

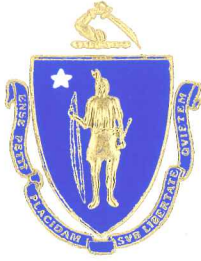


Secretary of the Commonwealth Division of Deeds

Registers Technological Fund Spending Plan

Submitted to the
House and Senate Ways and Means Committees

and
House and Senate Post Audit and Oversight Committees
Chapter 4 of the Acts of 2003



The Commonwealth of Massachusetts
Secretary of the Commonwealth
State House, Boston, Massachusetts 02133

William Francis Galvin
Secretary of the Commonwealth

March 21, 2016

To the Committee on Ways and Means and Post Audit and Oversight:

Herein, please find a spending plan to streamline operations and customer service while maintaining a reliable information technology infrastructure at the state Registries of Deeds. The Registries continue to automate and modernize their functions and the state registers technological fund has become an integral part of daily operation. These resources are fundamental to the maintenance of today's technological improvements.

This spending plan arranges the Registries of Deeds technology projects in tiers, which classify the requests in order of need. Tier 1 projects will be prioritized first, Tier 2 and Tier 3 projects will be pursued afterward, based upon the availability of resources and funding. The majority of the Tier 1 projects shall maintain the existing technology network and ensure that the land records are properly retained. The Registries continue to build virtual environments in order to reduce the need for physical servers while increasing the amount of information accessible to the public on www.MassLandRecords.com. The Registries are in the process of undergoing technological upgrades to better serve the specific needs of the public in each of their unique areas. Additionally, the fund continues to support the costs of proper record retention, microfilming, data storage, disaster recovery operations, and electronic recording.

In this year's submittal, we continue our technology initiatives with a plan that covers the every day technology costs that keep all thirteen of the state Registries of Deeds operating efficiently. These initiatives will facilitate better customer service by streamlining operations with the following projects:

- Maintaining electronic recording to qualified vendors at all 13 Registries of Deeds and permitting government to government submissions
- Continued disaster recovery planning;
- Exploring GPS mapping and integrating local city and town data;
- Upkeep of the 13 ROD MPLS network;
- Exploring software development for a new public search system for all 13 Registries of Deeds

Sincerely,

A handwritten signature in blue ink, appearing to read "W. Galvin", written over a large, stylized blue flourish that extends across the signature area.

William Francis Galvin
Secretary of the Commonwealth



Executive Office for Administration and Finance

COMMONWEALTH OF MASSACHUSETTS

Office of Information Technology

One Ashburton Place ■ Room 804 ■ Boston, Massachusetts 02108

(617) 626-4400 ■ www.mass.gov/MassIT

CHARLES D. BAKER
GOVERNOR

KRISTEN LEPORE
SECRETARY

CHARLIE DESOURDY
ACTING COMMONWEALTH CIO

KARYN E. POLITO
LIEUTENANT GOVERNOR

March 14, 2016

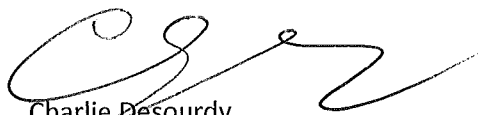
Honorable William F. Galvin
Secretary of the Commonwealth
One Ashburton Place, Room 1611
Boston, MA 02108-1512

Dear Honorable Galvin,

This letter is in response to your request dated March 11, 2016 to expend \$4,212,345.66 from the Registers Technological Fund. The expenditure breakdown spreadsheet provided appears to be consistent with the intent of the technology fund and with enterprise IT strategy, policies and standards.

I urge you to continue with information technology projects that support your long-term information technology strategy. If you need further assistance or have questions, please contact Tim Larkin in my office at: 617-626-4476.

Sincerely,



Charlie Desourdy
Acting Commonwealth CIO

cc: Honorable William F. Galvin
Jay Herod, SEC
Paul McCarthy, SEC
Marianne Conboy, ANF
Annemarie Kates, ITD
Tim Larkin, ITD



The Commonwealth of Massachusetts
William Francis Galvin, Secretary of the Commonwealth
Administrative Services

Paul C. McCarthy
Budget Director

March 11, 2016

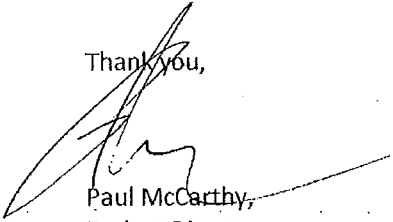
Charlie Desourdy
Acting Commonwealth Chief Information Officer
Executive Office for Administration and Finance
Information Technology Division
One Ashburton Place, Room 804
Boston, MA 02108

Dear Mr. Desourdy,

Our office has concluded the expenditure breakdown for CY2016 Registers Technological Spending Plan. The Registries of Deeds intend to expend \$4,212,345.66 from the Registers Technological Fund. The Secretary of the Commonwealth, in accordance with Chapter 4 of the Acts of 2003, is asked to review each of the Registers Technological Fund Requests to ensure consistency with the IT plans of the Commonwealth and of the Secretary of the Commonwealth. Pursuant to General Laws Chapter 36, Section 41, governing all of the Registries of Deeds, these requests in the spreadsheet attached fall within the intentions of the counties surcharge.

We would appreciate your response to this request as soon as possible. If you need further assistance or have questions, please contact our office at 617-878-3152.

Thank you,



Paul McCarthy,
Budget Director
Office of the Secretary of the Commonwealth

CC: Tim Larkin, ITD

ROD tech fund requests 2016

ROD	Total ROD Request	TIER 1	TIER 2	TIER 3	TIER 1: Notes	TIER 2: Notes	TIER 3: Notes
ESSEX NORTH	\$188,020.00	\$184,900.00			Disaster recovery; salaries; annual browntech support; microfilm creation and storage; internet service; telephone system; IT support		Maintenance of Kip Plan machine and copy machines
ESSEX SOUTH	\$396,560.00	\$276,560.00	\$117,500.00	\$2,500.00	Software maintenance; salaries; internet services; disaster recovery storage	Land court enhancements; OCR Verification Index Module	Supplies
FRANKLIN	\$6,000.00	\$6,000.00			ACS software maintenance		Equipment upgrade
HAMPDEN	\$322,375.34	\$232,375.34			Disaster recovery; salaries		Website development; installation of large screen recording queue and programming ACS for queue; annual maintenance for printer/scanner
HAMPSHIRE	\$43,000.00	\$14,800.00	\$4,000.00	\$24,200.00	Software maintenance; town book bindery; microfilm processing and storage; A/C maintenance and repair for server room	Back indexing	
MIDDLESEX NORTH	\$93,119.00	\$93,119.00			Annual ACS software maintenance; salaries		
MIDDLESEX SOUTH	\$523,872.64	\$408,348.64	\$50,000.00	\$65,524.00	Software maintenance; salaries; phones; faxes; data	Land Court case plans digital conversion	Informational screens; mailing machine lease; scanners; computers; and printers
BERKSHIRE NORTH	\$121,970.53	\$111,970.53		\$10,000.00	Salaries; microfilming/storage; copier maintenance; software licenses		Scanner maintenance kit; toner cartridges, and supplies
BERKSHIRE MIDDLE	\$136,481.00	\$65,000.00	\$27,200.00	\$44,281.00	Salary; software maintenance	ACS Grantor/Grantee indexing project	Scanner equipment, A/C unit in new server room
BERKSHIRE SOUTH	\$67,737.00	\$67,737.00			Software maintenance; salaries	Scanner and load grantor/grantee indices 1961-1975	
SUFFOLK	\$263,524.58	\$234,574.58	\$25,000.00	\$3,950.00	Salaries; microfilm storage; book storage; telephone/data		Scanner lease and maintenance
WORCESTER NORTH	\$145,423.65	\$131,276.00	\$5,000.00	\$9,147.65	Salaries; imaging, software maintenance; disaster recovery; microfilm storage	Security	Postage equipment; update and enhance website; internet
WORCESTER	\$238,211.92	\$145,711.92	\$90,000.00	\$2,500.00	Salaries; software maintenance	Restoration of historical books	Internet access software enhancement
Boston	\$1,666,050.00	\$1,366,050.00	\$300,000.00		Equipment replacement and lease buyouts; equipment maintenance; software purchases and enhancements; electronic recording; salaries; telecommunications; internet; network; software and server maintenance; disaster recovery		
Total:	\$4,212,345.66	\$3,338,423.01	\$618,700.00	\$252,102.65			
Tier 1 Description:	Disaster recovery, salaries, equipment leases, microfilming, software maintenance, technology refreshes, T&M, etc.						
Tier 2 Description:	Scanning projects, e-recording costs, back indexing and microfilming projects, etc.						
Tier 3 Description:	Equipment upgrades, satellite offices, wifi, rekey verification projects, maintenance on printers, copy machines, scanners, etc.						
* The Secretary of the Commonwealth has prioritized each ROD request by tier. Tier 1 requests shall be given first preference; Tier 2 and Tier 3 projects are subject to available resources and funding.							

Secretary of the Commonwealth's

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Secretary of the Commonwealth's

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Secretary of the Commonwealth Registry of Deeds Technology Plan

Boston

Prepared March 10, 2016

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Registry IT Initiatives	3
Current Projects or Initiatives	3
Long Term Vision and Goals.....	4
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Introduction

This document serves to satisfy the Registry Information Technology (IT) Plan requirements set forth in 950 CMR 120 for the Secretary of the Commonwealth's Registry of Deeds support. The IT Plan includes the following sections Boston Overview, Current Initiatives and Support Contracts.

Overview

The Secretary of the Commonwealth's Information Technology Division provides the following services for each State Registry of Deeds Office:

- Email
- Internet Access
- Internet Public Searching via Masslandrecords.com
- Technical Support
- Server Maintenance
- MPLS (wide area networking) services
- Network security
- Anti-virus
- Data backup and recovery
- Disaster recovery and business continuity services (administer service agreement only)

Current Workflow

Registry of Deeds Offices will contact the Help Desk to report problems or request technical support services. Upon receipt of a request, a ticket is created and assigned to a member of the technical support staff. The technician will then contact the requestor to begin resolving the problem or scoping the need.

Registry IT Initiatives

Current Projects or Initiatives

Project Name	Purpose/Goal	Cost	Funding Source
Equipment replacement and lease buyouts	This funding is needed to convert to virtualized servers and replace miscellaneous equipment at Registry of Deeds Offices that fails or is leased and needs to be replaced.	\$100,000	Tech Fund
Equipment Maintenance	Unforeseen time and materials costs of keeping certain technical equipment in good working condition.	\$30,000	Tech Fund
Software Purchases and Enhancements	This funding is needed to purchase software licenses or to enhance Registry of Deeds software.	\$450,000	Tech Fund

Electronic Recording	This funding is needed to provide 20/20 Registry Offices with electronic recording software and services.	\$50,000	Tech Fund
Consulting/ Salaries	Continuous technology support services are provided by way of technology consulting and salaries.	\$205,000	Tech Fund

Long Term Vision and Goals

It is the long term goal of the Secretary of the Commonwealth to standardize on a single Land Recording system with a common Internet public search. Other long term goals include:

1. Consolidation of physical servers to virtual environments;
2. Expanding electronic recording to qualified vendors and allowing government to government submissions
3. Continue the disaster recover portion of the 2nd Data Center for network and server redundancy to support all Registry infrastructure;
4. Centralized backup, storage and image archiving to eliminate tape backups; and
5. Identifying ROD locations to provide business continuity in the event of a disaster or loss of a Registry of Deeds location.

Support Contracts

Purpose	Description	Cost
Telecommunications	ROD Telephone technical support services.	\$80,000
Telecommunications	ROD network support and engineering services	\$35,000
Telecommunications	ROD Nortel and AVAYA Maintenance services	\$30,000
Internet	Internet service for Mass Land Records	\$42,000
Network	Network Security Support and Maintenance Services	\$135,000
Network	MPLS service for Deeds Network	\$348,000
Maintenance	Server maintenance and support	\$25,000
Software Maintenance	20/20 software maintenance for www.MassLandRecords.com	\$48,000
Disaster Recovery	ACS sites nightly backups and services to restore alternative hardware	\$138,000

Secretary of the Commonwealth Registry of Deeds Technology Plan

Northern Berkshire Registry of Deeds

Prepared

March 7, 2016

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Recent and Current Projects or Initiatives	4
Please Describe Your Long Term Vision and Goals	4
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Desktop Environment	5
Peripheral Equipment	5
Support Contracts and Vendors	Error! Bookmark not defined.

Introduction

This document serves to satisfy the Registry IT Plan requirements set forth in 950 CMR 120. The Registry IT Plan is to include the following sections Registry Overview, Current Workflow, Registry Initiatives, Current Technology, Business Continuity Plan, and Support Contracts.

Registry Overview

Register

Frances T. Brooks – Register of Deeds for 11 years. Previous to being elected, I was appointed as Acting Register due to the resignation of the previous Register. Previous to that appointment I worked many years through the levels from Junior Clerk to Assistant Register.

Document Metrics

Total Recorded Books: (Open Records) 1586

Total Registered Books: (Land Court) 23

Total indexed documents to date: 385,761 (includes Open Records, Registered Land and Surveys)

Total books scanned to date: 1609 which includes Registered Land (Continuing back index)

(Please provide your daily transactions processed)

Approximately 20 – 200 transactions per day depending on time-share condominium recordings

(Please highlight your departments, staff and functions performed)

Departments

Recording department, Registered Land department, Survey department. 5 employees for front end recording of open records, 2-3 employees to record and scan and 2-3 employees to verify the documents immediately following scanning. 3 employees to register documents in Registered Land as well as noting and preparing Certificates of Title. 1-2 employees to scan Registered Land documents. 1-2 employees to file, catalog and scan surveys. 1-2 employees to import the images into the database that have been scanned. All of our current employees are also back indexing old books that have been imaged. The employees must cover the workflow due to illness, vacations, personal days, projects or as the volume of recording increases.

Current Workflow

(Please describe your current workflow for recording documents scan and return, batch scanning or mixed. Please summarize the key functional steps performed)

Recording is performed at the front desk for open records. Then the documents are checked for errors or omissions, the notary seals are smudged to be exactly as the original document presented for recording and then the documents are indexed and scanned from the originals. Once this process has been completed, an employee or employees, depending on volume, now verifies the image and index of the recorded/scanned document. Once verified the original is returned to the customer. Daily mail is

processed in the same manner. Then a report is produced so that the documents can be marginally referenced in the books.

Registry IT Initiatives

Recent and Current Projects or Initiatives

(Please provide a list of recent and planned projects for your Registry – Project name, purpose, cost, funding source)

Project Name	Purpose/Goal	Cost	Funding Source
IT Salaries	Current and daily operations	\$98,920.53	Tech Fund

Please Describe Your Long Term Vision and Goals

(Please summarize your technology initiatives as they relate to improving the efficiency and/or effectiveness of your operation.)

The long term vision and goals are hard to predict at this moment because of the budget controls. We want to continue being a user-friendly Registry of Deeds and continue to give the personal service that our customers are accustomed to. We pay attention to detail to be efficient and we do not want to let that slide down the scale. We also are looking to back index all of our records in order to maintain this level of service. In order to do this, we need to be assured that our current level of employees will be maintained.

Current Technology

Software Environment

(describe your land recording software, please include vendor name, product name, version, functions performed, data base technology used, Operating system used)

Vendor Name	ACS
Product Name	ACS
Version	20/20 Perfect Vision
Operating System	Windows 7
Data Base Technology	
Image File Type	
Number of Users	6
Functions/Modules Used:	e.g. Registered Land/Recorded Land, Cashiering, Index & Search

(describe other software in use such as MS Exchange, Outlook, MS office, etc.)

Product Name	Vendor	Version	License Type (site or per user)	Number of Users
Microsoft office		2007		6

Desktop Environment

(Please describe your existing desktops by area/function, please include counts, make, model and OS version)

Area/Function	Count	Make and Model	OS Version
Front end counter/cashiering	2	Hewlett Packard	State has information
Label printers	2	Cognitive Solutions Inc.	
Receipt printers	2	TPG	
Land Court Office/cashiering	1	Hewlett Packard	State has information
Label printer	1	Cognitive Solutions Inc.	
Receipt printer	1	TPG	
Employee desks: indexing, key verify and search	6	Hewlett Packard	State has information
Bank deposit	1	Hewlett Packard-Pro Desk	State has information
Scanning-back indexing, verification and search	3	Hewlett Packard	State has information
Scanning – wide format scanner/plotter	1	HP/Xerox	State has information
Public search	3	Hewlett Packard	State has information
Assessors maps	1	Hewlett Packard	State has information

Peripheral Equipment

(please list all scanners and printers in use by make, model and year purchased if known)

Make and Model	Count	Year Purchased	General Condition
Scanners: Fujitsu-FI6770	1	2013	Excellent (new)
Kodak i1420	1	2011	Excellent (new)

Xerox 510 Wide format	1	2006	Good
Fujitsu-FI6402	4	2014	Excellent (new)
Printers:			
HP Laser Jet P4015TN	1	2011	Excellent (new)
HP Laser Jet P3015	2	2013	Excellent (new)
Xerox 510 Wide Format	1	2006	Good
HP Laser Jet 700-M712	1	2014	Excellent (new)

SUPPORT CONTRACTS AND VENDORS

VENDORS	PURPOSE	COST
Iron Mountain	Microfilm Storage	\$3,550
ACS	Annual software maintenance fees	\$6,000
New England Archives	Reproducing film off CD and storage of same	\$3,500
GA Blanco/WB Mason	Scanner maintenance kit, toner cartridges & Supplies	\$10,000
TOTAL:		\$36,550

Berkshire Middle
Technology Fund Request for CY2016

Tech Employee Salary	\$55,000.00
Kodak i5200 Scanner purchase	\$42,985.00
ACS Grantor/Grantee Indexes estimate (Phase 2: Digitizing Documents)	\$27,200.00
ACS 20/20 Maintenance	\$10,000.00
M&W Maintenance (a/c unit in new server room)	\$1,296.00
Total	\$136,481.00

Updated 1/27/16

**Southern Berkshire Registry of Deeds
Technology Fund Proposal - CY 2016**

Proposed Item		Estimated Cost
Information Technology Salaries	\$	61,737.00
Software Maintenance with ACS/Xerox	\$	6,000.00
TOTAL	\$	67,737.00

Tech Fund Expenditures

Franklin County Registry of Deeds

CY2016

ACS Software Contract

\$6,000.00

Total

\$6,000.00

Northern Essex Registry of Deeds	
Technology Fund Plan CY16	
Item	Amount
Disaster Recovery and Database Replication	\$ 10,360.00
Funding for two Registry Employees	\$ 106,500.00
Annual Browntech support	\$ 16,140.00
Microfilm Storage	\$ 1,500.00
Microfilm creation	\$ 16,000.00
Maintenance and support of Kip Plan Machine and Copy machines	\$ 3,120.00
Internet Service Provider- Comcast	\$ 2,400.00
Universal Power Supply for Telephone System	\$ 2,000.00
Part-Time IT Support	\$ 30,000.00
Total Tech Fund Requests	\$ 188,020.00

TECHNOLOGY FUND 2016 REQUEST

HAMPDEN COUNTY REGISTRY OF DEEDS

1. Disaster Recovery	\$ 52,440.00
2. Emc VNX2 Replacement units for data storage	\$ 90,000.00
3. Mary Caron	\$ 80,935.40
4. Gregory Rogers	\$ 98,999.94
 TOTAL REQUEST	 \$ 322,375.34

Essex South Registry of Deeds

Tech Fund Calendar 2016 request

IT Payroll	204,260	**
AIT	79,000	OCR Index Verification Module
AIT	52,500	Maintenance
AIT	38,500	Land Court enhancements (linking plans to certificates)
Iron Mountain	14,800	Disastery recovery storage
Micronet	2,500	Supplies
Comcast	5,000	Internet services

Total Tech Fund Calendar 2016 Request

\$ 396,560

** Nick Kapsourakis
Kosta Psiakis
Debra Zelano

76,189
71,833
56,238

HAMPSHIRE REGISTRY OF DEEDS

ITEM	TOTAL VALUE
ACS Enterprise Solutions Inc Software Maintenance from	\$ 6,000.00
DataBank IMX - Annual Maintenance and Supplies for Xerox 6204 Wide Format Printer/Scanner	\$ 1,600.00
Town Book Bindery	\$ 2,200.00
New England Archives - Microfilm processing and storage	\$ 5,500.00
Back indexing	\$ 4,000.00
Installation of large screen recording queue programming ACS for queue	\$ 2,600.00
	\$ 15,000.00
A/C maintenance and repair for server room	\$ 1,100.00
website development	\$ 5,000.00
TOTAL EXPENSES	\$ 43,000.00

Middlesex North Registry of Deeds		
Technology Fund Request for 2016		
<i>Item#</i>	<i>Description</i>	<i>Amount</i>
1	MIS Director's annual salary (Donna Underwood)	\$ 75,923
2	Annual software maintenance for ACS system	\$ 17,196
	Total	\$ 93,119

IT SALARIES

LENNON, SUSAN	OPERATIONS	78,741.96
HABBOUR, ABDERRAHAME	OPERATIONS	67,741.32
CATERINA, THOMAS	OPERATIONS	34,777.68
MORTIMER, SUSAN	OPERATIONS	40,223.94
MULLEN, THERESA	OPERATIONS	45,781.87
WELCH, JULIA	OPERATIONS	<u>45,781.87</u>
		313,048.64

FY16 TECH FUND - 1.27.2016

Project	Purpose/Goal	Cost	
IT Salaries	Operations	\$ 313,048.64	
Software Maintenance 20/20 System	Software Support	\$ 84,000.00	
Informational Screens	Public Access	\$ 8,000.00	est.
Fax lines	Operations	\$ 100.00	
Professional Services - Phones, Faxes, Cables, etc.	Operations	\$ 9,000.00	est.
Comcast - Cable	Public Access	\$ 2,200.00	
Land Court Case Plans - Digital Conversion	Operations	\$ 50,000.00	est.
Mailing Machine Lease (377*60)	Equipment Lease (1 year)	\$ 4,524.00	est.
2 Kodak i4600 Scanners	Equipment	\$ 25,000.00	est.
Replace Equipment - scanners, computers & printers	Equipment	\$ 28,000.00	est.
		\$ 523,872.64	

Suffolk Registry Of Deeds - 2016 Technology Plan

January 26, 2016

Project Name	Purpose/Goal	Estimated Cost	Tier
IT Department Salaries	IT Director, Asst. IT Directors (2),	\$172,074.58	1
ACS Software Maintenance	Annually Cost of ACS software	\$40,000.00	1
Book & Microfilm Storage	Offsite storage of microfilm records	\$22,500.00	2
Scanner Lease and Maintenance	Synergix scanner	\$3,950.00	3
Scan and Load Grantor/Grantee Indices 1961 - 1975	Help to create 50-year index online	\$25,000.00	4
TOTAL:		\$263,524.58	

Worcester South Registry of Deeds

2016 Calendar Year Tech Fund Requests

Project Name	Purpose/Goal	Cost	Funding Source
Restoration of Historical Books	Preservation of Historical Record Books Scanned and enhanced images created Volume 301 through 600 \$300.00 per volume	\$90,000.00	Tech Fund
IT Department	Assistant Technical Register to manage, maintain and troubleshoot the Data Base, create reports and files sent to all Assessors, microfilming of tiff images and all IT functions associated with the Registry of Deeds Joseph Ursoleo \$ 103,711.92	103,711.92	Tech Fund
Software Maintenance	Annual Software Maintenance Fee	\$42,000.00	Tech Fund
Internet Access	App to allowing access to Worcesterdeeds.com and Masslandrecords.com from IPads and Smart Phones	\$ 2,500.00	Tech Fund

WORCESTER NORTH REGISTRY OF DEEDS CY2016 TECH FUNDS
0540-2000

PROJECT NAME	PURPOSE/GOAL	COST	FUNDING SOURCE
XEROX-ACS	Filming of maps	\$ 500.00	TECH-FUND
VERIZON INTERNET	Provides Information Technology	\$ 2,763.45	TECH-FUND
BROWNTech SOFTWARE LICENSE AND SUPPORT	Software support for operating system	\$ 17,076.00	TECH-FUND
MICROFILMING	Microfilm Processing and Creation	\$ 10,000.00	TECH-FUND
DISASTER RECOVERY AS400	Secure recorded data in the event of disaster	\$ 38,500.00	TECH-FUND
MICROFILM STORAGE	Microfilm Storage and Preservation	\$ 7,200.00	TECH-FUND
INFORMATION TECHNOLOGY SALARIES	Maintain internal operating systems and manage external systems	\$58,000.00	TECH-FUND
POSTAGE	Postage Equipment	\$ 1,384.20	TECH-FUND
SECURITY	Install Security System and purchase ancillary devices	\$ 5,000.00	TECH-FUND
UPDATE & ENHANCE WEBSITE	Create a user-friendly frontend website for public reasearch	\$ 5,000.00	TECH-FUND
TOTAL	CY 2016	\$ 145,423.65	TECH-FUND