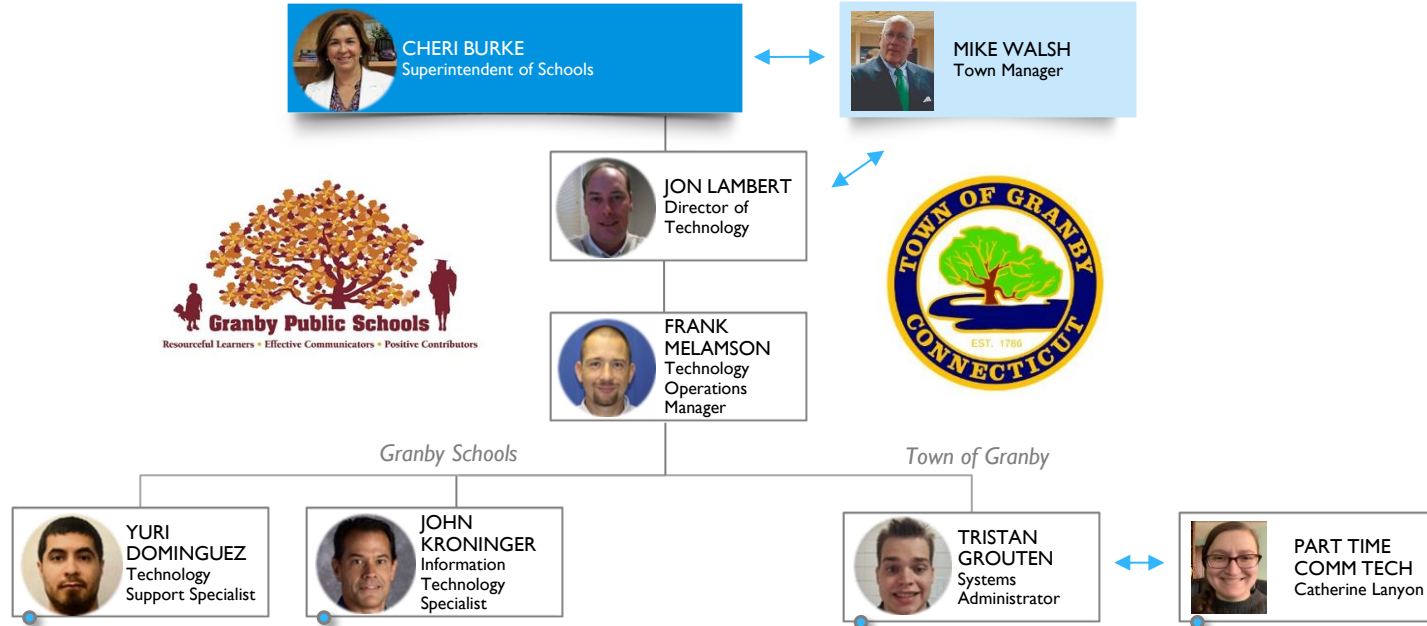




The Town of Granby Technology Department

FY 2025-26 Board of Selectmen Budget Presentation

TECHNOLOGY DEPARTMENT ORGANIZATION CHART



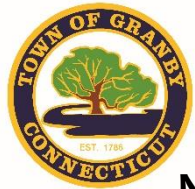
Serving the Town and Schools of Granby



The Town of Granby Technology Department Responsibilities

Departmental Responsibilities

- Leadership, Management, Budgeting for Technology
- Assistance with Organizational and Departmental Technology Projects, Goals, Initiatives
- Compliance and Policy Assistance for Technology
- Technology Equipment, Infrastructure, Procurement, Vendor Management
- Municipal Network Engineering, Management, Maintenance, Monitoring
- Internet Services, Telecommunications Systems
- Security, Cybersecurity, Data Protection, Incident Response
- Backup and Disaster Recovery
- Systems & Software Application Management
- Troubleshooting, Technical Support, Help Desk
- Audio / Visual Equipment



The Town of Granby Technology Department Noteworthy Highlights

Noteworthy Highlights

- ✓ Combined support for technology with Granby BOE and transitioned from outsourced MSP for Technology to an internal Technology Department with dedicated support staff
- ✓ Improved support system, customer service and response time
- ✓ Attended regular meetings with First Selectman, Town Manager, Departments
- ✓ Discovery, inventory and documentation of town network, computers, devices, software, data, etc.
- ✓ Virtualized and updated application and file servers town-wide
- ✓ Ongoing improvement an implementation of best practices for security, cybersecurity for the town network, computers, data
 - ✓ Ongoing improvement of municipal network design, security, reliability, functionality, redundancy
 - ✓ Installed redundant firewall system
 - ✓ Designed and implemented on and offsite backup and disaster recovery system, user account/file system backup
 - ✓ Implemented multifactor authentication for town user accounts for email and financial systems
 - ✓ Installed / upgraded security camera and key FOB systems (Town complex, PD, SBP, H Farm, Public Works. Animal Control)
- ✓ Completed installation of additional data wiring in all municipal buildings
- ✓ Replaced legacy phone system, integrated town system with school phone system for internal direct dial, 911 notification, paging, and other modern features
- ✓ Standardized and replaced desktop/laptop computers, monitors - town-wide (ARPA)
- ✓ Audio/Visual equipment upgrades for hybrid meetings and events (Town Hall, Senior Center, Holcomb Farm)
- ✓ Upgraded network systems for Registrar of Voters and Police Department
- ✓ Implemented new software at Police Department Dispatch for communications with Fire Department
- ✓ Assisted with makerspace setup/wiring improvements at Cossitt Library
- ✓ Installed new entry displays and sign-in system kiosk at Senior Center



The Town of Granby Technology Department Goals and Objectives

FY26 Goals & Objectives

- Provide a high level of support for Technology
- Assist Town and Departments with Initiatives, Realize efficiencies wherever possible
- Continue to cross-train staff and implement redundancy in processes, equipment
- Continue to implement best practices related to Cybersecurity & Compliance
- Complete technology equipment replacement & upgrades
- Continue improvements to the Municipal Area Network
- Update all computers to Windows 11 prior to October 2025
- Update Disaster Recovery Plan Document
- Update Incident Response Plan Document
- Complete Town Hall A/V Project
- Complete Holcomb Farm A/V Project
- Complete Senior Center A/V Project
- Complete PD Security Camera Project
- Continue building security and camera system improvements town-wide
- Assist with installation of new radio system for PD



The Town of Granby Technology Department FY 2025-26 Departmental Budget Overview

The Technology Department is dedicated to:

- A highly quality, functional, reliable, and secure technology and computing environment which meets or exceeds the needs of Granby
- Providing an exceptional level of support and customer service for technology
- Supporting organizational objectives and initiatives related to technology
- Realizing efficiencies wherever possible



The Town of Granby Technology Department FY 2025-26 Capital/Operating Requests Future Initiatives

FY 2025-26 Capital/Operating Requests & Future Initiatives

- ❑ This budget request contains no requests for capital items and 1 operating resource request for an upgrade to the Town's Office 365 Email System at an annual cost of \$5,640. The product add on gives the IT department the ability to proactively remediate email phishing threats and other malicious hacking attempts for all users. The department is seeing increased and more advanced threat activity specifically in the form of sophisticated email phishing attempts and 3rd party website application threats. The department currently has limited ability to be proactive and to remediate threats under the current version of the email software.

FY 26

- Continue to provide a high level of support for technology
- Assist Town and Departments with FY26 objectives and initiatives
- Implement additional best practices related to Cybersecurity & Compliance
- Complete current technology equipment replacement & upgrade projects
- Continue improvements to the Municipal Area Network
- Work towards a long term capitol plan for a technology asset replacement cycle
- Continue to cross-train department staff and implement redundancy in workflow, processes, equipment
- Continuous learning, ongoing professional development



The Town of Granby
Technology Department
FY 2025-26

Questions?