

Town of Lunenburg FY2024 IT Budget

March 2, 2023



Lunenburg's Technology Department

Casey Chisholm: Director of IT

Dan Nadareski: Network Administrator

Kara McCarthy: IT Administrative Assistant

Suzor IT Shared Services:

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



The Town's Progress

- **Network Upgrade:**
 - Has improved security and uptime with a ubiquitous system for network security across all Town buildings.
 - Has provided real-time security updates which will help ensure workstations, HVAC, and other critical public infrastructures are protected
 - Has provided a seamless experience using the Town network for Town employees and guests who enter Town buildings.
 - Has ensured the Town is meeting requirements set forth by MIIA for Network and Security
- **Email Cloud Hosting (MS Office 365):**
 - Provided improved security for email and document storage (Multi-Factor Authentication)
 - Removed the need for a physical server which improves backup and improves security
 - Eliminated the need for a VPN
 - Allowed for improved collaboration within and between departments
 - Ensured the Town is meeting requirements set forth by MIIA
- **Device Replacement Cycle:**
 - Protects against aging equipment that may not meet security requirements
 - Ensures staff are on devices to effectively do their job without technical disruptions from failing equipment
- **Munis Migration (in progress)**
 - A necessary move to the most recent version of Munis (Town Accounting Software)
 - In this process, we have eliminated out of date servers that were consistently causing disruptions to the workday
 - Will migrate Munis to a more efficient program offered by Tyler Technologies
 - Will allow for additional features of the software to be utilized to help create efficiencies (Employee Self Serve – logging timesheets)
- **Updated Website (in progress)**
 - Improved functionality and efficiency for Town employees
 - A more seamless experience for navigating the site for both employees and citizens



FY 2024 Technology Department Initiatives

- **Add Technical Support Position (\$23,545 increase)**
 - Manage town website information for departments, boards/committees and other public notices/information
 - Responsible for processing IT invoices
- **Includes Cost of Remote Meeting Coordinator (\$5,000 increase)**

Hardware Maintenance:

- Phone Upgrade to VOIP (\$12,000)
 - Current phone server needs to be upgraded because it is end of life
 - Will address phone system in all town buildings and move to one platform
- Computer Upgrades (\$30,000)
 - The Town is now on a regular replacement cycle for all departments
 - Town equipment is being properly inventoried and replaced on a schedule
- Library Camera Upgrade (\$13,000)
 - The Library camera system is on two separate systems. One of which is outdated and poses a security concern
 - Allow for a ubiquitous secure system to capture the needs of the library



FY 2024 Technology Department Initiatives

- **Internet Access** (\$17,172.12 increase):
 - Initiative to upgrade internet from copper connections to fiber at Town Hall, Ritter, DPW.
 - Increase reliability and continue to the Town's efforts to modernize.
- **Software Maintenance:**
 - Includes contractual increases/inflation for existing software
- **Email Cloud Hosting** (\$7,526 increase):
 - Migrated all Town Boards/Committees to Office 365 for email which increased total accounts for the Town
 - Provides improved security for email and document storage (Multi-Factor Authentication)
 - Removes the need for a physical server which improves backup and improves security
 - Allows for improved collaboration within and between departments