

Information Technology Overview

Board Presentation



HILLSBOROUGH
NORTH CAROLINA

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Introduction

- Chris Johnston
 - IT Manager
 - Started in Mid-October (29 years and ~9 months to go!)
 - Town Resident for 14 years
 - Government 101 Graduate
 - Former Hillsborough Planning Board Member and Chair
 - Professional Amateur Sumo Wrestler



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State of Hillsborough IT

Strengths

- Managed Service Provider (MSP) provides redundancy on tickets

Weaknesses

- Spending / Licensing
- Digital Security Practices
- Physical Security Practices
- Server Closet Management

Opportunities

- Fiber Rollout
- Renovation Projects
- AI

Threats

- Security issues (Physical and Digital)
- Documentation Issues in a Crisis
- AI



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Upcoming Projects

- Trim the Fat
- Securing Tier 0 – Upgrades to Physical Infrastructure
- Physical Security Working Group
- Security Best Practices Implementations
- AI Framework
- Fiber Rollout
- New Construction



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Trim the Fat



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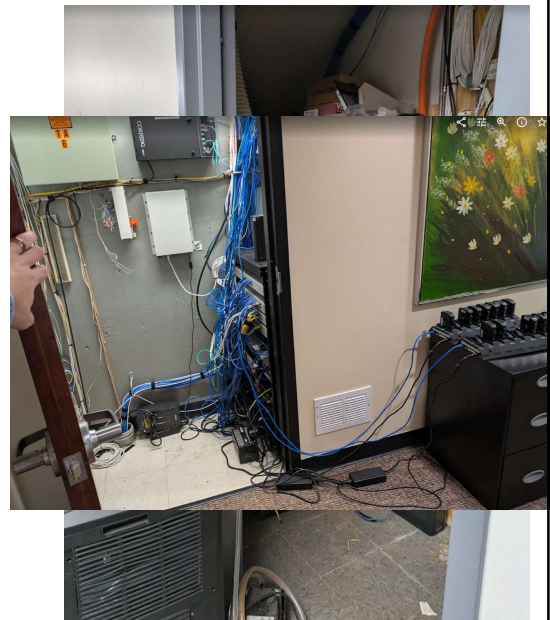
- Removing Waste – Where are our biggest costs
 - Phones
 - Internet
 - Software
- Buying in Bulk
 - Centralization and standardization of tech purchases
 - Buying all at once
- Use What We Have
 - Tools in place are not being fully utilized
 - Training on existing tools before purchasing new ones



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Server Room Renovations

- Town of Hillsborough has 10 physical Locations
 - 8 of the 10 have varying degrees of structural or security problems
- Locations with organization wide services are top priorities
- Tier 0 Security emphasis



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Physical Security Working Group



- Why is IT concerned with Physical Security?
- The focus of the Physical Security Working Group
 - Cross departmental collaboration (IT, Facilities, PD, Safety)
 - Ensuring employees are safe
 - Ensuring employees have the access they need
 - Ensuring Hillsborough equipment is safe and secured
 - Standardizing processes and procedures
 - Training, understanding, and awareness



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Security Best Practices Implementation

- Work with contracted support to implement security best practices
 - Audit logs
 - Clear processes for onboarding and offboarding
- Reconfigure Networking, Active Directory, Group Policies
 - Align with best practices, Least Privileges
 - Minimize administrative overhead
- Organization-Wide Training



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AI Framework

AI

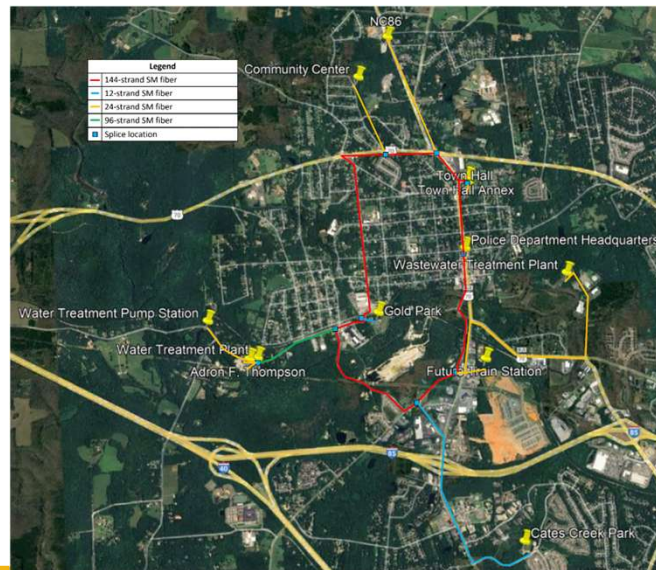
- Hillsborough AI Framework
- Training for Town Employees
- AI Inventory
 - List of tools that have been approved by IT Manager for use (after training)
 - Guidance from NC Department of IT (NCDIT) AI Framework
 - CoPilot, GovAI, Other tools

Fiber Rollout - Overview

- What Fiber is
- Why we are interested
 - Speed
 - Price (Once installed)
 - Reliability / Redundancy
 - Latency
 - Scalability
 - Security
 - Connection with other projects
- What has changed since we started looking into Fiber
 - Availability
 - Costs
 - Vendor options

Fiber Rollout

- Working with NCDIT on Fiber Project
 - NCDIT has worked with other organizations but...few Municipalities our size
- Orange County is Rolling Out Fiber...Above Ground
 - Above ground – Fiber that is run along telephone pole/power lines
 - Keeping abreast of OC progress and next steps
- Next Steps on the Self-Install Project
 - Phase 1 – Town Hall, Town Hall Annex, Police Department, Gold Park
 - Phase 2 – Other branches in order



New Construction Projects



- NC Highway 86 Construction
 - Expanding Server Closet
 - Access Control Integration
- Adron Thompson
 - Pre-construction Work – Identifying Needs
 - Access Control Integration

Questions?



HILLSBOROUGH