

MINUTES
Wed, Dec 28, 2022
Select Board Meeting – 11:00AM
Town Hall Community Room 1st Floor & Virtual
27 Sturbridge Rd.
Holland, MA 01521

Select Board Members in attendance: Clelland Johnson, James Whalen, Ernie Fancy
Others in attendance: Stacy Stout (Town Administrator), Paul LaFlamme (Centrend IT)

Meeting called to order by Chair at 11:01am

Select Board Meeting with IT Services to discuss ongoing issues and put a remediation plan in place.

- a. IT will be sending out an Information Template to be filled in to help when receiving concerns about Issues
- b. Communications between Centrend and Town Hall staff have been difficult. Centrend rely heavily on their ticketing system. Any resolution went directly to Clelland or Stacy and not the staff who initiated the ticket. IT has a Client Communication Guide that will help staff to get the best possible service.
- c. Security and Confidentiality of remote support tools. There is a Centrend remote support and monitoring tool management document that is available to explain how remote support works. IT needs to require permission that is confirmed to remotely access the computers.
- d. Site to site VPN from each building to the Town Hall, it's secure and the different departments would have separate directory space on the servers to store and back up their files. Around \$4,000 to upgrade.
- e. Servers are both in pretty good shape. Because we've invested in Exchange recently, it's not recommended to change to cloud-based server until it is time to replace the Exchange server.

Chair Closed Meeting - Meeting Adjourned at 11:43pm

Respectfully submitted by Jennifer Gumlaw