

# Atkinson Technology Committee

## Atkinson, NH

### Meeting Minutes

**Date:** June 23, 2009  
**Location:** Atkinson Town Hall, Planning Office  
**Attendees:** Todd Barbera, Wendy Barker, Joyce LaFrance, Bill Innes, Dave Hammond

Meeting called to order at 6:06 PM

The meeting started with a con call with Cynthia Crescenzi, the IT Director for the town of Salem, NH  
The following was discussed:

- Cynthia has just completed her 8<sup>th</sup> year as IT director in Salem. She has a staff of 3 including 2 system administrators and a GIS analyst.
- Current priorities are:
  - Continuous improvement in the IT environment
  - Improve level of service to town residents
  - Upgrade town computers (PCs, laptops and servers)
- Salem has difficulty getting consistent direction due to changes in the Board of Selectmen due to the election process and changes in town needs
- Funding for IT is an issue due to current economic situation. Planned to change clients (PCs and laptops) every 3-5 years and servers every 8 years but has not been able to stick to plan. Warrant articles have not passed. Has tried to get an IT capital fund established without success. Believes that Salem must commit to a capital fund - everyone depends on technology and if it fails you're in trouble – but has trouble committing to the required cost
- Started by centralizing miscellaneous IT spending (discs, printer paper, printer ink, etc.) into her budget and bought in bulk saving the town money. Got finance to require all IT purchases to be approved by the IT Director
- There is an annual hardware contract for “out of warranty” PCs, laptops and printers with a vendor located in Haverhill. There are approximately 200 – 225 laptops and PCs in 9 locations in Salem. Approximately 150 to these are “out of warranty”. The contract costs just under \$14,000 and includes parts and labor and equipment is replaced if not fixable. Network and firewall issues are handled outside of this contract.
- Employee's files, work documents and email are kept on town servers and not on their computers – they are not allowed to keep any files on their computers.
- The town created one town web site with sub-domains for town departments. This was accomplished with the strong support of the town manager. All web site content has to be approved by the IT Director or the town manager

It was decided that the following documents will be used in support of the presentation to the board of selectmen:

- Spreadsheet ----- Complete
- SWOT Analysis ----- Complete
- Salem Policy Guide ----- Complete
- Narrative ----- 50% Complete – Dave
- Recommendations with priorities and timeframes -- 0% Complete – Team
- Police Internet User Policy ----- Complete
- Web site suggested content outline ----- 50% Complete – Wendy
- Web site template ----- 50% Complete – Wendy
- Web domain structure ----- 0% Complete - Wendy
- Iron Mountain document ----- Complete
- Web hosting document ----- Complete
- Asset management template ----- Complete
- RSA-33A retention matrix document ----- Complete
- Presentation ----- 0% Complete - Team

Suggestions and recommendations:

- Dave suggested that one of our recommendations to the Board of Selectmen should be to do an IT spending budget review for the town and each department
- Dave suggested that we ask town residents to donate IT equipment (that is in good working order and less than 2 years old) to the town

June 23 action items:

- **Bill** to update Spreadsheet (remove priority and timeframe, add page #'s and time stamp)
- **Joyce** to review and consolidate Cynthia's document and to incorporate info from today's meeting as appropriate
- **Bill** to send spreadsheet and SWOT to Joyce
- **Todd** to move meeting with Board of Selectmen back two weeks
- **Dave** volunteered to "package" our documents for the meeting
- **Bill** to try to set up IT interview with Ted Stewart
- **Todd** to take a shot at establishing our recommendations as a conversation starter for next week's meeting

Previous Meetings Action Items

- **Wendy** to create a website diagram (in process)
- **Dave** to continue the writing the dialog for the IT Assessment (in process)
- **Wendy** to take a stab at ID'ing solutions for town web site

Next week's meeting to focus on :

- Review and selection of recommendation, priorities and timelines
- Begin construction of the presentation

Meeting adjourned at 8:22 PM.