



Technology Services

Technology Services 508-532-5829
 150 Concord Street, Room B25 508-532-5867 (fax)
 Framingham, MA 01702 Technology.Services@FraminghamMA.gov

Staff:	Carly Premo Melo	Acting Director
	Alan D. Holt	Manager, Database Services
	Nancy H. Lomas	Technical Services Coordinator, Administration & Finance
	Susan Joyce Roy	Manager, User Services
	James V. Schiavone	Manager, Network Services
	Debra P. Williams	Public Safety Systems Administrator
FY11 Operating Budget:	\$1,238,781	

With reduced staff and resources, 2011 was another challenging but productive year. Normally a staff of 8, staffing ranged between 6 and 7 Full Time Employees over the course of the year. Despite our reduced resources, we strived to continue to deliver the highest level of service by utilizing and implementing the most current technology available while being fiscally responsible.

The Technology Services division is organized into 7 service areas.

Application Services

Application Services is responsible for the ongoing support of the Town's financial management systems for both School and Town supporting over 300 users. For the majority of the year this position was vacant and support was provided by the Acting Director. The Munis-mandated migration of the financial system from the current Linux/Unix environment to a Windows/SQL platform began in 2011, including the installation of new virtual servers and migrating the users and data. The pre-installation preparation was intense and time consuming as all user data had to be transformed to match the requirements for the new version of Munis. The upgrade is anticipated to be completed in June 2012.

Database Services

Alan D. Holt, Manager

Permits and Licenses

- New tablet-style mobile inspection devices were issued to Building, Code Enforcement, and Fire Inspectors to begin real-time resulting of inspections and violations from the field.
- Over 11,000 new permits issued in 2011 along with over 6,000 renewals of annual permits and certificates.
- Permit history for over 200,000 permits, inspections, licenses, and certificates available to citizens through the Town's website.
- Public Works Engineering Trench Opening permits and field inspections added to the system. Approximately 500 trench permits are issued annually.
- Pilot testing for online permit applications, inspection scheduling, and online payment processing was started at the end of 2011.

Other Projects and Activities

- Replacement of our GIS servers, pavement management, Fire Incident Reporting, and Electronic

Document Management systems with more cost/performance efficient virtual servers continues to drive down operating and maintenance cost while improving our disaster recovery capabilities.

- Weekly training sessions with the Public Safety Administrator continue to add to her technical capabilities to support Police and Fire.
- Began weekly cross-training sessions for the Public Safety Administrator to provide backup support in the absence of the Data Services Manager.
- Other 2011 activities included participation in the evaluation group for regionalization of Police and Fire dispatch operations; development of an interface between Fire Mobile units and the Fire Incident Reporting system to get plan information into the hands of first-responders; drafting the capital project proposal for replacement of the out of warranty dispatch servers; and upgrade of the Fire Incident Reporting System to the latest major revision.
- The Town Clerk's Marriage Certificate application was replaced with a new in-house application. Other projects during the year included a revision upgrade for the internal Help Desk/Asset Management system; a new interface on the Town's website to the Public Work's weather reporting station at New York Ave; upgrading the LaserFiche Electronic Document Management System, and upgrading the Public Works pavement infrastructure management system.

Public Safety

Debra P. Williams, Public Safety Systems

Public Safety is responsible for supporting key information technology applications and related technologies utilized by the Police and Fire Departments and ensuring that

critical public safety systems function efficiently and effectively on a 24/7 basis.

System Installations and Upgrades

2011 was spent updating and maintaining the current public safety systems and applications. Updates were completed in the Fire and Police departments for Keystone Computer Aided Dispatching, and Masterclock's precise time synchronization system; Antenna Plus software and hardware and FireHouse Incident Reporting software for Fire; Dynamic Imaging's Picturelink mug shot imaging system for Police; and operating systems and office automation software upgrades for the Public Safety desktops and laptops.

The Fire Department is current and fully compliant with its reporting requirements for The Massachusetts Fire Incident Reporting System (MFIRS). By law, any fire or explosion resulting in a dollar loss or human casualty must be reported to the State Fire Marshal's Office.

ACS Firehouse software was upgraded to the latest major revision and its server database was migrated to a new Windows server with minimal downtime and without any post-upgrade problems.

The Police laptop replacement project is in progress and on schedule. The 25 newly imaged ruggedized laptops have arrived and are slated for installation in the first quarter of 2012.

Public Safety systems information was provided to the Metrowest Regional Public Safety Council (MRPSC) to assist in developing a feasibility study that would provide a single, fully integrated CAD/RMS/Mobile System for emergency police, fire, EMS and non-emergency informational services to the Middlesex County Sheriff and to

eight suburban municipalities west of Boston

Network Services

James V. Schiavone, Manager

Network Services plans, configures and maintains all Town of Framingham network hardware along with the institutional network that connects all town buildings.

Key accomplishments this year included:

- Assisted DPW with connecting 7 river level sensors as well as providing the technology requirements for the new A St. sewerage station and the renovations at both Grove and Pleasant water stations.
- Collaborated with Park and Recreation to implement an irrigation control system utilizing the municipal wireless network.
- In a continuous effort to shrink our carbon footprint, installed 2 Cisco UCS200 series servers optimized for VMware as part of the Munis upgrade, which will allow 7 physical servers to be removed. Currently there are 20 production servers running in a virtual environment with 6 in pre-production testing.
- Upgraded the Town's Microsoft Exchange 2003 mail server to new hardware running Microsoft Exchange 2007 Enterprise.
- Maintained 5 9's of uptime on all critical servers with the exception of scheduled downtime related to software updates and upgrades to stay current; maintained 5 9's of uptime on the network core and most remote locations with the exception of the locations without full time generators.
- Implemented a town wide network monitoring solution from Solar Winds;

currently monitoring 2699 items on 193 network devices (Switches, Routers and Servers).

- Deployed public wireless at Bowditch Field press box and the DPW Capital building.
- Worked with our wireless vendor to upgrade the firmware on all access points and redesign the network to be in one subnet; work is ongoing with the vendor to determine maximum subnet size. We currently have 514 wireless nodes deployed.
- Installed Town owned fiber from Town Hall to Animal control, picking up Fire Headquarters and the DPW Garage along the route to be used as redundant fiber to the existing RCN installed fiber that the town utilizes; added one additional location to the fiber network, the Goodnow water station.
- Currently 47 IP cameras are deployed, 8 of which are wireless; cameras added in 2011 include the DPW garage facility, Indian Head water tank, Winter Street pump station, Oak Crest sewerage station Edgell Water Station, and an additional one at the RDC.

Administration and Finance

Nancy Lomas, Technical Services Coordinator

The coordinator is responsible for the preparation of the department's program-based budget, capital and project planning, overall operations management, policies and procedures, and town-wide technology acquisitions. The coordinator also maintains computer asset management records for over 1400 technology assets,

maintains the streaming video archive, and provides backup coverage for our helpdesk to assist with our ever-growing user base. In 2011, the coordinator took on posting of meeting minutes and updates to our website. Additionally, the coordinator completed training in IP telephone operations and advanced website functions.

User Services

Susan Joyce Roy, Manager

User Services Manager is responsible for technology support services to Town Departments, including Help Desk support, set-up and training, email, Internet, hardware and software support, inventory maintenance, policy and licensed software audits. User Services is also responsible for PC, printer and software upgrades and maintenance; Town Meeting equipment and presentation assistance to Town administration, departmental staff, boards and committees. In 2011, User Services supported 406 PCs and 207 laptops with 548 users, including 47 new users. The Technology Services Help Desk answered 1196 Help Desk calls, of which over half of were resolved on the same day. In addition, 136 PCs were configured and installed; of those PCs, 61 were new PCs and 21 were new laptops/ToughBooks.

In 2011 a new HelpDesk ticketing system and a deployment tool were purchased and implementation began. These Dell KACE appliances will streamline support requests, new PC rollouts and patch management.

Also in 2011, significant progress was made in the hardware/equipment upgrades, the OS upgrade from Windows XP to Windows 7 and the upgrade from Office 2003/2007 to Office 2010.

Voice, Web and Office Services

Carly Premo Melo

In the absence of a director this position continued to assume the Acting Director responsibilities in addition to the daily operations and support of the Voice over

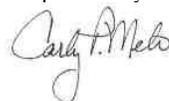
Internet phone system and the continuing development and daily maintenance of the Town's website. In 2011 the Technical Services Coordinator cross-trained in the areas of Voice and Web to provide support for this position.

To increase redundancy as well as load-balancing, the Town installed a 3rd CallManager for the VOIP phone system.

Planning began in 2011 to virtualize the Town's web server for additional redundancy and disaster recovery as well as to bring the Content Management software to the current version. The Town's website is a critical tool for information dissemination, widely used by residents, businesses and visitors. Information available include Town Meeting warrants and background material, news announcements, staff directories, permit and property records, job opportunities, bids, meeting agendas and minutes and much more. A special thank you to all Town departments that contribute to the continued success and expansion of the Town's website.

In closing, the accomplishments documented in this annual report could not have been achieved without the commitment of each and every member of our small but dedicated, motivated and innovative Technology Services staff. Once again, I thank each of them for another year of proud accomplishments.

Respectfully submitted,



Acting Director,
Technology Services