Town of Litchfield
Select Board
Emergency Meeting
August 16, 2018
Final Minutes

1.0 Convened 6:30; Pledge to Flag; Selectmen, Gary Parker, Chairman, Rayna Leibowitz and Mark Russell**; Staff:** Trudy Lamoreau, Town Manager; Steve Ochmanski, CEO/LPI; John Upham, FOAA Officer **and Guest Present** Fred Masciangelo, Principal of EnablesIT

5.0 Scheduled Business

5.1. Computer Status Update - Attorney Bill Dail recommended we have this meeting. Fred advised EnablesIT did forensics on the Town system and data is indeed lost. This is a linear file that data was overwritten. Our backup systems were not run.

*The Town should be concerned that back-ups were not running. Fred's advise is for the Town to go with a service provider who will manage our service: checking to prove data was backed up, do electronic monitoring and to alert problems are occurring.

Fred asked why the Town is using Linux. He advised facilities using it should have a Linux expert in house. He recommends moving to Windows environment for more security and more support.

When the problem arose, EnableIT would have mediated. They would have recommended a snapshot of information right now. Data loss is completely avoidable with tools out there.

Steve asked if it would be wise to go to Sequel, TRIO's newer system that is still in Beta testing mode, but TRIO has required at least two area towns who were having problems to go to it.

* The budget needs to change if moving from Linux to Microsoft. It is a project to migrate but Fred recommends doing it as soon as possible. Guarantees you should have had were not there with TRIO.

* Back up to a portable drive for back-up is a huge no-no. Encription, key and authorized access is needed. Also infrastructure upgrades, security upgrades and higher band widths. Fred recommends using a cloud back-up with proper management and monitoring to identify problems quickly. Our existing server is quite new and has a life span of 4 - 5 year of service. Fred advised reloading it with the 2016 version of Windows and removing Linux. A server on site should be in a cool room with safe power and adequate band width. He recommends backing-up data daily and hourly when data is being entered.

Gary asked if TRIO is a satisfactory program. Is their specialty code writing or site hosting? Fred's response is that you can take TRIO to another service support company in a data center. Access is a really old data system that is no longer the standard. TRIO is moving from access to a cloud system.

Mark asked what towns does Fred's company support. His company provides back-up service to Augusta and South Portland. He advised he has consulted with a few towns, but they do not have the budget for his full services. He does non-profits, banks, hospitals, etc.

There are four companies that have the type of system that TRIO has. Steve has been asked to gather information about them.

Gary asked what it would cost to get us where we need to be. Fred's response, The existing server refurbished to Microsoft platform, licensing costs and labor - $2,500. Remote back-up off site, move to enterprise platform. Identify data you want to keep and push it to cloud as critical information. We should have 50K gigabyte a month. Manage machine of virtual server - $95-195 a month including management and monitoring fees. Stop using Google e-mail and move to a paid system. 20 person is $900 - $1,200 month. Microsoft has an email platform. Other charges only for changes to system.

If Litchfield went to his service, Fred advised EnableIT would take a week and a half to estimate needs and convert to new system. They do a restore exercise every 6 months to ensure they could do it. They could have a complete system restored in hours. He invited us to tour his facility in Brunswick. He has been in business in Brunswick for 18 years, has 11 employees in Brunswick and 9 in South Africa, thus providing 24 hour service.

Fred offered to perform a **no-cost** assessment for Litchfield including:

Statement of work

Monthly fee for services requested/required
Technology review quarterly
Monthly report sent reporting on what's happening in the last month

His offer was accepted.

After Fred left, additional discussion focused on the fact that data entry of the lost data is priority one so FY 2018 records are complete and accurate for the upcoming audit.

Still undecided is the Linux to Microsoft issue and whether TRIO or another program would eventually be used.

13.0 Adjournment at 12:18 PM.

Respectfully Submitted by

Rayna Leibowitz