Williamsburg Technology Committee
Virtual Meeting
Monday, November 9, 2020, 6 p.m.

Present: Kyle Schwartz, David Martin, Tom Adams, David Nardi, Dave Chase
Absent:
Other: Charlene Nardi, Town Admin.

Meeting was held via Zoom. Chair, Kyle Schwartz, called the meeting to order at 6:05.

- **Minutes**: Moved (DC, DN) to approve the minutes from September 21, 2020 meeting clarifying the sentences regarding deep freeze and decommissioning the 2012 server. (unanimous)
- Library will be invited to the next meeting on January 4, 2020 at 6 p.m.
- **Multi-Factor Authentication for Office 365** – Committee agrees it is valuable. Must ask Town Meeting for funding. Cost is estimated at $3,500 – 20 hours in labor. Less if we cut labor and troubleshoot ourselves – concerns with doing that ourselves.   On hold until Town Meeting.
- **Windows 7**: Workstation Replacement Project – Is in process. Some desktops have been replaced. Found two more laptops at the Fire Department that needs to be replaced. Asked for those to be added. Laptops are coming and will be deployed soon. This is being funded by a town meeting article
- **Microsoft Teams** – It is not felt that this would be used by the town staff.
- **Bitdefender**: has been put on all computers including at the library and Avast has been removed. This deployment has used a lot of the town's computer hours in September and October causing the town to go over. The result is two additional bills of $2,000 plus for the additional hours
- **DeepFreeze**: Paragus IT has worked to set up deepfreeze to automatically thaw and allow updates and refreeze. Deepfreeze is on the public computers at the library
- **Disaster Recovery Plan**: Kyle discussed Disaster Recovery (DR) Plan with Paragus IT. It was determined that onsite backup on the server in the town offices is image base level, which would be an easier restore for data loss. If the town offices are destroyed and / or the server is not usable, the offsite back up is only a file backup (no software) and therefore would take about two weeks to get critical services up and running again. This would include a lot of labor costs. Kyle asked Paragus IT to produce a quote that would eliminate that two weeks plus all the extra labor to get back up and running sooner with an offsite image backup. The quote is for $2,250 ($187.50 / mos.) and would get critical functions up and running – if the Committee felt this was a gap that should be closed. The Committee discussed the value of spending that money up front. Discussion included other options and whether we would have computers to get us up and running and how that would play into whether this should be advocated for. It was noted that we are already paying $209 / mos. and the monthly bill mentions Azure which brought forward other questions and maybe a less expensive option. Kyle and Dave will meet with Greg on November 18, 2020 at 10 a.m. to discuss this quote and explore options.
- **Budget for FY2022**: Charlene noted that again the budget is running short and we have gone over the hours we have purchased (6 per month) dealing with issues and asking for Paragus IT for assistance. She shared that she did not feel the budget is adequate for the number of computers the town has and its needs. She recommends that she and the Tech Committee put together a more realistic budget for FY2022 and advocate for it at town meeting. Charlene will ask Greg to put together a suggested # of hours to cover and the cost.
- **Phishing Training Program**: Paragus IT has a program that helps train employees to identify and avoid phishing schemes. There are two parts to the program:

1. Paragus IT working with a service send out phishing emails either monthly or quarterly (our choice) to the staff and then I get a report on who responds / clicks on it and the employee who clicked on it is also notified that they have fallen for the phishing scheme.
2. A Paragus IT employee meets (via Zoom) with employees to talk about what to look for to identify and avoid phishing schemes.

   The cost for this service is $24 for each employee who has a burgy.org email; we have about 31 emails for a total cost of $744 annually.

- **Extra hour a Month**: The Foothills Health District is a quasi-governmental, formal, tax-exempt organization formed in 1986, whose main objective is sharing of personnel resources. This group hires and contracts our Health agent who serves the four member towns which include Goshen, Westhampton, Williamsburg, and Whately. The office of the Health Agent is located in the town offices of Williamsburg. They have been asking for IT assistance with new technology & upgrades for their current employee and now their new nurse who is dealing with all positive COVID cases reported. As we often go over hours, I have contracted for an extra hour a month to cover them. The Foothills health district will pay for that extra 1 hour a month and all costs for their emails.
- **Web Camera** – A web camera was purchased for the Highway Superintendent so he can attend Zoom meetings.
- **Unserved Households**: Chesterfield is putting in fiber for their community. A Williamsburg resident at 132 Chesterfield Rd signed up for their service. They are ineligible. It would cost Chesterfield $13,000 to bring the fiber to the town line on Chesterfield Road (Rte 143). Bill Ennen from a state office assisting Chesterfield, notified my office and will check what it would cost to bring Comcast further up Chesterfield Road to that home. Comcast ends in Williamsburg at the Chesterfield Rd/Petticoat Hill Road intersection. There are three houses beyond there with no access to broadband. Mr. Ennen will investigate how much it would cost for Comcast to build out the infrastructure to bring service to all three homes.
- **Baystate Computer**: Baystate Computer IT, West Springfield, MA has the state contract for IT services. Greg Seligioni (413)-736-2112 contacted the town to see if we were interested in getting a quote to switch. He said their hourly costs are $40 for basic, $60 for next level and $120 for network (upper level) services. We pay $115 for upfront and $145 for extra hours under the Paragus IT contract. Charlene will ask for the contract details from the Town of Goshen who oversees the regional procurement of IT services.
- **Email Security Filtering:** another security program that all burgy.org emails would go through before they hit Microsoft 365our email provider. It is a contracted program via Paragus IT that costs $36 per year per user. We have 31 users so it would cost annually an additional $1,116. It is recommended by Paragus
- Future Agenda Items: Meet with the Library, Budget preparation, Comcast Access, IT policies, social media policies, Insurance coverage, Review the Paragus IT contract

I was contacted by Next Meeting: Monday, January 4, 2021 at 6 p.m.

Adjourned (DC, DN) at 7:17 p.m.