

# 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

<u>Strengths</u>	<u>Weaknesses</u>	<u>Opportunities</u>	<u>Threats</u>
<ul style="list-style-type: none"> <li>Managed Service Provider (MSP) provides redundancy on tickets</li> </ul>	<ul style="list-style-type: none"> <li>Spending / Licensing</li> <li>Digital Security Practices</li> <li>Physical Security Practices</li> <li>Server Closet Management</li> </ul>	<ul style="list-style-type: none"> <li>Fiber Rollout</li> <li>Renovation Projects</li> <li>AI</li> </ul>	<ul style="list-style-type: none"> <li>Security issues (Physical and Digital)</li> <li>Documentation Issues in a Crisis</li> <li>AI</li> </ul>



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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



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## Fiber Rollout - Overview

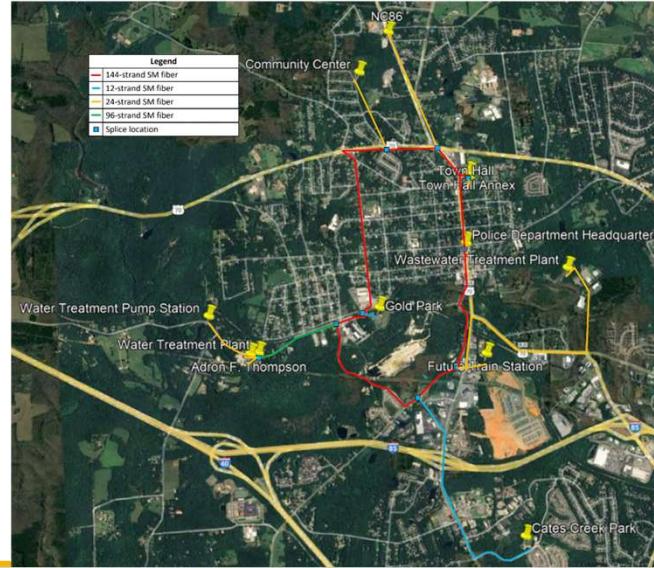
- What Fiber is
- Why we are interested
  - Speed
  - Price (Once installed)
  - Reliability / Redundancy
  - Latency
  - Scalability
  - Security
  - Connection with other projects
- What has changed since we started looking into Fiber
  - Availability
  - Costs
  - Vendor options



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## 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



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## New Construction Projects



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



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Questions?



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