PVPC — Catalyst for Regional Progress

NOVUS INSIGHT | A SUBSIDIARY OF CONNECTICUT CENTER FOR ADVANCED TECHNOLOGY, INC.

## Summary

- Novus selected via competitive bid process
- Deep municipality, K-12 and town library experience
- Unbiased advice
- Technology agnostic
- Follow cyber best practices
- Market-sensitive pricing

## Novus Insight Facts

- Subsidiary of CT Center for Advanced Technology
- Supporting municipalities since 2008
- 50+ employees
- Provides IT support, technology consulting, cybersecurity and application development services
- Administrative offices in East Hartford, CT and Jacksonville, FL

## Inquiries

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# Technology Assessment Services

PVPC is partnered through a competitive bid process with Novus Insight, a wholly-owned subsidiary of Connecticut Center for Advanced Technology (CCAT). The goal of this arrangement is to offer municipalities an independent perspective of their IT operations and to jointly develop solutions that cities and towns tell us they need.

Novus has worked with many cities and towns over the past 10 years and has considerable knowledge of the technology systems that are commonly installed, as well as how cities and towns generally operate.

Novus' objective when doing assessments is to provide an unbiased, independent view of a municipality's use of technology. The first step is a review of existing technology infrastructure and business processes. This includes examining hardware & software settings, applications, security controls, and network configurations.

Interviews with department heads and end users are then conducted to develop a full picture of the current technology footprint and its implication on town operations. Finally, a plan is developed to bridge the gap between the current state and where a town would like to be operating.

# Assistance Includes

### Review of reliability, basic security, usability and sustainability of:

- Underlying network infrastructure
- Servers & data storage
- Backup and disaster recovery systems
- Key applications and general data management
- Desktops, mobile devices and other endpoints
- Telephony & print management systems

### Review of non-technical factors:

- Organizational goals and how well they align with technology plans
- Policies and procedures
- Staff training needs

The deliverable is a technology roadmap and report covering immediate remediation items as well as long-term strategies for technology sustainability. The report will include a budget summary for all recommendations.