North Shore Information Technology Collaborative

Lead: Danvers
Middleton, Essex, Topsfield, Wenham, Hamilton, Manchester-by-the-Sea

Colby Cousens: Town of Danvers
Brian Luther: The Metropolitan Area Planning Council
In 2019 the communities conducted a feasibility study for pursuing a regional IT strategy

This study focused on 3 areas

• IT service delivery
• General town operations
• Infrastructure

Areas of Improvement

• IT Planning and Strategy
• Policy and Process
• Standards
• Purchasing Leverage
• Lifecycle Planning
In 2020 the communities began meeting monthly. In the midst of the pandemic, meetings could take place virtually.

**Topics of Discussion and Goals**

• Centralizing IT budget to understand costs
• Collecting short/mid/long term needs
• Service/cost sharing agreement
• Infrastructure challenges
• Identifying funding sources
In 2021 the communities finalized and executed a Memorandum of Understanding to formally establish the Collaborative

**MOU Overview**
- FY22 Base Community Assessment: $4,018.24
- Annual budget and plan of action process
- Each community retains autonomy to additional purchases
- 2-year initial period

**Scope of Services**
- Access to Danvers IT Staff
- Special Project Support
- Procurement Assistance
- Infrastructure/Capital Planning
- Regional Vendor Support
The Collaborative established two priorities for FY22 - Cybersecurity

- Total Purchase: $201,904.23
- Fall Community Compact Grant

Services Included
- Email Security
- Endpoint Detection and Response (EDR)
- Multi-Factor Authentication
- Data Loss Prevention (DLP)
- Traffic Analysis (SOC)

Other Benefits
- MIIA Insurance
- Regional Consistency and Management

Vendor: ePlus Technologies
Installation: Spring 2022
FY22 – Fiber Infrastructure

Missing Connections

- Topsfield to Danvers $119,750
- Middleton to Danvers $84,756
- Manchester to Essex $107,775
- Regional 911 Center $9,860

$100,000 ERG Grant awarded in Spring 2021

Benefits

- Access to Danvers Data Center
- Aggregating ISP
- Continuity of Services
Other Ongoing Projects

• Regional ISP
• Regional Helpdesk Services Provider
  • Vendor selected and communities to onboard as funding available
• Online Permitting
  • Two communities
• Regional Data Center
  • Danvers in the process of refreshing Data Center
  • Essex intends to move all servers
What the future looks like for the North Shore Regional IT Collaborative

• 5-year refresh cycle on all hardware
• Consistency of vendors
• Staff pooling/sharing
• Complete transition of town servers
• Potential expansion