

Jim Donovan – IT Director

Fincom meeting on 3/30/23 – Request for objectives aimed at increasing hours from 20 to 35, Currently 15 hours are spent working in Norfolk.

Goals to be worked towards with extra 15hrs a week.

1. Provide greater level of support to the Fire Department
 - a. Currently having Wi-Fi issues.
 - b. Computers are not monitored and may be out of date.
 - c. Assist with printer purchasing and maintenance.
 - d. Need to separate any systems from police for increased security.
 - e. Clean up/organize wiring in computer room.
2. Provide greater support to Police department.
 - a. Clean up current servers, 1 has needed to be decommissioned for 2yrs. Need to come up with plan to transition.
 - b. In about 2yrs they will need server upgrades, need to start investigating 1yr prior.
 - c. Will need to investigate how to increase login security, this is starting to be mandated by MIIA cyber security insurance.
 - d. Increase security for remote access.
 - e. Assist with increasing numbers of security cameras.
3. Provide support to library.
 - a. Currently has Wi-Fi issues. Wi-Fi currently has low bandwidth that does not meet the need for all visitors.
 - b. Clean up computer room.
 - i. Wiring is confusing and needs better design.
 - ii. No remote access to HVAC system, computer in room is only access.
 - c. Loaner laptops are very old and will need a refresh, assist Library Director with plan.
4. Other projects current and future.
 - a. Current
 - i. Town wide fiber connectivity for buildings to increase network security and decrease cost for multiple buildings.
 - ii. E-permitting.
 - iii. Town hall Computer system upgrade.
 - iv. DPW camera system network setup for install.
 - v. Town Hall/Library keyfob project.
 - b. Future
 - i. Upgrade other buildings camera systems to allow for police review as needed.
 - ii. Review/Pursue Grants as available.
 - iii. Assist various departments with streamlining/simplifying any computer related processes.
 - iv. Other unknown projects as they are presented.