

Regional IT Initiatives: Cybersecurity, Permitting, Electronic Document Management and other IT Initiatives

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IT Services Cooperative

- Members of CRPC, COST, and other fee-for-service members
- All contracts are competitively bid
- Goals
 - Flexibility / Options
 - Efficiencies
 - Cost savings
 - Economies of scale

Changing Expectations

Generational paradigm shift upward in expectations

Citizens demand

- Convenience
- Efficiency
- Sustainability
- Transparency
- Results

IT Services

General Programs

- **Cybersecurity Services**
- **Cybersecurity Model Policies**
- **Online Permitting**
 - ViewPoint
 - Muncity
- **Fiber infrastructure**
- **General IT**

Nutmeg Cloud Programs

- **Electronic Document Management System (EDMS)**
- **Body Camera Storage**
- **Hosted Services (File, Application, Backup & DR)**
- **VoIP (IP Genie/Mitel)**
- **HR Portal (Model Documents and Salary Survey)**

Cybersecurity Services



- System Assessments
- Backup & Disaster Recovery
- Network Monitoring
- Training
- Remediation
- Virtual Information Security Officer

Cybersecurity Services Assessment Pricing

	Small Town	Medium Town	Large Town	Small City	City
	0-9,999 Population	10,000-24,999 Population	25,000-39,999 Population	40,000-59,999 Population	60,000 + Population
Inventory	\$1,550	\$2,550	\$3,600	\$3,950	\$5,100
Gap Analysis	\$4,100	\$7,150	\$9,700	\$12,150	\$18,400
Vulnerability	\$3,100	\$4,600	\$6,650	\$8,800	\$9,200
Plan of Action	\$5,100	\$9,200	\$13,300	\$16,900	\$25,500
Total	\$13,850	\$23,500	\$33,250	\$41,800	\$58,200

Cybersecurity Network Maintenance Pricing

	Small Town	Med. Town	Large Town	Small City	City
	0-9,999 Population	10,000-24,999 Population	25,000-39,999 Population	40,000-59,999 Population	60,000 + Population
Set Up	\$1,350	\$1,350	\$2,700	\$3,250	\$4,050
Monitoring	\$53.10/ device/year	\$39.00/ device/year	\$28.60/ device/year	\$25.00/ device/year	\$21.50/ device/year
Review	\$180/month	\$180/month	\$360/month	\$360/month	\$720/month

Staff Training Pricing

	Small Town	Med. Town	Large Town	Small City	City
	0-9,999 Population	10,000-24,999 Population	25,000-39,999 Population	40,000-59,999 Population	60,000 + Population
Set Up	\$675	\$1,350	\$2,700	\$3,375	\$4,050
Per User	\$2.00/month	\$1.90/month	\$1.70/month	\$1.60/month	\$1.25/month

Virtual Chief Information Security Officer (VCISO)

	Small Town	Med. Town	Large Town	Small City	City
	0-9,999 Population	10,000-24,999 Population	25,000-39,999 Population	40,000-59,999 Population	60,000 + Population
VCISO	\$420/month	\$840/month	\$1,255/month	\$1,675/month	\$4,132/month

Cybersecurity Model Policies



- Policies and Procedures
(Change Control, Data Classification, Data Loss Prevention, Guess Access, Network and Physical Security, Plan of Actions and Milestones)
- Breach Protocol
(Notification, Business Continuity, Post Breach Investigation)
- Staff Policies
(Acceptable Use, Employee Out-Processing, Municipal Website Privacy, Staff Training)

Regional Online Permitting

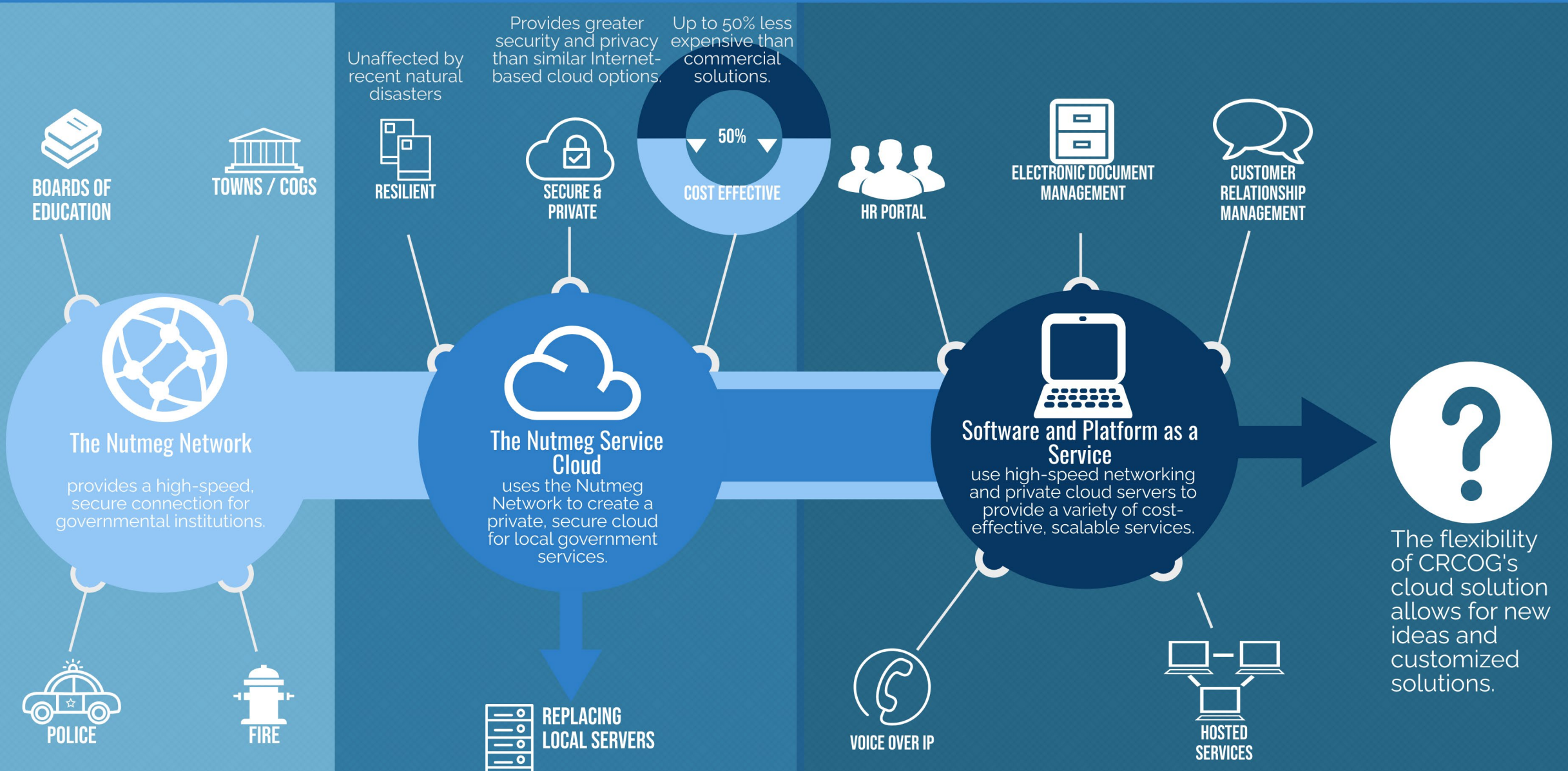
- 1st IT Services Program (50 participating municipalities)
- Leverages cooperative purchasing
- Two vendors for municipal choice / flexibility
 - ViewPoint
 - Muncity
- One point of entry for contractors (viewmypermitct.org)

Why the Nutmeg Cloud – A Private Municipal Cloud?

- Not on the Internet - fast low latency CEN
- Self service or managed service
- Flexible, Scalable
- Less expensive compared to the public cloud – Nutmeg hosting services can be a fraction of the price of commercial cloud services)

The Nutmeg Service Cloud

The Platform for Local Government Services



Electronic Document Management (EDMS)



- Enable efficiency in back office operations
- Leverage CRCOG data center
- Shared licensing across municipalities (concurrent licensing structure)
- HR Personnel File Management
- Agenda Management with front facing portal
- Integration with Online Permitting and GIS
- Many potential integrations and workflows

EDMS Demo Webinar

- November 17th, 1 PM
- To register, go to:

<https://tinyurl.com/EDMSDemo>

- Contact pyoder@crcog.org for more information

EDMS Pricing

Participation (Signup) Fee Schedule

Very Small (population under 10,000)	\$10,000
Small (10,000 to 24,999)	\$12,000
Medium (25,000 to 39,999)	\$16,000
Large (40,000 to 59,999)	\$24,000
City (60,000 and over)	\$32,000

Maintenance Fee Schedule (FY 21-22)

Very Small (population under 10,000)	\$5800
Small (10,000 to 24,999)	\$7000
Medium (25,000 to 39,999)	\$9000
Large (40,000 to 59,999)	\$13200
City (60,000 and over)	\$18000



Body Camera Storage

- Leverage shared infrastructure for large amounts of data
- Reduce program costs by minimizing storage costs
- Storage and Retrieval
- Vendor neutral

HR Portal



- Successful automation of the salary survey and reporting tool
- Model documents and job descriptions available
- Sample document library
- Training sessions on various HR topics have been recorded and made available.
- Electronic Personnel File Management (part of EDMS)

Hosted Services

- File servers
- e-Mail exchange servers
- Disaster recovery backup
- Self-managed or managed by Novus
- Best of breed technology
- Reduced expense



Voice Over Internet Protocol (VOIP) Services



- Reduce capital expense, operationalize systems
- Easy to manage
- Enable remote workforce
- Expand disaster preparedness
- Flexible and highly expandable
- Best of breed technology
- Two vendors (IP/Genie and Mitel)

Fiber Infrastructure Contract

- Planning
- Design services
- Surveys & Permitting
- Construction
- Emergency & Maintenance Services

General IT Services

- Onsite Support
- Helpdesk
- Network Administration
- Strategic planning
- Application design and development
- Web design and development

Questions