

Town of Danville
Special Selectboard Minutes
July 23, 2024
Danville Town Hall

Board Members Present: Janice Ouellette, Glenn Herrin, Eric Bach, and Alison Low

Board Members Using Teams: Peter Griffin

Others Present: Audrey DeProspero, Michelle Leclerc, Thomas Dukeshire, Mike Psaros, James DeRienzo, and Kyle Foster

Meeting called to order by Chair Janice Ouellette at 1:00pm

Thomas Dukeshire of Rural Solutions gave background of company (3-person office). Noted was he has an existing relationship with Michelle Leclerc. Scope of work discussed along with findings, hardware, computer upgrades, budget purposes, assistance with Microsoft 365 (file sharing), wired and wireless networking, and new phone system.

Peter Griffin noted under other issues to add remote participation issues to the list.

Thomas Dukeshire went on to discuss other items such as segment IT and boundaries, finding out what works best for municipality, more productivity and collaboration with 365 which will increase participation and help all stay up to day and collaborate.

For clarification, Glenn Herrin stated Thomas was are not talking public web page but internal IT system and support.

Thomas Dukeshire noted yes and his company could also assist with management scope.

Alison Low discussed personal computer usage.

Discussion of who owns equipment (ownership of equipment and strategy) ensued.

Thomas Dukeshire summarized town's security, his services, networking, infrastructure, remote set up, warranties, productivity, board, staff, public, roll based to help where things go, security pieces, phone system upgrade, backups, anti-help desk, 23 partners with Danville, proactive management technology, and budgetary discussion of municipality.

Janice Ouellette inquired what maximum number of partners were.

Thomas Dukeshire noted 35-40 partners.

Glenn Herrin inquired about proactive technology.

Thomas Dukeshire discussed technology.

One time set up fee, monthly fee, software, hardware, service backup and phone system fees discussed.

James DeRienzo and Mike Psaros of Tech Group were present to discuss their IT proposal.

Eric Bach arrived 1:44 pm.

James DeRienzo discussed network security, cyber security, onsite remote work, employees having 10–15-year tenure in IT field, account and asset management assigned to Town, desktop support, call ins are to live person, phone support broken down in to type of service needed, security, anti-virus, malware, backups, managed email, security awareness training, and generated reports, cloud back up, onboarding, various service packages, trusted partner, two-way communication, firewalls, wireless, ability to do phone system, references are available upon request and their equipment budget proposals being based on pictures taken.

Peter Griffin exited at 2pm.

Kyle Foster of VC3 discussed what company is all about, referenced VLCT, largest managed service provider for municipalities (over 1200), employees with 30-year experience, 800+ employees most are technical, onsite presence, dedicated pods, committed resources to VT, engineer, and account manager and strategic provider. He will put proposal in to Michelle Leclerc. Also discussed was MSSP (managed service and security provider) monitoring network, 24/7 365 all included, remote remediation, identifying things ahead of time, managed service (monitors, maintenance, firewalls & VPN), IT help desk, application management, vendor liaison (printers and cameras) new laptops, having warehouse to purchase hardware from, security components, MFA (multi factor authentication), dark web monitoring, KnowB4, cybersecurity support, SharePoint and one drive onboarding process (how to save things), and being up and running within 60-90 days.

Alison Low inquired why VOIP phone system was preferred.

James DeRienzo discussed versatility and being paired to computer and cell phone.

Thomas Dukeshire discussed during emergency when power out and no internet VOIP does not work, so one copper line is needed.

Adjourn – Glenn Herrin motioned to adjourn 2:23pm

Minutes taken by Audrey DeProspero submitted July 25, 2024 at, 3:15pm.