IT DEPARTMENT STAFF

Jack Ferrara – Director of Information Technology (FT)

Pat Colucci - IT Specialist / Public Safety Technician (FT)

Tamara Garaffa - Website Administration
& Community Information Officer (PT)

Suzanne Brodbeck - Administrative Assistant / Help Desk /
Password Resets (10 hours per week, Shared With Parks &
Recreation Dept)

WHAT DOES "IT" DO?

- **Governance of organization's technological systems**

- **Maintenance of the infrastructure and functionality of systems**

- **Ensures business continuity and secure operations**

OVERVIEW OF MONTGOMERY IT SYSTEMS

- **Over 140 Employees**

- **7 Buildings - Municipal Center, OKCC, DPW, 4 STPs**

- **Facilities' Security & Camera Systems**

- **200+ Computer Workstations and Phones**

- **Township Computer Network System**

- **Network Security - Fortinet Firewall and OverWatch**

IT SYSTEMS OVERVIEW (CONTINUED)

- **Email Communications – Outlook / Webmail**

- **Email Archiving / Spam Filtering / Office 365 Back-up**

- **On-premise and Cloud-based Software Systems**

- **Information & Online Forms - Public Portal (Website)**

- **Social Media Records Archiving**

- **Mapping Resources – Internal & External GIS Servers**

IT DEPARTMENT SERVICES

- **Network Servers Securely Maintained**

- **User Equipment Set-up & Maintained**

- **Hardware Purchasing/Repairs/Upgrades**

- **On-Premise & Cloud-based Software Maintenance and Integration**

- **Records Backup and Restoration**
  - On and Off-Site Redundancy

- **Staff Support**

- **Yearly Staff Security Training**

- **Help Desk**

- **Oversight of 40+ Vendors and Subs**

- **Dept. Staff Supervision**

- **Budget Management**

Website Content Management & Staff Training

over 200,000 Pageviews per year

POLICE DEPARTMENT IT REQUIREMENTS

of Police car computers: 30

Vehicle computer software: InfoCop & E-Ticket QED/Acuity

# of desktop computers: 33

Important office software: WatchGuard Library

(body camera and car footage is uploaded to this program for evidence)

POLICE IN-VEHICLE TECHNOLOGY

- **Watchguard Mobile Vehicle Recorders (MVRs)**

- **Body Cameras**

- **Mobile and Portable Radios**

- **Emergency Lights**

- **Modems**

2022 ACCOMPLISHMENTS & UPGRADES

HelpDesk in 2022 = 20 tickets/day on average

Physical Equipment Move - Safely moved existing IT equipment from old into new building and set up

Oversight Establishing New Municipal Center Systems

Staff Software Survey – Overall Satisfaction Level - *HIGH*

HARDWARE EQUIPMENT – WHAT'S NEW

▶ **New Municipal Center Systems**

- **Security Infrastructure =
60 Networked Security Cameras
50 Door Locks**

- **Electronics Infrastructure**

- **HVAC Network**

- **7 Newly Equipped Meeting Rooms**

- **2 Lobby Displays – Muni Center and OKCC**

▶ **New Committee Chambers**

- **Upgraded Five Camera Video Recording System, Swag-it**

- **Livestream & On-Demand Capability**

- **Three Large Display Boards**

- **Sound System**

WASTEWATER TREATMENT PLANTS

- **Plant Interconnections**

- **Modernization of Systems**

- **Security – Off-grid, Airgapped Controls**

- **Independent Plant Monitoring for QA/QC**

KEY SOFTWARE OVERVIEW

- **Security Monitoring – CrowdStrike Falcon OverWatch**

- **Microsoft Windows Operating System
  - Windows 10 & 11 and Servers**

- **Finance - MSI System**

- **ZoomGov - Virtual Meetings**

- **GovPilot Forms Processing System**

SECURITY MONITORING PROTECTION

CrowdStrike Falcon OverWatch

Global, 24/7 threat hunters proactively hunt for hidden and advanced attacks throughout customer environments, rapidly alerting you to new malicious activity as soon as it's uncovered.

GOV PILOT

- Government Management Platform

- Constituent Convenience

- Unifies Operations & Department Data

- First Modules Launched October 2020

  -OPRA, Alarm Registration, Zoning Permits, Food Vendors

- Grown to 37 Modules and more about to launch

GOVPILOT MODULES

36 MODULES IN PLACE, PERIODIC UPDATES REQUIRED:

1. Alarm Registration
2. Camp Pool Permit
3. Cat License
4. CCO
5. Committee Roster
6. Committee Volunteer
7. Construction Permits
8. Disabled Veteran Tax Exemption
9. Dog License
10. Dumpster Permits
11. Fire Incidents
12. Fire Prevention
13. Fire Safety Permits
14. OPRA
15. Landlord Registration
16. Marriage License
17. Mobile Food Vendor
18. Report a Concern
19. Senior Citizen Tax Deductions
20. Septic License
21. Septic System Permit
22. Site Use
23. Smoke Detector
24. Soil Movement
25. Street Opening
26. Time Extension
27. Time Variance
28. Tree Inventory Management
29. Vacant Property Registration
30. Vehicle Maintenance
31. Vital Records Requests
32. Volunteer Application
33. Well Alteration
34. Well Construction Permit
35. Work Orders
36. Zoning Permits

GOVPILOT PUBLIC ADOPTION

% Use Increase from 2021 to 2022

- Alarm Registration   694%
- OPRA   212%
- Container Facility   193%
- Zoning Permits   157%

Modules Launched in 2020

% Use Increase from 2022 to 2023

- Dog Licenses   152%
- Cat Licenses   227%
- Construction   7.5%
  (projected - all permits input by staff)

Modules Launched in 2021

WHAT'S AHEAD FOR 2023

CYBERSECURITY ENHANCEMENTS

-Three grant applications pending from Federal & State sources

- DUO MFA Dual Authentication

- Change phone carrier to reduce cost

- Additional GovPilot Modules

- Computer kiosk