MassIT’s mission is to drive the digital business of state government to meet the continually evolving needs of constituents, schools, businesses, and local government.
Five IT Best Practices

- Cyber Security
- Transparency
- Business Continuity
- Citizen Engagement
- Data Standards
<table>
<thead>
<tr>
<th>Best Practice</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cyber Security</td>
<td>Strategy, including policies, procedures and controls aligned with an industry standard security framework</td>
</tr>
<tr>
<td>Transparency</td>
<td>Open data strategy including timelines for making municipal spending and budget information accessible from the city or town website in a machine-readable and graphical format</td>
</tr>
<tr>
<td>Business Continuity</td>
<td>Written disaster recovery &amp; backup plan for critical municipal systems, with a plan to transfer paper documents to an electronic format and securely store backup electronic municipal data in locations geographically separated from the primary source</td>
</tr>
<tr>
<td>Citizen Engagement</td>
<td>Strategy for deployment of technology solutions, including a public communication strategy and a professional development strategy to ensure that internal resources can effectively engage with users</td>
</tr>
<tr>
<td>Data Standards</td>
<td>Plan to implement generally accepted data standards in use at the national/regional level to promote system interoperability, local data analysis, and regional data analysis</td>
</tr>
</tbody>
</table>
As of Last Week...

- **140+ communities** have applied to the CCC
- **More than 40** requested a total of **47** IT best practices

Citizen engagement......**12**
Business continuity......**12**
Cyber-security.............**9**
Transparency..............**8**
Data standards.............**2**
Other..................................**4**
Your Application Should...

• **Describe where your community is today.**

• **And what you're looking to accomplish.**

We will **partner** with communities in this work.

*Our goal is to help your community progress... from where you are to where you want to be.*
What to Expect

• **After you apply:**
  o MassIT will contact you to discuss your request

• **After your compact is signed:**
  o We will formally engage with you / your team

• **Together, we will collaborate to:**
  o Develop the policies, procedures, plans, etc. that will help your community progress
For Example: Citizen Engagement

3 WAYS TO ENGAGE

When broadcasting information on the web evolves into replying to online comments and proactive social media dialogue.

When technology applications empower constituent input to make local government services more efficient.

When deep interaction with constituents guides the transformation or building of government services.
We’ll work with you to identify priorities, collaborate across departments, and educate your team.

For Example: Business Continuity

Disaster Recovery
Data Backup
Communication
Risk Management
Contingency Planning
....
We look forward to partnering with you!