Town of Lunenburg FY2025 IT Budget

February 29, 2024

Lunenburg's Technology Department

Casey Chisholm: Director of IT

Dan Nadareski: Network Administrator

Kara McCarthy: IT Administrative Assistant

Suzor IT Shared Services:

- Network and Security Team
- Virtual Office
- Project Manager
- Procurement Specialist

FY 2024 Completed Initiatives

- **Internet Service**
  - Upgrade Town Hall internet connection to fiber
  - Increase reliability and support from ISP. Supporting the new VoIP system
- **Added Technical Support Position**
  - Manage town website information for departments, boards/committees and other public notices/information
  - Driven efficiencies in the invoice/order processing
- **New Website Launched**
  - A clean and friendly website
  - Easier to maneuver and find information for employees and citizens
  - Improved functionality and efficiency for Town employees
- **Munis Migration**
  - A necessary move to the most recent version of Munis (Town Accounting Software)
  - We have eliminated out of date servers that were consistently causing disruptions to the workday
  - Other features are now available through Tyler Technologies to help drive efficiencies (Employee Self Serve – logging timesheets)
  - There were some hiccups along the way, some larger than others, that were/are responsibilities of Tyler Technologies. We are still working with them often to resolve lingering issues

FY 2024 Completed Initiatives

Hardware Maintenance:

- Phone System Upgraded to VoIP
  - Replaced phone system in all buildings except Public Safety
  - Modern system that helps drive efficiencies

- Computer Upgrades
  - The Town is now on a regular replacement cycle for all departments
  - Town equipment is being properly inventoried and replaced on a schedule

- Public Safety Camera Upgrade
  - Completed a much needed upgrade to the failing camera system
  - Improved to a feature rich solution with high security and user friendly solution

FY 2025 Technology Department Initiatives

- **Software Maintenance**:
  - Includes contractual increases/inflation for existing software
  - Acronis backups and EDR - necessity to ensure security of Town data

- **Hardware Maintenance** ($30,000)
  - Maintain device replacement cycle to ensure devices are staying up to date and reliable

- **Public Safety Phone System Upgrade** (12,000)
  - Upgrade public safety to a VoIP phone system to match the rest of the Town
  - Add much needed features to the phone system
  - Will ensure the entire Town is E911 compliant

- **Increase Roles and Responsibilities for Admin Assistant**
  - Increase hours to offer additional support to the department

Questions?

Thank you!