Lunenburg's Technology Department

Casey Chisholm: Director of IT

Walt Pfau: IT Lead

Mason Greene: Help Desk Technician

Kara McCarthy: IT Administrative Assistant

Suzor IT Shared Services:

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

FY 2025 Completed Initiatives

- **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

- **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

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

FY 2025 Completed Initiatives

- **Town Wide Cell Phone Replacement**
    - Replaced all cell phones/tablets to T-Mobile devices at a cost savings
    - Deployed proper Mobile Device Management (MDM) that allows for better inventory and security of phones

- **Library Camera Upgrade** *not yet completed. Scheduled for 2/28/25*
    - Will replace a failing camera system
    - The new system provides significantly more features and security capabilities
    - Aligns with the current system in the PSB

FY 2026 Technology Department Initiatives

- **Software Maintenance:**
  - Includes contractual increases/inflation for existing software

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

- **Town Clerk Software**
  - Modernize the current system to a cloud hosted solution

- ***Internet Speed at DPW***
  - The current speeds are not sufficient for the department which is causing inefficiencies and delays
  - We do not have an exact number yet but will expect a quote within the next two weeks

Questions?

Thank you!