

**TO:** IBAC MEMBERS  
TOWN MANAGER WILLIAM SMITH  
SUPERINTENDENT ALAN ADDLEY

**FROM:** JON LAMBERT & GARY MAGOON

**SUBJECT:** INFORMATION TECHNOLOGY

**DATE:** SEPTEMBER 30, 2014

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Below are notes summarized from informal discussions between Jon Lambert and Gary Magoon in response to the communication sent from the IBAC Committee on September 15, 2014 in preparation for the IBAC meeting on September 30, 2014

**Create a process for collaboration between the town and school technology functions.**

Hold regular and appropriately timed meetings between Gary and Jon during the planning phases of the budget. Formalize a process to solicit input and approval from senior town and school technology personnel for major projects involving technology including; municipal area network, telecommunication systems, architectural design, security and security camera systems, HVAC, electrical engineering and change approval within buildings

Common areas of focus:

- Network Design & Documentation, Utilization of the Municipal Area Network
- Technology Infrastructure, Security, Systems Support
- Business Applications
- Data Management
- Technical Support
- Digital services provided to the town and schools

**Cost effective procurement of hardware, software, and contracted support services**

Municipal Government and Educational contract pricing for hardware and software are comparable to each other. Contract pricing is often the best value when attempting to purchase hardware with a longer-term warranty attached to it. The Town and Schools should continue to peruse competitive pricing and explore collaborative purchasing opportunities which reduce cost. Continue to collaborate on hardware and software purchases which pertain to both sides of the organization.

**Reduced risk of disruption of service through increased redundancy in staff support.** Additional hours and/or support staff are needed on both the town and school sides in the areas of systems administration and technician support in order accomplish this goal. It is a possibility that in the future senior tech staff and technicians could be cross-trained in order to provide redundancy in support staff and on call services for the town.

**Improved support to users in identifying, selecting, and implementing new systems and software support (E.g. Tax and assessment software; public/guest wireless access in all community facilities; building and public security systems; facility HVAC and environmental controls)**

An improved budget process for new technology which includes a new hardware and software acquisition approval procedure might be considered for the town and the school system.

**Enhanced recognition and containment of cyber risk threats**

The policies, equipment, and processes that are currently in place are working. Both the town and schools could work more collaboratively through regular meetings with senior tech staff to continue to formalize and improve practices while being more proactive in this area. A unified approach to security could be researched.

**Increased identification and securing of potential alternative revenue sources, such as state, federal, or non-profit foundation grants:**

Allocate additional resources to grant procurement.

**Continued responsiveness to ever-increasing user needs**

Accommodate the growth in technology while improving services to the town and schools by investing in additional human resources in the following areas as the growth occurs:

- Budgeting & Planning, Technology Infrastructure, Security, & Systems Support (Town)
- Applications Support & Data Management(Town & Schools)
- Technician Support (Town & Schools)

A town technology budget could be explored which includes personnel, software/hardware inventories, and equipment replacement cycles. The town and schools could consider sharing resources for outsourced services such as engineering, data, application, and technical support when needed. The town and schools could look at sharing redundant systems where it makes sense for them to do so. If a merger were to be considered it would first need the financial support of the Town and School system to pay for the additional staffing and resources that would be immediately needed in order to facilitate planning and implementation.

**Current School Technology Staff:**

Director of Technology FT

Systems Support Specialist FT

Applications Support Consultant 2 days per week

Data Consultant 2 days per week

District Technician FT

Outsourced Technician & Engineering (Blocktime 30K)

3 school-based Tech TAs. 20% of time spent on direct technical support

Anticipated staffing needs within the next 5 years:

- Additional hours for systems support
- Additional hours for application support
- At least 1 additional FT District Technician to support 1 to 1 computing program and K-12 technology

**Current Town Technology Staff:**

Part-time Technology Consultant

Anticipated staffing needs within the next 5 years:

- Additional hours for technology leadership, budgeting, systems design, and specific project support (Examples: Town building security, HVAC systems, solar panel installations, oil/gas conversion project, Police Department hardware and software upgrades, systems documentation and cross-training)
- Additional systems support hours needed for the town to provide redundancy and on call 24 X 7 services for Police, Fire, and Emergency Communications Office

TO: TOWN MANAGER WILLIAM SMITH  
SUUPERINTENDENT ALAN ADDLEY

FROM: INTRA-BOARD ADVISORY COMMITTEE

SUBJECT: INFORMATION TECHNOLOGY

DATE: SEPTEMBER 15, 2014

CC: IBAC MEMBERS

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## BACKGROUND

The Granby Inter-board Advisory Committee (IBAC) requests - through Town Manager Bill Smith and Superintendent of Schools Alan Addley - the support of their senior technology resources, Gary Magoon and Jon Lambert, respectively, to assess and recommend opportunities for increased efficiency, effectiveness, and performance of the current and anticipated technology resources for town and educational public services in Granby.

Our assessment to date suggests that the public has been extremely well-served through the expertise and leadership of our separately-budgeted and managed resources, especially through the ad hoc cooperation and collaboration that has occurred. Looking ahead, and recognizing that our collective technology needs will only increase, we would like to explore the benefits of more formalized collaboration, up to and including full-integration of technology resources.

## CHARGE

Over the course of the fall of 2014, in anticipation of spring 2015 budget action, we are requesting that Gary and Jon work together to explore the following question: Can integrated technology operations improve our collective ability to meet the changing needs of serving our community now and over the next five years, and if so, how?

Some of the opportunities to be explored include, but should not be limited to:

- 1) Cost effective procurement of hardware, software and contracted support services
- 2) Reduced risk of disruption of service through increased redundancy in staff support
- 3) Improved support to users in identifying, selecting, and implementing new systems and software support (E.g. Tax and assessment software; public/guest wireless access in all community facilities; building and public security systems; facility HVAC and environmental controls)
- 4) Enhanced recognition and containment of cyber risk threats;
- 5) Increased identification and securing of potential alternative revenue sources, such as state, federal, or non-profit foundation grants; and

6) Continued responsiveness to ever-increasing user needs.

Some of the challenges to be considered include, but should not be limited to:

- 1) Meeting all regulatory or statutory requirements;
- 2) Navigating conflicts that arise with multiple reporting relationships;
- 3) Avoiding unnecessary bureaucracy.

The assessment should include recommendations for immediate changes, if any; 2015 budgetary considerations; and expected longer term costs and benefits.

## **REQUEST**

At our meeting on September 30, at 7:30 pm, we invite Gary and Jon to provide input to the finalization of this draft charge, including identification of the support required to complete their assessment and report back to the IBAC by December, 2014.

Please feel free to contact B. Scott Kuhnly or Ron Walther with any questions.