Town of Starksboro
Selectboard Meeting
May 15, 2018 minutes
Unapproved

Present: Koran Cousino (chair), Keegan Tierney, Peter Marsh, Eric Cota, Tony Porter

Others present: Rebecca Elder, Scott Bernoudy

The meeting was called to order at 5:35 p.m. by Koran Cousino

Adjustments to the agenda:
- Add Jerusalem Schoolhouse committee formation

Minutes of 5/1/18
Motion: Tony Porter moved and Keegan Tierney seconded the motion to approve the minutes of 5/1/18 as corrected.
Vote: All in favor (5/0)

Minutes of Town Meeting, March 2018
Motion: Tony Porter moved and Peter Marsh seconded the motion to approve the minutes of Town Meeting 2018 with minor corrections as noted.
Vote: All in favor (5/0)

IT discussion
Scott Bernoudy of Open Approach (Winooski, VT) gave a broad presentation to the Selectboard. Scott is a resident of Lincoln, has served on the fire department for many years, and has ties to the local community. Open Approach has been in business since 2002.

Scott outlined the security concerns that are most important in today's working world. He discussed some recent cases of municipalities that had been hacked and how the towns dealt with the impacts of a breach. He emphasized that his company's approach is a holistic one aimed at getting an office set up for ease of use, high security, and ongoing support for the system put in place.

Security Concerns
Major points:
- Changing the approach to data and information: seeing everything as an "asset"; files are an asset, as are emails, documents, etc.
- Anything that is related to "doing town business" is part of the open meeting law records and should be protected and backed up.
- "Contain the assets" – know what information you have, where it is stored, how to find it and recover if necessary. Have a comprehensive list of your files, accounts, and data just as you would for physical items.
- Ensure security – Observing security protocols will help the office persist through theft or breaches. The investment and effort will pay off when a breach occurs and by preventing work interruptions and loss of data.
- Keep IT policy simple and straightforward; keep staff educated and informed.

- Town of Randolph had a police chief issue: they have faced the complex challenge of collecting information when assets were not managed by the municipal office. Discovery process has been difficult and time-consuming as well as expensive.
- Another town lost everything – all assets were hijacked; extensive work to rebuild.
- Standard firewalls and measures for security must be in place for day-to-day protection.
- Ensure back-ups of ALL data are occurring on frequent, regular intervals. Also ensure that backups are functional and can be deployed in case of an attack or breach.

Goals of a comprehensive IT policy:
- Reduce duplication: eliminate redundancy of work; share information and files.
- Central repository for all town-related information and communication
- Equipment/workstations: tie all computers together in a secure domain environment
- Ensure access and security based on permission-level structure

Remember that physical security is only a tiny part of the picture. Major vulnerability lies in a cyber-attack. Theft is about data, less about the machine itself but rather the data stored on it or is connected to it. Rarely are computers/laptops stolen to sell on the black market as there is too much information that can be tracked, and the resale value is very low (i.e. hard drives must be wiped clean; user identities must be removed, etc.) Physical tethering via cables can be installed to ensure physical security for desktops.

Physical hardware:
- Laptops don't last as long, have smaller screens, less performance
- Desktop computers are a better investment, will last longer and provide a more stable working environment.
- Computers purchased should be business-class not ones designed for personal/home use (don't buy at big box stores off the shelf)
- True corporate breaches are usually social-engineering based
- Trip wires can be installed to provide more ability for tracking breaches.

Open Approach manages clients closely; touches all systems; presents integrated solutions. There are other approaches to IT support from 'as needed' consulting to prepaid models with spend down support and some regular maintenance work. Open Approach's fee structure is more like "health maintenance" vs. "fee for service" (using a healthcare analogy).
- Fixed contract – call for anything and everything; constant management of assets; IT support available throughout work day and as needed for breaches and emergencies.
- Prefers to work with clients for 4-6 months to get to know the group; make suggestions and build a system.
- Cloud isn't always appropriate and might be more expensive. More research of current system would be needed before deciding on local server vs. cloud.
  - For example, some towns have a lot of digital scans, large files, graphics, GIS, images and therefore require high speed, upload and download time.
  - A local server would be a $5-7K piece of hardware – lifespan 5-7 years/warranty. You will get more work out of this as an investment than a cloud service/annual price.
- Core base security would cover solid backups that are corporate grade and designed for addressing breaches. Fail safe is more robust option.
- Monthly maintenance costs – $400/month ($55/station/month); $100/server/month; $75/firewall/month
- Computer costs - $800-900 per PC + monitor $110-200 each (laptops/docking station $1300 + $200 + peripherals/screen). They use Dell Optiplex, which is a corporate line that lasts solidly for 7+ years. Scott noted that saving $400-500 on lower quality is not a wise investment over time.

- o Initial project work: Tries not to do the work for client but prefer to advise on organizing data, sorting, build system, set up, walk through how to clean up. The changes must be done fast once all pieces are in place.

Randolph is a good example of a municipality looking at how improve their practices. Based on Open Meeting Law, the assumption is that any communication that is "doing the town's business" must be archived and available as a managed asset. How will the town handle the volunteers/board members? Does everyone need a municipal email address? What are the agreements needed if board members use their personal addresses?

Peter asked what are "social engineering" hacks/attacks?
Scott said that classic computer hacks are talking to the machine to take advantage of physical vulnerabilities (antivirus software not up-to-date; problems with firewall; etc.) With social engineering, hackers are trying to develop a relationship with someone or a company. Attacks are masked, appearing to come from someone you trust or even another colleague. The approach is generally casual; people can get sucked into the scheme because of the implied relationship (socially you feel obliged to give the message attention). Hackers are preying on trust.

After Scott departed, the Board discussed further. They need an up-to-date balance sheet on the chart of accounts to determine what funds are left in the budget that could be applied to IT needs. The Board will explore what funds remain in budgets (i.e. Town clerks' office, Zoning, Town buildings, etc.) Rebecca will ask Amy Mansfield for this as soon as possible. Rebecca will invite Silloway Networks to the next meeting.

Orders/Bills

Motion: Peter Marsh moved to approve the orders/bills as presented. Tony Porter seconded.
Vote: All in favor. (5/0)
- o The board had one question about the AFLAC item listed. Tony to follow up with Amy.

Current Business
- o Land swap with school district - The mortgage payoff raised some question for the attorneys. Koran to find out from Cheryl details needed and will convey to attorney. Koran to meet with Louis and sign both copies. Jim Runcie needs to be notified about the approval on the P&S changes that were made. The closing must be before the end of the fiscal year.
    - o Wastewater permit – Rebecca will call permit specialist to ask if a permit is required.
    - o Zoning Administrator to write letter stating that items 3b and 3c are not needed/no permit needed.
    - o Koran will look into the mortgages and follow up.
- o Building/maintenance updates
    - o Reminders – flag pole; Tony will help Cheryl as needed; arrange for WCVT help
    - o Recycling containers – Jennifer was getting info; we have a smaller container "on loan" but we don't know costs. It was a busy time/GreenUp Day, so she needed to get something there but it isn't a long-term solution. She is waiting for prices on a new container the same size as we had. There is an option to rent. New dumpsters should go on the capital maintenance budget.
    - o Green Up Day – lower number of tires collected; only 200 lbs of trash
    - o Post office – lights are still not done; Koran to contact Don McCormick again.
- o Animal Control update - Tony spoke with Heather. She was sending the citation and letter to the SB. No copy has been received by the Town. Tony will follow up. Animal Control picked up a litter of kittens abandoned at Cota field.
- o Green Lantern update – no new information.

o   Town Plan public process – Rebecca reviewed the next steps for the Town Plan. There will be a public hearing held by the Planning Commission on June 12 at 6:30 p.m. at the Robinson Elementary School. Following public comment, the PC will review and determine what, if any, edits will be made then submit the plan to the Selectboard for review. The SB will have its own public hearing before deciding whether to adopt the plan. The plan has been distributed to adjoining towns, the Regional Planning Commission, and the State for review. More information and a copy of the plan can be found soon on the town website.

Selectboard concerns

o   Employee medical insurance issue – An employee covered by the town insurance policy brought a concern to the board's attention regarding coverage of a dependent. Koran discussed the matter with Celine Coon and the limited options available to remedy the situation given the 60-day "change of circumstance" window has closed and "open season" for changes begins in November. The board will continue to explore options.
o   Capital maintenance reserve fund idea – The board considered the benefit of having a reserve fund for capital maintenance projects. Keegan thinks this would be a good idea especially as he is looking at all buildings on a 50-year plan. Koran will explore whether this could be put forward and voted at the next town meeting. An article could be proposed to initially fund the account with an amount approved by the voters.

Administrative updates

o   Office space in Town Clerk's office – The SB should anticipate Amy McCormick's transition in roles in the next few years and how that will affect desk space. The listers' area could use an additional desk/workstation. In the future, when the assistant clerk is not also a lister, another desk will be needed as well.
o   Rebecca handed out the NEMRC module chart and mentioned that there are planning and zoning modules that could be added in the future, which would tie in with the data from the listers and the grand list. She will do more research on this option vs. another database solution for managing zoning files and permits and may add a budget request for software in the next fiscal year.

The Board briefly discussed the status of the Jerusalem Schoolhouse committee idea. They will put out a call for interest on FPF and make appointments at the next meeting.

Agenda items for next meeting:

o   Jerusalem Schoolhouse Committee: Needs an official charge. Selectboard to determine mission and expectations.
o   DRB appointments – Koran heard back from VLCT. There is no concern about changing the DRB appointment date (to be on the same cycle as other town appointments) unless a term would be shortened. This would not be the case, thus the SB will plan to move the date and appoint at the next meeting.

Motion to adjourn: Eric Cota moved and Peter Marsh seconded.
Vote: All in favor (5/0)

The meeting ended at 8:33 p.m.

Respectfully submitted,

Rebecca Elder