

Community Compact IT Best Practices



MassIT Office of Municipal & School Technology

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

Best Practice

Outcomes

Cyber Security

Strategy, including policies, procedures and controls aligned with an industry standard security framework

Transparency

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

Business Continuity

Written disaster recovery & 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

Citizen Engagement

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

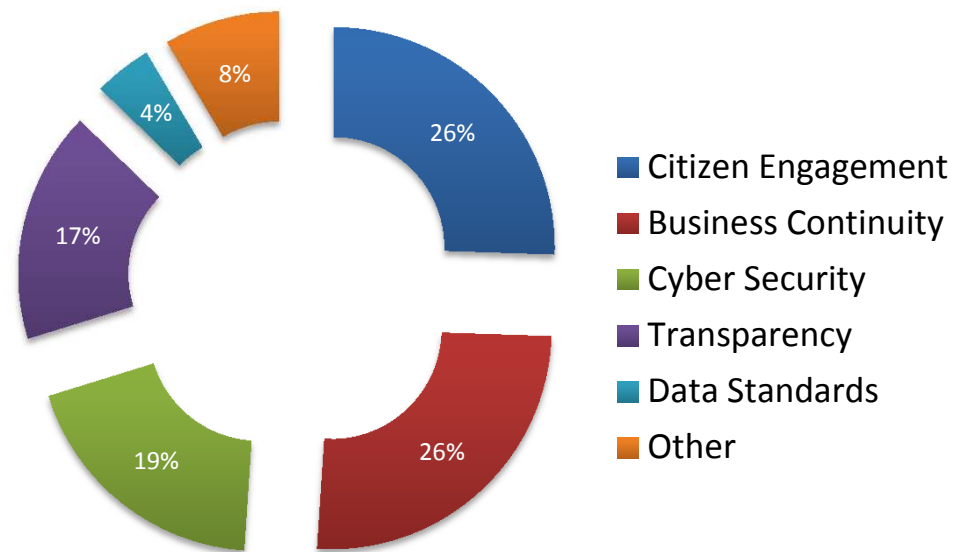
Data Standards

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

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:**

- MassIT will contact you to discuss your request

- **After your compact is signed:**

- We will formally engage with you / your team

- **Together, we will collaborate to:**

- Develop the policies, procedures, plans, etc. that will help your community progress

For Example: Citizen Engagement

3 WAYS TO ENGAGE



Communication

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



Transaction

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

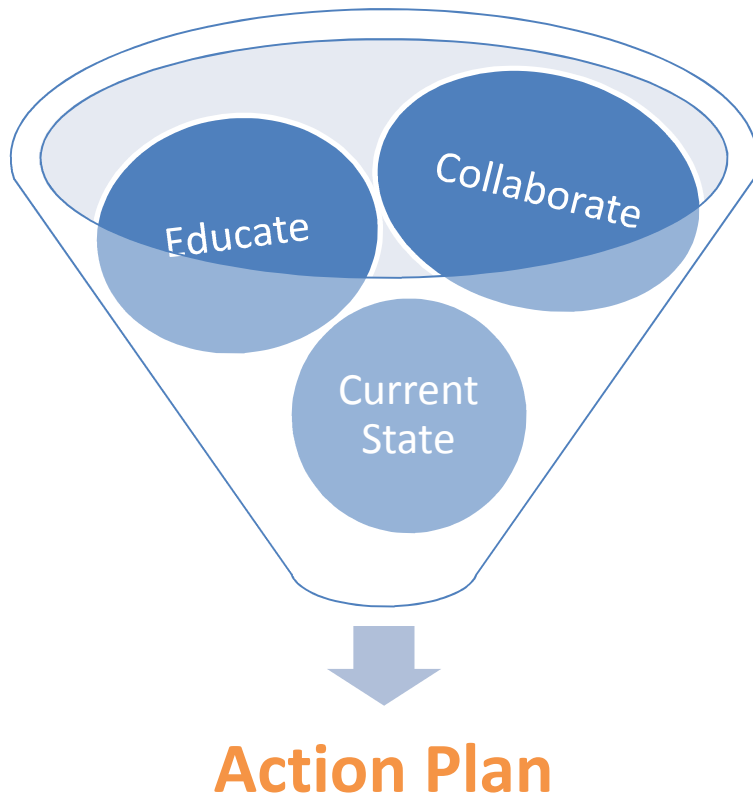


Co-creation

When deep interaction with constituents guides the transformation or building of government services.

For Example: Business Continuity

We'll work *with you* to identify priorities, collaborate across departments, and educate your team.



- Disaster Recovery
- Data Backup
- Communication
- Risk Management
- Contingency Planning
-

We look forward to
partnering with you!

Office of Municipal and
School Technology **MassIT**

