

**TOWN OF PLYMOUTH CAPITAL IMPROVEMENT PLAN REQUEST
FY26 SPRING ANNUAL TOWN MEETING**

Department: Information Technology	Priority #:	2
Project Title and Description: Strategic Plan Refresh	Total Project Cost:	50,000

Department/Division Head: Joseph Young

Check if project is: New ☒ Resubmitted ☐ **Cost estimate was developed:** Internally ☒ Externally ☐

For project re-submittals, list prior year(s):

List any funding sources and amounts already granted: _____

Basis of Estimated Costs (attach additional information if available)			If project has impact on 5 Year Plan and future operating budgets, insert estimated amounts.		
Capital:	Cost	Comments	Fiscal Year:	Capital	Operations & Maintenance
<i>Planning and Design</i>			<i>FY27</i>		
<i>Labor and Materials</i>			<i>FY28</i>		
<i>Administration</i>			<i>FY29</i>		
<i>Land Acquisition</i>			<i>FY30</i>		
<i>Equipment</i>			<i>FY31</i>	50,000	
<i>Other</i>					
<i>Contingency</i>					
Total Capital	50,000				

Project Justification and Objective: Every 5 years we have consultants come in and refresh our Strategic Plan.

For Capital Project Requests:

Will this project be phased over more than one fiscal year? If yes, enter it on the 5 Year Plan Yes ☒ No ☐

Can this project be phased over more than one fiscal year? Yes ☐ No ☐

For Capital Equipment Requests:

☐ Check if equipment requested is replacement and enter the year, make & model, VIN and present condition of existing equipment

What is the expected lifespan of this new/replacement equipment: _____

Attach backup information, estimates, or justification to support this request.

Information Technology Capital FY 2026

Fiber Network Expansion Year 3

This project will be phased over several years, total project cost is \$1,517,316.13. We have reached capacity with our current Infrastructure. The increasing demand for building-to-building connectivity, especially for public safety radio and security, requires us to add to our Municipal Network

Strategic Plan

In 2019 we created a Strategic Plan for IT. This essential tool that produces the roadmap for the IT department; ensures that the org structure, IT projects and spending are properly aligned with the strategic vision of Town leadership. In order to deliver on all, the Plan must be an evergreen document that is reviewed and refreshed on a regular basis.

Laserfiche Upgrade and Expansion and Records Digitization Year 3

This project will be phased over several years, total project cost is \$ 1,892,993.36. Digitization and indexing of permanent Town records will promote social distancing and remote access which will protect town employees, residents, and businesses. It will also strengthen local businesses' ability to conduct business transactions during any health and emergency issues such as pandemics.

To date we have configured Laserfiche software to connect with Open Gov and will be finishing up with Inspectional records this year. Year 3 we will start with Planning, Fire and Engineering Very satisfied with the results.



blue
mantis

IT Assessment and Strategy Discussion

Town of Plymouth
December 2024

Let's meet the **future.**

Agenda

- Summary
- Proposed Services and Deliverables
 - IT Assessment and Strategy Discussion
- Project Management
- Future Services
- Investment

What We Heard

- Plymouth, Massachusetts, often referred to as "America's Hometown," holds a significant place in American history. It was the site of the colony founded in 1620 by the Mayflower Pilgrims, marking the establishment of New England
- Town of Plymouth has engaged Blue Mantis to complete a comprehensive review of the Town of Plymouth's technology systems, infrastructure, risk mitigation, and processes by analyzing and evaluating their Information Technology (IT) operation and internal control environment to identify and document strengths and deficiencies in alignment with the latest IT industry standards in order to improve and mature the existing IT operations.

Challenges

- Seeking a trusted cyber security partner & advisor to review and recommend enhancements to harden the security maturity and security resilience of the town
- To address needs conveyed by Town of Plymouth, Blue Mantis will conduct a comprehensive IT Assessment ("assessment") intended to independently identify current deficiencies and document recommendations that will advance existing processes, safeguard information assets, and accelerate its municipal security capabilities.

Proposal

Blue Mantis will conduct a comprehensive **Information Technology Assessment** of current IT methodologies, standards, technologies, resources, policies, and processes following an established industry framework.

- Identify Deficiencies

Report gaps, weaknesses, and improvement needs

- Recommend Solutions

Provide guidance to remediate critical findings

- Establish A Baseline

Build reference point to track maturity and growth

- Drive Future Direction

Establish an IT strategy and initial Roadmap

Framework

This assessment will be conducted following the Control Objectives for Information and Related Technologies - **COBIT**.

COBIT is an industry-recognized **IT governance framework** for businesses wanting to implement, monitor and improve IT management best practices. The framework was created by ISACA to bridge crucial gaps between technical issues, business risks, and control requirements while integrating related standards from the International Organization for Standardization (ISO), including the IT Infrastructure Library (ITIL).

In the United States, COBIT is the most commonly used framework for achieving compliance with the Sarbanes-Oxley Act (SOX), but COBIT also has a high position within other frameworks and supports various international standards including **ITIL**, **CMMI**, **COSO**, **PRINCE2**, **TOGAF**, **PMBOK**, and **ISO 27001**.


Key IT categories to be assessed following the **COBIT** framework.

Strategy & Governance




EDM01
APO02

IT Strategy & Governance




EDM05
APO08

Stakeholder Management



ITRG01


People & Resource Mgmt



BAI01


Project Management

Technology Operations




APO10

Vendor Management



DSS02


Service Desk



BAI02

Requirements Gathering

Infrastructure Management




DSS03

Incident, Prob. Mgmt




BAI09

Asset Management



BAI04

Availability, Capacity Mgmt



BAI07


Change & Release Mgmt

Security & Risk Management




APO13

Security Strategy



DSS04


Disaster Recovery Planning



DSS04


Bus. Continuity Planning

Application Management




BAI03

App Selection, Rollout



ITRG04

Application Portfolio



ITRG07

Data Arch & Gov



ITRG09

Analytics & Reporting

IT Assessment

- During the assessment, Blue Mantis will coordinate with key stakeholders to conduct information gathering interviews as well as review existing policies and procedures.
- The assessment conducted by Blue Mantis in close collaboration with Town of Plymouth, will provide an accurate and complete accounting of overall IT effectiveness. Further, the assessment will evaluate current IT methodologies, policies, and practices against an established benchmark and industry framework.
- Specific work efforts and project activities to be executed during the Blue Mantis assessment includes:
 - 1. Performing an independent analysis (people, process, technology)
 - 2. Discovering the most critical operations requiring evaluation
 - 3. Determining overall technology and security maturity
 - 4. Analyzing processes, governance, and existing culture
 - 5. Identifying IT and cybersecurity deficiencies and risks
 - 6. Spotting deficiencies and current security weaknesses
 - 7. Documenting a prioritized roadmap for gap remediation

IT Assessment - Continued

- The assessment will be aligned with COBIT standards and 18 separate IT areas grouped into 5 fundamental information technology categories allowing the execution and completion of a comprehensive IT analysis. In addition, key strategic improvement recommendations regarding IT organizational structure, governance and alignment of spending initiatives with Town of Plymouth.
- The assessment report provided by Blue Mantis will provide critical recommendations for senior management, enabling better alignment of IT operations, services, resources, and solutions with organizational strategies and objectives.
- Information in the assessment report will also frame, drive, and support future IT and cybersecurity improvement plans, roadmaps, and budgets.

Deliverables

- During the assessment, Blue Mantis will coordinate with key stakeholders to conduct information gathering interviews as well as review existing policies and procedures.
- After the assessment, Blue Mantis will report gaps and deficiencies as well as provide remediation guidance for your consideration, recommendations intended to defend your organization from the rising number and sophistication of cybersecurity threats.

Information Technology Assessment (COBIT Framework)

- Blue Mantis will provide the following:
 - Executive Summary
 - Metrics, Charts, Gap analysis
 - Prioritized Recommendations
 - Executive Readout and Presentation
- Execution and output of this Assessment will serve as input to future roadmaps, organizational planning and budgeting and remediation.

Deliverables - Continued

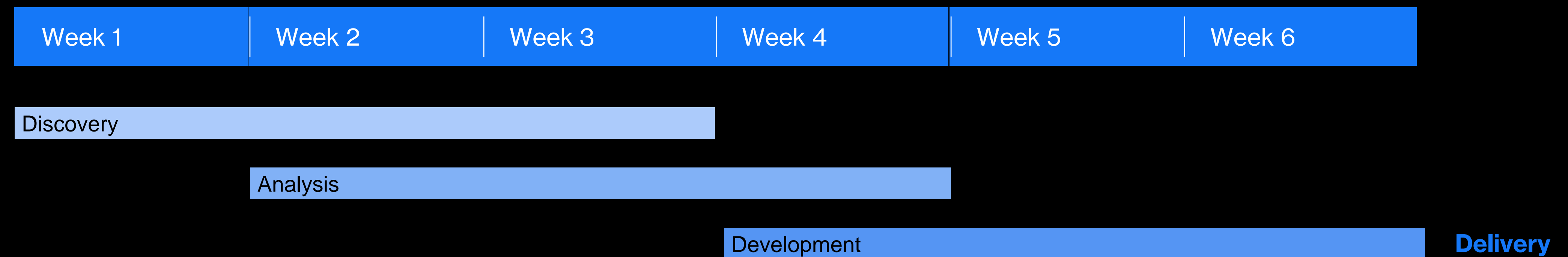
Deliverable Benefits

- By engaging Blue Mantis for a strategic assessment, the Town of Plymouth IT department can expect the following benefits:
 1. Improved Efficiency: Streamlined processes and optimized resource utilization.
 2. Enhanced Security: Implementation of robust cybersecurity measures.
 3. Better Alignment: Alignment of IT strategy with municipal goals.
 4. Informed Decision-Making: Data-driven insights for informed decision-making.
 5. Future-Ready: Preparation for future technological advancements and challenges.

Conclusion

- Blue Mantis is committed to delivering high-quality strategic assessment services that drive positive outcomes for Town of Plymouth's IT departments. Our comprehensive approach ensures that all aspects of the IT department are thoroughly evaluated and that actionable recommendations are provided to support continuous improvement.

The assessment will be conducted as quickly as possible over an estimated 6-week period but may vary for holidays, your availability, intervening priorities, or unplanned events. We can work at your pace.



Project Management

A Project Manager (PM) will be assigned to be the single point of contact (SPOC) for the project implementation. Activities include but are not limited to the following.

- Developing and maintains the project schedule
- Conducting the project kickoff and review objectives, scope and requirements
- Developing and maintain a work breakdown structure and schedule
- Coordinating and scheduling discovery sessions and manage escalations (if necessary)
- Conducting weekly project status meetings and issue status reports
- Identifying and communicating any project issues, impacts, and resolutions
- Directing the change management process (changes of scope if needed)
- Managing project financials and tracking planned efforts against actuals
- Overseeing the issuance and maintenance of issue/action reports

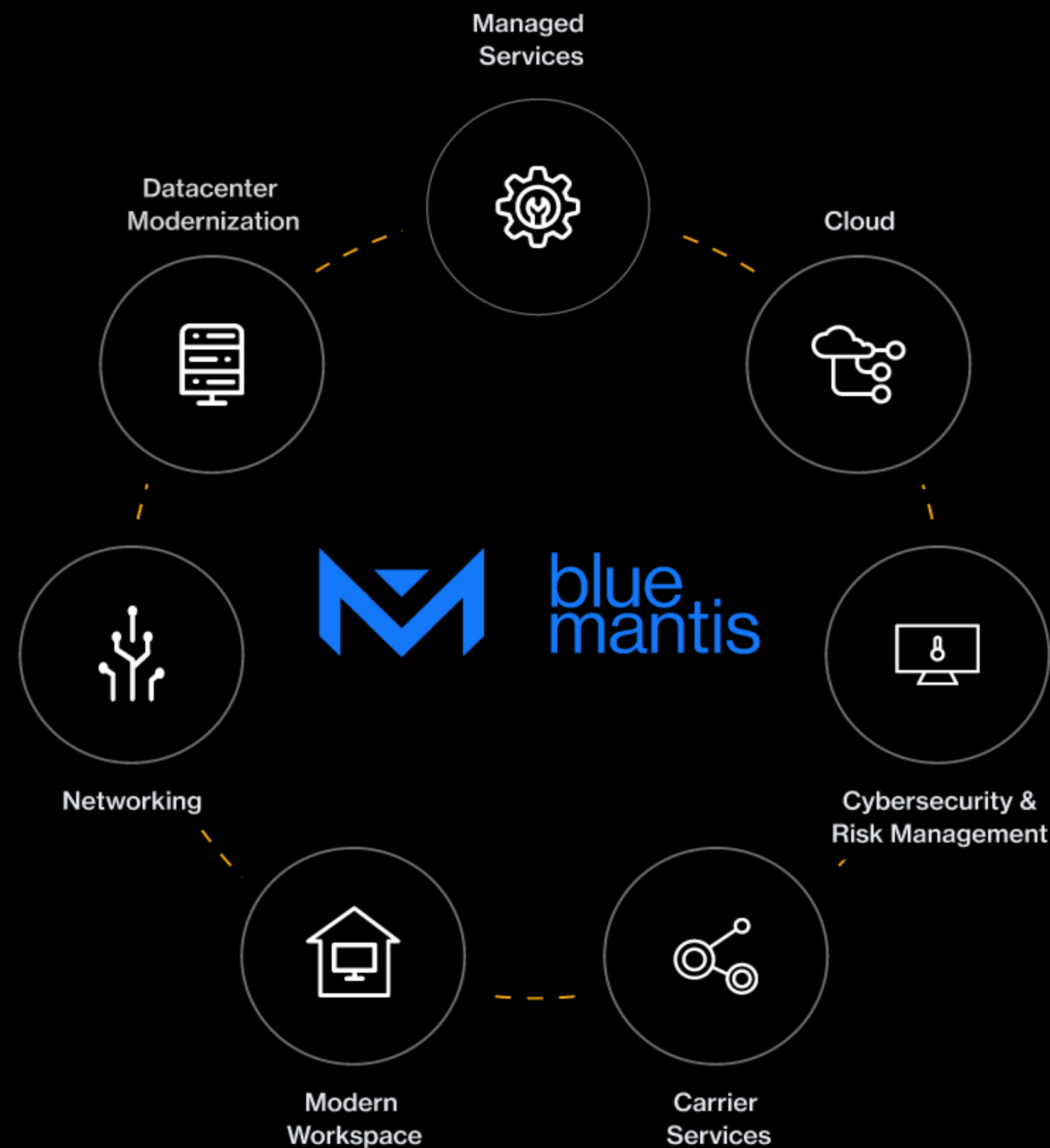
Additional recommended security services for consideration:

- BCP/DR Planning and Tabletop Testing
- Business Impact Analysis (BIA)
- Cloud security remediation
- Data Security Governance
- eMail Compromise Response & Remediation
- Emergency Incident Response Retainer Services
- Incident Response Planning and Tabletop Testing
- M365 Critical Controls Assessment
- NIST, CIS CSAT, CMMC, SOC-2, HIPAA, PCI Assessments, gap analysis and roadmaps
- Security Policy Assessment and Development
- Penetration Testing (annual, one-time, custom)
 - Active Directory Health Check & Password Audit
 - Firewall Configuration Review
 - Wireless Penetration Testing
- Purple Team Exercise
- Ransomware Readiness Simulation
- Security Awareness Training
- Social and Physical Engineering Testing
- vCISO / vCIO On-Demand Services
- Web Application Security Testing
- Zero Trust Development

Investment Details

Services	Cost
IT Assessment – Professional Services	\$33,000.00
GRC Security Strategy – Professional Services	\$13,500.00
Project Management	\$3,500.00
Services Total:	\$50,000.00

Thank you



Locations

Headquarters

Two International Drive
Suite 260
Portsmouth, NH 03801

Boston Office

One First Avenue
Building 34, Suite 201
Boston, MA 02109

Norwell Office

167 Washington Street
Norwell, MA 02061

Tampa Office

5680 W. Cypress Street
Suite 5680-I
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MA Tech Innovation Center

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