

Ashburnham Technology Vision

Ashburnham shall develop, provide and maintain comprehensive and secure systems that encourage and support access to the resources of information technology and services to the residents, Town employees, businesses and the community.

Ashburnham Technology Mission

Ashburnham is committed to providing, maintaining, and enhancing secure and reliable technological systems to provide high quality information and services to internal and external customers.

Ashburnham will strive to achieve excellent in our systems in order to provide cost effective services innovative systems and information to our “customers” through:

- Organized leadership
- A commitment to providing the fiscal resources necessary to maintain and enhance the information and technological systems
- Continued education for each member of our team

Introduction

Technology holds a key role in our lives. As our community continues to grow we need to constantly evaluate our current systems. Unfortunately that evaluation will only take us so far. We need to determine our long term goals and implement a plan to get there. Listed below are the clearly defined goals, strategies, actions to help us get there.

The plan must:

- Align information technology spending with the Town priorities
- Design solutions to meet Ashburnham’s future
- Utilize empowered advisory groups to assist in developing the strategic plan
- Use a structured decision process to select information technology projects and investments

Overview

The Ashburnham IT Advisory Board is a five (5) member board directly appointed by the Board of Selectmen. Our primary mission is to provide consulting services to the Town (and by extension its individual departments) on matters of technology. Specifically, we deal with the current hardware and software as well as long term planning for the technological development of the town.

In 2009, it was recommended that the Town of Ashburnham create a committee to advise the town on matters of technology. The Board of Selectmen responded with the creation of an ad hoc IT Study committee that initially helped the Town to recover and understand the impacts of the town hall flood. Additionally, this ad hoc committee intensely audited the IT vendor of the town and looked at various alternatives to ensure the Town was being service in the most effective and cost efficient manner.

The last action of the now defunct ad hoc IT Study committee was to provide the Board of Selectmen with a set of guidelines for the establishment of a permanent IT Advisory Board. The permanent IT Advisory Board was established in the summer of 2010 with three of the original members from the ad hoc committee and a representative from the user community.

Our intention is that this plan will serve as a living and active document. It will continue to be revised and updated as goals are realized, and will simultaneously provide a steady course for the Town to follow towards a bright future in technology.

Executive Summary

The Ashburnham IT Advisory Board is an eight member commission of volunteers appointed by the Town Administrator of Ashburnham. The length of appointment on the Committee is currently indefinite.

Meetings are usually held bi-monthly. The meetings times and locations are posted in Town Hall and are open to the public. Additional meetings that focus on specific topics are held as needed.

IT Advisory Board members are: Kyle Johnson, Duncan Phye, Joe Kallagher, Brian Kuehl and Ken Ferrara. The role of the Ashburnham Citizens Advisory Committee is to:

- Advise the Board of Selectmen, the Town Administrator and Department Heads with respect to issues pertaining to computers, networking, connections, telephone systems, and associated infrastructure Establish and maintain a long-term integrated technology plan for the Town
- Recommend changes to operations in order to coordinate and share such integrated technology and infrastructure
- Oversee the establishment and maintenance of a complete inventory of such infrastructure hardware and software
- Seek to avoid unnecessary duplication of costs and infrastructure within its constituent groups

To gain an understanding of the information technology issues confronting the Town of Ashburnham, the IT Advisory Board conducted site tours of the following Ashburnham facilities:

- Town Hall
- Library
- Public Safety Building
- Ashburnham Municipal Light Plant
- Ashburnham Public Works

Additional information technology needs were identified via:

- Fact gathering sessions with all Ashburnham town agencies
- A public forum with residents from the Town of Ashburnham

As a result of the information gathered by the activities noted above, information technology needs have been classified into the following 6 areas:

- Staffing
- Funding
- Infrastructure
- Professional Development/Training
- Strategic/Long Range Planning
- Customer Service

The specific needs identified for each of these areas are fully defined later in this paper.

Goals

Goal #1 - Fold Public Safety infrastructure into managed IT service model

Integrate the specific needs of the Ashburnham Police and Fire departments into the current infrastructure and properly account for their changing needs in long term planning.

Strategy #1.1

Determine the optimal operation and organization structure for Ashburnham's Information Technology Support Services. Consider integrating Information Technology management through the creation of a single town-wide Information Technology department. This department would provide:

- support
- repository of standards
- guidance
- institutional knowledge
- consistency
- best practices for the town

Activities:

1. *Insert*
2. *Insert*
3. *Insert*
4. *Insert*
5. *Insert*
6. *Insert*
7. *Insert*

Goal #2 – Unified Communications (phone, email, mass notification)

Leverage existing technology to streamline communication between co-workers and departments. Expand town email umbrella to cover all employees in all departments. Additional space should be used for volunteers. Phone switch technology should be expanded for a true VOIP solution extending to mobile technology.

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Activities:

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5. *Insert*
6. *Insert*
7. *Insert*

Goal #3 – Deployment of WAN IP CCTV system (Town wide)

Develop and deploy an IP based CCTV system to provide town administrators and public safety personnel the ability to monitor key town areas and mission critical assets while still maintaining the required force level across the town.

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Activities:

1. *Insert*
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6. *Insert*
7. *Insert*

Goal #4 – Professional Development/Training

Ashburnham will strive to achieve excellence in our systems through appropriate continued education for staff. This will optimize the use of technology and provide cost effective services and information to our customers.

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Activities:

1. *Insert*
2. *Insert*
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4. *Insert*
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6. *Insert*
7. *Insert*

Goal #5 – Strategic Planning

Establish and maintain a financially responsible plan for improving the Town Of Ashburnham's technology assets and infrastructure through the identification and implementation of short-term and long-term objectives. These include:

- Staffing and Organization Structure
- Continued Technology Funding
- Training
- Infrastructure Upgrades
- Standardization
- Customer Service Improvement

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Activities:

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6. *Insert*
7. *Insert*

Goal #6 – Improved customer service through ease of access

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Activities:

8. *Insert*
9. *Insert*
10. *Insert*
11. *Insert*
12. *Insert*
13. *Insert*
14. *Insert*