

Proposal
Howey-In-The-Hills IT Assessment

Shae Solutions Group, Inc.

May 14th, 2017

Introduction

Currently, the City of Howey-In-The-Hills does not have an Information Technology (IT) department. Because of this, outside technology companies have been utilized in order to provide desktop computer support, server and e-mail support, and several other IT-related services. While this model is not unusual for an organization of Howey-In-The-Hills' size, the main issue with this arrangement is that external support organizations do not always act in the best interest of the City. These companies may provide high quality services and may be able to adequately support the technology needs of Howey-In-The-Hills, however due to the fact that these organizations are primarily oriented on their own bottom line, they may also provide equipment or services that are not appropriate or not needed. Additionally, most also only focus on their specific offerings without understanding the "big picture."

At this point in time, even though Howey-In-The-Hills has purchased new computing equipment and has modernized in several ways, there has been no one vendor that has looked at their needs in a comprehensive manner. New computers and servers are definitely part of this picture, but there are also several other areas including but not limited to e-mail, phone systems, running software, connectivity, and disaster planning that really need to be addressed in a holistic manner. As a result, the need for an overall technology assessment is recommended to address these items and more so that an overall technology direction can be established now and moving forward.

This proposal is for Shae Solutions Group, Inc. to provide an assessment of the overall technological picture in Howey-In-The-Hills. Shae Solutions group has several years experience working with a variety of public sector clients including small cities. In fact, the company has been working for the City of Mascotte since 2013.

All departments must have the required electronic tools to maximize work performance and efficiency. If these tools are not examined on a regular basis, they can become obsolete in a relatively short amount of time and if security updates are not done this can create data security risks as well. Additionally, as IT changes there are new technologies available on a regular basis. The only way to ensure that the City remains current and secure is to establish and overall strategic plan and this begins with an assessment of all critical areas.

Assessment Areas

Below are the areas to be assessed with this proposal. These may be modified as the assessment progresses if additional items arise as the assessment is done.

- Phone system age and viability
- Data wiring at all city locations
- Data center review
- Disaster Recovery Plan (DRP) review
- IT security overview
- IT policy review
- IT service company review
- Software licensing review
- Workstation review
- Server review
- Running software review
- Backup procedure review
- Wireless networking review
- FDLE Compliance review
- Police remote access review
- IT Planning Process review
- E-mail archiving review

Assessment Deliverables

The primary deliverable from this effort will be a report which will be used to determine future direction for the city relative to IT. This report will be comprehensive and will include the following items for each assessment area. These items include:

- Research on best practices for similar sized cities
- A narrative on the findings derived from on-site visits
- An evaluation of the findings relative to the best practices
- An overall letter grade of how the City has performed to date in each area
- Assignment of an overall risk factor to the city
- Recommendations on how the City can address shortcomings in each area

In addition to this analysis, the report will also include a “road map” on how to proceed in the future to address all shortcomings that are identified. In addition to this, the report will also include a priority list for addressing the most critical concerns that are identified according to the risk factor that is assigned. This can and should be used in the future for budget and resource planning.

Pricing

The fixed price of this proposal is \$3,000. For this engagement, it will more involved to assess Police (due to overall complexity) than City Hall so the cost for Police is \$2,250 and City Hall will be \$750. This price includes:

- On-site meetings and data gathering at the city
- Research on items relative to all assessment areas
- Comprehensive report on findings with recommendations
- Meetings with City officials
- All consultant travel and expenses

Although is it is not included here, if the City desires a time-and-materials contract with an hourly rate, this pricing can be given as upon request.

Conclusion

This proposal will create a report that can be used to ensure that all Howey-In-The-Hills' IT infrastructure is secure, cost-effective, and efficient. It will also be useful as a planning tool for future expenditures. This is critical in an uncertain funding environment that is changing all the time in Florida. Ultimately, the efficiencies that are realized will save significant dollars moving forward and this will benefit the taxpayers directly.