save the city time as well as money.

Consolidating data centers frees up time, environmental and maintenance costs, valuable office space, and centralizes equipment and security. After the initial investment of time and money to consolidate sites, the ongoing savings will easily outweigh the consolidation costs.

Software, Applications, and Process Improvements

***Components:** 21st Century City Hall, Financial Systems, Email and Calendaring System, Asset Management, Work-Order Processing, Integrated Solutions, Increased Operational Efficiencies, Better Decision Making, Coordinated Resources, Interdepartmental Collaboration, Increased Communication with the Public*

Overview: The City of Newton currently has several software applications that address the needs of many departments:

- NewGov - Permitting, licensing and code enforcement system
- Munis - Our complete financial system: Payroll, personnel, General Ledger, payables & procurement; receivables system
- GIS - Geographic Information Systems
- PeopleGIS - the keystone application including asset, fleet, time and storm management all rolled into one with direct API connections to other applications such as GIS
- GoGov our new 311 system which ties into PeopleGIS as well as our GIS system
- QED - Public Safety system
- ViaWorks - Document Indexing
- Laserfiche - Document Scanning and management
- Office 365 / Exchange in the Cloud - The City email and calendar system as well as secondary data storage
- Microsoft Teams - for groups and small projects
- Zoom - for internal as well as public and nighttime meetings
- Website - Granicus' Vision solution.
- Avigilon - In-building video system

The Financial System

The 24-month endeavor to combine and update our financial system into Munis is complete. There will always be more opportunities to enhance the experience, improve workflows, automate processes, eliminate forms and enable portals, but we are running a single, consolidated system for the first time in decades. In the fall we will be running a minor update to Munis and we anticipate another update 18 to 24 months later.

We look forward to many new modules and processes to be rolled out in the next year including:

- Employee Portal
- Job Applicant Portal
- Contract Tracking
- Vendor Portal
- Bid management
- Cashiering module
- Bank Account reconciliation
- Direct interface to Police details system through general billing module

Purchase of a New City-Wide Permitting System

The NewGov permitting system has seen two phases implemented over the past year, and we continue to progress. We have eliminated the Community Plus system. We are now looking at systems that existed outside of the digital environment. We have overhauled the majority of equipment that relies on NewGov. We have implemented more tablets and rolled out licensing for BlueBeam plan review software.

The Website

In December of 2020 the City upgraded from Civica to the Granicus content management system. We saw marked improvements everywhere but admit the migration process presented many challenges and compromises. We are working with a consultant to enhance our search using Google. We are working with another vendor on our first chatbot. We are aware that transparency appears to be an use because the volume of documents, pages and data is staggering.

On-Line Payments

The City partners with “City Hall Systems,” a third-party vendor to handle credit card transactions from the various City systems. This conversion is being accomplished one application at a time and involves a lot of research, meetings and testing to avoid false starts and mistakes. Some projects may take several months to implement while others progress swiftly.

With the advent of the new NewGov permitting system we look forward to another payment tool named Stripe that will allow online payments for permit applications.

Scanning and Indexing

There are many departments looking for a scanning, indexing and document disposal solution. Historically these conversations only involved one or two departments. At this time, we see a significant need for a scanning solution in Law, Treasury, Public Works, Health, ISD, Planning & Development, and Purchasing. Benefits of a full solution include ease of access to files using a search interface, destruction of documents no longer required, gaining back much needed space in areas such as the basement vaults, the Law Department hallway, the former offices of Consumer Affairs and the Cousens Fund.

Security

***Components:** Disaster Recovery, Alarms, Monitoring, Video-Based Security, Policy, Consistent Solutions across Departments.*

Overview: There are many facets to security that must be addressed, including the following:

- Protection from attacks via the Internet - our switches, access points, wired and wireless, firewalls and routers need to be up to date; operating systems must remain current with patches and fixes.
- Protection from users - education and awareness will help prevent employees from bringing and using unsecured devices in the workplace.
- Protection from disgruntled or departing staff - an early warning system is used covering all manner of employee departure, initializing standard protective steps to ensure the safety of data and equipment. We are standardizing onboarding and terminations.
- Protection during remote access - Every department has key employees who remotely access systems. Even during catastrophic weather events that leave the city shutdown to all but essential personnel, there are still many people doing City business as usual.
- Protection from specialized attacks such as phishing and other user-specific or position-specific attacks
- Based on our auditor's findings we created nearly a dozen policies to address the current threats in a more modern perspective
- We have begun to rollout Multi-Factor Authentication (MFA) by high-risk groups first, with the entire city to follow.
- We are proposing the funds to enable two-way synchronization to allow users to change their passwords; rules in place will include minimum 14 characters including letters, number and special characters, a 180-day expiration date, and the prevention of reuse of passwords.
- We continue to port our in-house developed apps to AWS.
- We continue to rely on KnowBe4 for phishing awareness training
- We write our own bi-weekly training emails to explain the depth of the threat and try to ensure nobody thinks the threat does not apply to them.
- We are looking at a SIEM monitoring system that will report in real time, intruders, threatening devices, illegal use and more.

The protection of the City's data and networks begins on the inside. The City is continually reviewing and upgrading security systems and practices to address new concerns that were historically non-issues. With the installation of new technology and solutions, the City is remaining

vigilant in the fight to eliminate potential exploitations to protect the City, its employees and its residents.

Video monitoring done with sensitivity to the privacy of schools, public buildings, public spaces, weather forecasts, and traffic to ensure the safety of students and the community are a high priority. Responsibility varies by location and audience. Solutions that work across departments will provide efficiency, enabling the consolidation of back-end equipment to conserve server needs, licensing, and maintenance and support costs.

Additionally, the City will need to standardize storage of historic video, develop consistent means of retrieval, and ensure compliance with State and Federal laws while protecting the rights of all citizens and employees.

User Support & Training

Components: Training for IT Staff and End Users, Enhanced User Awareness of Technological Opportunities, Opportunities for Remote Access

Overview: In-house training for technical staff is critical in preserving the City's IT investments. Rapid changes in technology and solutions require frequent, in-depth training and education on new or updated systems and solutions.

Keeping the IT staff knowledgeable in current applications is only one piece of the challenge; training users and documentation of processes must be done. Time and again, functions and processes that are performed infrequently are often the source of mistakes. The best training practices include repetition. Frequent training opportunities are also critical to keeping all staff current and prepared.

Ensuring all employees are aware and informed of changes in policy and how it affects them involves a structure and delivery mechanism from IT that ensures everyone remains knowledgeable.

Training delivery methods have evolved as well. New methods of training such as pre-recorded classes available from the internet/intranet, sophisticated FAQ web pages, and user groups can supplement the teacher-pupil system.

FY2025 - FY2029 Information Technology Needs Analysis by Department

Clerk of the Council, City Council, City Clerk, Elections

Clerk of the Council FY2025 - FY2029 Needs: New staff support, docket tracking system, remote and hybrid meeting enhancements, additional chamber enhancements.

Clerk of the Council: IT continues to support the City Council Clerks in many ways and continues to assist in the exploration of new opportunities to help automate tricky systems. Our ongoing in-house development of a docket tracking system continues to progress and impress beta testers. We are assisting in reviewing automated software to facilitate recodification. We are working with the Clerk and Council to enhance the Council Chambers and conference rooms 205 and 211 with

better microphones, sound, and lighting without detriment to the rich historical architecture of the building.

City Clerk FY2025 - FY2029 Needs: Business Licensing, Dog licensing, and End to End Online Applications and Payments

City Clerk: The business database continues to run as a stand-alone application that does not interact with any other system. It requires the participation and research of several other departments and thus should be a shared system that is viewable by all required parties. We expect it to move into the NewGov solution. The business database will benefit from a solid administrative interface, an online payment solution, and full interaction with the Economic Development director in the Planning Department.

Elections FY2025 - FY2029 Needs: Continued election night support, early voting application, implementation of our new voting system solution, creating and maintaining optimal security measures.

Elections: The historic responsibilities of the department include voter registration and election administration. The biggest change in voting is the early voting law which allows registered voters to cast their vote on an absentee ballot, automatically updates the voter records, and synchronizes with the Commonwealth VRIS database. Assisting in the selection of a poll workers database to track the many people who work at our 32 precincts during the election season.

We in IT continue to assist and support the means for secure elections, as well as support for devices such as the high speed ballot scanner. Election night automation and online results reporting is as advanced as any other city or town in Massachusetts. Live intermediate results are posted beginning minutes after the polls close and final, unofficial results are consistently posted within hours of poll closings on election night.

Census Records FY2025 - FY2029 Needs: Improved Census Collection

Census Records: The historic responsibilities of the department include managing the census database.

While waiting for a state sponsored online secure solution for census collection, our in-house Web Developer has written and continues to refine an application that allows respondents to the census to accomplish this formerly manual task online. From the savings in manual entry to the volume of mail and cost of postage we recognize positive in time and money through technology.

Executive Office

Executive FY2025 - FY2029 Needs: Continued support for the executive office and furthering the use of technology in new and productive ways.

Executive: The Information Technology Department assisted Mayor Fuller and her team in an efficient transition not only with physical technology but with access to data, training, modifications to existing systems, and a greater presence through social media. We have begun writing small apps to reduce paperwork and enhance efficient workflow for tasks such as noise ordinance waiver request forms. We enjoy using the website and audio/visual systems in new and meaningful solutions to enhance communication.

Comptroller's Office & Newton Retirement System

Comptroller FY2025 - FY2029 Needs: Continuing to assist in workflow enhancements using Munis to reduce paper and time to complete repetitive tasks.

Comptroller/Financial Reporting: From employee onboarding to contracts, with secure workflows, there are many opportunities available to make city business cost effective and efficient.

Newton Retirement System FY2025 - FY2029 Needs: Ongoing support, as needed.

Newton Retirement System: Now using PTG instead of our financial system, the IT department provides PC, printer and scanner support, recommendations on new equipment, offering assistance and maintaining access to the City's network.

Purchasing

Purchasing FY2025 - FY2029 Needs: Enhanced office automation using the full power of the new financial system, Munis, and soon, a vendor portal, bid management, and contract tracking with digital signatures and workflow based digital approvals.

Purchasing: The requisition process in Munis is a wonderful example of a paperless approval system that reduces the need for several ink signatures and transporting folders of semi-complete documents from department to department. We expect the same solution to be implemented for bidding, contract tracking and further enhanced with a vendor portal that allows vendors to submit their paperwork, bid submissions as well as download purchase orders as needed.

The Purchasing Department has begun a scanning project for their older bids and contracts. This is being done in house, a little at a time.

Assessing

Assessing FY2025 - FY2029 Needs: Continue to look for opportunities to automate and technically enhance the experience in the field.

Assessing: The Assessing Department uses the Vision database to manage the valuation of property. Data is imported from Vision into the NewGov permitting system and updated when new addresses are created through GIS. We are anticipating opportunities for better collaboration between Vision, GIS and our new permitting software. The Vision system is now on a virtual server.

The department maintains a robust set of web pages that allow residents, businesses and realtors to query property information and maps online. Internal systems are slated for migration to our storage area network. Several of the Assessing department specific systems have already been virtualized on our storage area network.

Treasury

Treasury FY2025 - FY2029 Needs: Assistance in continued enhancement and automation of Munis services; continue to offer support in rolling out new Munis modules. We look forward to

assisting the Treasurer in all technology initiatives and continuing to make sure department equipment is up to date and performing as expected.

Treasury: The Treasury Department is outfitted quite well with equipment and software. The department's increased agility utilizing the new phone system and Active Directory makes it easier for employees to retrieve necessary services from any workstation within the department while maintaining a very high level of security.

Now that Munis is at version 2021.9, we expect to work with the Treasury Department to roll out Tyler Cashiering in the Treasury office as well as other departments that collect funds at the counter. This direct interface to Munis eliminates manual steps and helps ensure that transactions are exact and correct. We expect that using the cashier module will allow us to upload these check images to the bank for deposit without requiring scanning them a second time.

We will also assist the Treasurer in the implementation of Munis' Bank Account Reconciliation Manager. This would enable us to phase out and eliminate our dependence on QuickBooks. Lastly, we intend to revisit the Police Details system and tie it into the General Billing system in Munis.

Law

Law FY2025 - FY2029 Needs: More digitization and Optical Character Recognition (OCR). Enhance search services. Continued support refining their case management software system.

Law: We encourage and support the Law Department's commitment to a case and document management system. We recommend further training by the consultant to allow Law to take this software to the next level.

By nature, the Law Department is a paper intensive department. Enhanced digital search capabilities and access to information are perhaps the most important technology needs of this department. The biggest new tool for a resource for the Law Department would be to scan, OCR and index the information on paper in many four drawer file cabinets. The summer of 2017 saw a test case with interns scanning and automatically "OCR-ing" the binders of opinions into searchable data. We learned that, although easy to do, it is extremely labor intensive.

Human Resources

Human Resources FY2025 - FY2029 Needs: The new financial system and new modules have made for many exciting opportunities in efficiency.

Human Resources Revising and rewriting Standard Operating Procedures, committing to the minimization of paper, and improving applicant and employee portals will create significant opportunities to modernize HR. As with other departments with new oversight, we go out of our way to give them the tools, training and technological resources to hit the ground running and enable their success. The Employee Portal enables employees to manage parts of their benefits and eliminates some paperwork from HR. It also enables job applicants to submit their resumes to the city for posted jobs. Our initial talent acquisition using the portal for Parks & Recreation

summer help was sophisticated and was volume intensive. We learned much and look forward to rolling out Library talent acquisition next.

Information Technology

Information Technology FY2025 - FY2029 Needs: The department will need to maintain a full complement of staff and sufficient funding to enable the realization of the technology vision.

Information Technology: We are pleased to enter our fifth year with KnowBe4, an organization founded specifically to raise awareness of phishing and scams. We successfully implemented an inventory client by a company named Belmanage that allows our desktop inventory to update itself with everything from make, model, manufacturer to hard drive size, memory, installed applications and revisions. We are now working on automating server and switch inventories in real time. Between project management and assisting departments in wisely choosing replacement software that fits with the city's requirements moving forward, the IT department's goal is to deliver 21st century technology for employees and residents alike. In FY26 we hope to create two additional positions: another Network Administrator and a second web developer. This is our pre-planning requirement to ensure we will continue to be a highly-responsive department.

Planning & Development

Planning FY2025 - FY2029 Needs: Mobility support, NewGov equipment review and training.

Planning & Development: This large, mobile department spans three offices and maintains varied working hours that involve two very different audiences; from daytime employees to employee relations and document administration to night meetings and presentations to elected officials and the public, Planning has many disparate needs. We hope that untethering more employees from desktop PCs and raising awareness of all the resources already available will assist the department in efficiently providing the best solutions using the best data.

We also see a need to better understand the needs of the Clerk and the Economic Development director to manage the Business License database, also known as DBA, a possible interface into current Personal Property information and the ability for the director to maintain extraneous information associated to these businesses while maintaining billable databases.

Public Buildings

Public Buildings FY2025 - FY2029 Needs: Assistance in the quest for mobile support, review badge and access systems and paper reduction. Enable OneDrive for easier file sharing.

Public Buildings: The department is well-outfitted with equipment and communications capacities. With the advent of Munis, it is expected that paper will be replaced effectively and efficiently. OneDrive appears to be the logical solution for many of the mobile and bandwidth challenges presented to us. It is already in house and available.

Financial Services

Financial Services FY2025 - FY2029 Needs: Continue support for the department. As the department name implies, Munis is the center of nearly all functions.

Financial Services: While the IT department oversees user administration, hardware support, and works alongside the various financially centered departments, the interactions for Payroll, Personnel, Benefits, etc. are led by Financial Services and championed and supported by IT.

Newton Police Department

Police Department FY2025 - FY2029 Needs: Enhanced security, overhaul dispatch center, mobility options, licensing, domain considerations. Support Police network and resources as needed.

Police: With the change in personnel at NPD during the spring of 2022 we began to assist in the inventory and evaluation of all hardware, software, and solutions. Working with outside contractors as well as Police staff, consolidations, rebuilds, rewiring and deployment of a new PC and VoIP phone on every desk in the Police Department as our goals for this fiscal year. We have rescued the Police website and continue to review and repair many concerns with industry standard decisions. We assisted in rolling out a Police substation on the south side of the city. Now that a worthy IT director is running NPD, we happily take a step back and assist as needed to enable them to make their systems flourish.

Newton Fire Department

Fire Department FY2025 - FY2029 Needs: Support as needed for the Emergency Operations Center (EOC) and applications such as the anticipated shared permitting and inspections system. Support for radio systems on city fiber networks with redundancy and Simple Network Management Protocol (SNMP) notification of issues. Looking at outside, cloud-based application development to enhance efficiency with workflows, saving time, money and paper.

Fire: IT continues to assist and remains on call for EOC operations at Fire Headquarters. With assistance from IT, much equipment has been purchased, networks have been built, and processes have been defined. The Fire Department is now deeply involved while becoming super users of the new permitting system. IT assists as needed. We delivered PCs to 10 assistant chiefs. Fire is a proponent of Microsoft solutions and enjoys relying on technology to make them self-sufficient. Using Power BI to build a dashboard of critical information in this fiscal year is a very noteworthy goal. Fire also looks forward to branching out it's grasp of GIS technologies. Fire looks forward to taking the Dispatch Center's Alarm application to the next level with new functionality.

Inspectional Services

Inspectional Services FY2025 - FY2029 Needs: With the initial phases of NewGov in our rearview mirror, work is now focusing on the Clerk's office as well as Noise and Film permits. We have created an opengov working group, an internal group of users who communicate regularly to facilitate a transparent and unified front in working with the developer.

Inspectional Services: All staff in ISD now have tablets with an enhanced Verizon connection that withstands most weak spots that are experienced in some areas of the city. These tablets give inspectors anywhere access to the NewGov, email and the ability to take pictures.

We additionally are supporting forms and workflow while creating new permit types in NewGov.

We continue to enhance GIS to interface best in solving dilemmas presented by non-addressed parcels such as parks and berms.

Department of Public Works

Public Works FY2025 - FY2029 Needs: IT continues to assist as needed in the enhancement of GoGov, our new 311 system, PeopleGIS, the City's Asset Management program that incorporates all streets, sidewalks, water, sewer, and storm water infrastructure. We also support the DPW expansion of mobile devices to increase efficiency and productivity using cloud-based apps.

Department of Public Works: From GIS support to database maintenance and 311 administration, IT works very closely with Public Works. Responsibility for phones as well as data and maintaining high speed access regardless of location are our standards for all departments.

Through our GIS system, IT will assist the environmental division in solving the challenges of yard and waste management via reliable GPS and software to better develop logical collection routes. Our salt spreaders have issues with the interface which inhibits our best response during a storm.

The Hansen system has been replaced by PeopleGIS however, it continues to be queried for occasional data. It is the opinion of all involved that exporting the data into some significant reports and importable information into either PeopleGIS or GIS is extremely desirable.

Public works and Engineering each have vaults with very large quantities of old documents that would benefit from scanning, indexing and disposal.

IT continuously reviews the computer inventory for DPW and make recommendations to keep the department in optimal shape.

As more applications move to the cloud, our bandwidth needs continue to expand. We have been coasting at our current bandwidth solution for a few years and it is apparent that NewGov may be the key new piece of software that compels us to increase our connection.

Health & Human Services

Health & Human Services FY2025 - FY2029 Needs: Migrating applications into the new permitting system, enhancing work from home to accommodate confidentiality expectations.

Health & Human Services: The Health Department continues to expand their use of social media and welcomes new technology. H&HS had been a heavy user of Community Plus for permitting and licensing as well as annual and recurring inspections and liquor-related events. They are now fully on board with NewGov and we are about to convert their WinWam application (specific, incredibly detailed food establishment inspection software) to a virtual server.

We are committed to assisting the Social Workers to be accommodated any time and any place to offer their support to all who need it.

Senior Services

Senior Services FY2025 - FY2029 Needs: Assistance and support leading up to and during the transition.

Senior Services: With the NewCAL project nearing its conclusion, services will be dispersed to their new locations from the Brigham House, Hyde Community Center and the Newton Free Library. IT assisted in the layout and allocation of resources in the design phase of the new building. We have been assisted in the replacement of ServTracker, the Senior Center's core application, for nearly two decades, with a well-respected replacement, "My Senior Center".

Veterans' Services

Veterans' Services FY2025 - FY2029 Needs: Continue to support needs and anticipate future projects.

Veterans' Services: IT supports and contributes to all Veterans' initiatives as requested.

Newton Free Library

Newton Free Library FY2025 - FY2029 Needs: Assist in the support and upgrade of the library wired and wireless networks. Assist with challenges currently experienced with their storage area network.

Newton Free Library: The Newton Free Library has made great strides in recent years solidifying their network infrastructure, improving the wireless network available for public use and reducing the number of servers in use by virtualization. The IT team has accomplished great things working with the library technical staff. We pride ourselves in our relationship with other municipal IT entities. IT heartily agrees with the recent infusion of money to bring Library PCs up to date.

Library staff support nearly 200 PCs with a work week that varies between 6 and 7 days depending on the season. Library also loans laptops and mifi units which also need support. They spend the majority of their time performing desktop support and are unable to focus attention on bigger picture items. Evolving needs are going to require additional wiring in the future. The library wifi network is separate from the city and has some issues supporting Apple devices. Library does not subscribe to any type of copier lease program and struggles with very old equipment. They are also unsure how to address the pay per print devices as there are very few manufacturers that build these units. File servers are at critical levels; we propose creating a share on our SAN to remove this burden and will work with Library IT to find a solution that works for all.

Parks & Recreation

Parks & Recreation FY2025 - FY2029 Needs: Automation of employee acquisition, implementation of TimeClocks Plus software for part time staff.

Parks & Recreation: The IT Department continues to support the Parks Department's Dudley Road facility, as well as Crystal Lake, and Gath Pool by enabling the department to provide and manage the many programs, camps, and lessons as effectively and efficiently as possible. The department is very excited to enable the Munis Employee Self Service portal as well as the online job applicant module including the ability for candidates to upload multiple forms and certifications

in a secure environment. Parks is using a new reservation and inspection program for fields, gyms, etc. and sees no compelling reason to move this to Open Gov. However, they are very interested in moving the online tree database somewhere permanent.

Historic Newton

Historic Newton FY2025 - FY2029 Needs: Ongoing, quality support as needed.

Jackson Homestead: Since the renovation, the History Museum has had numerous tech upgrades and is currently in very good shape for their data and access requirements. IT assisted in negotiating and moving an older version of their PastPerfect database into the cloud and make much of this information publicly available.