

Mission

Information Services supports the Information Technology hardware and software that is utilized by Town departments. We work collaboratively with the departments to provide solutions to achieve their technological goals.

Services Provided

Services fall into a wide range of categories, including general troubleshooting, server/firewall/network management, long term planning, and project management/ implementation. I.S. is also the administrator of the town's Geographic Information System (GIS) data.

Staff



IT Director provides overall leadership for the department, manages budgeting, and oversees troubleshooting across all levels.

System Administrator handles system operations and performs troubleshooting for all levels.

Helpdesk Technician addresses Level 1 and Level 2 support issues and assists with routine technical tasks.

GIS Project Administrator manages all GIS-related functions, including map creation and spatial data analysis.

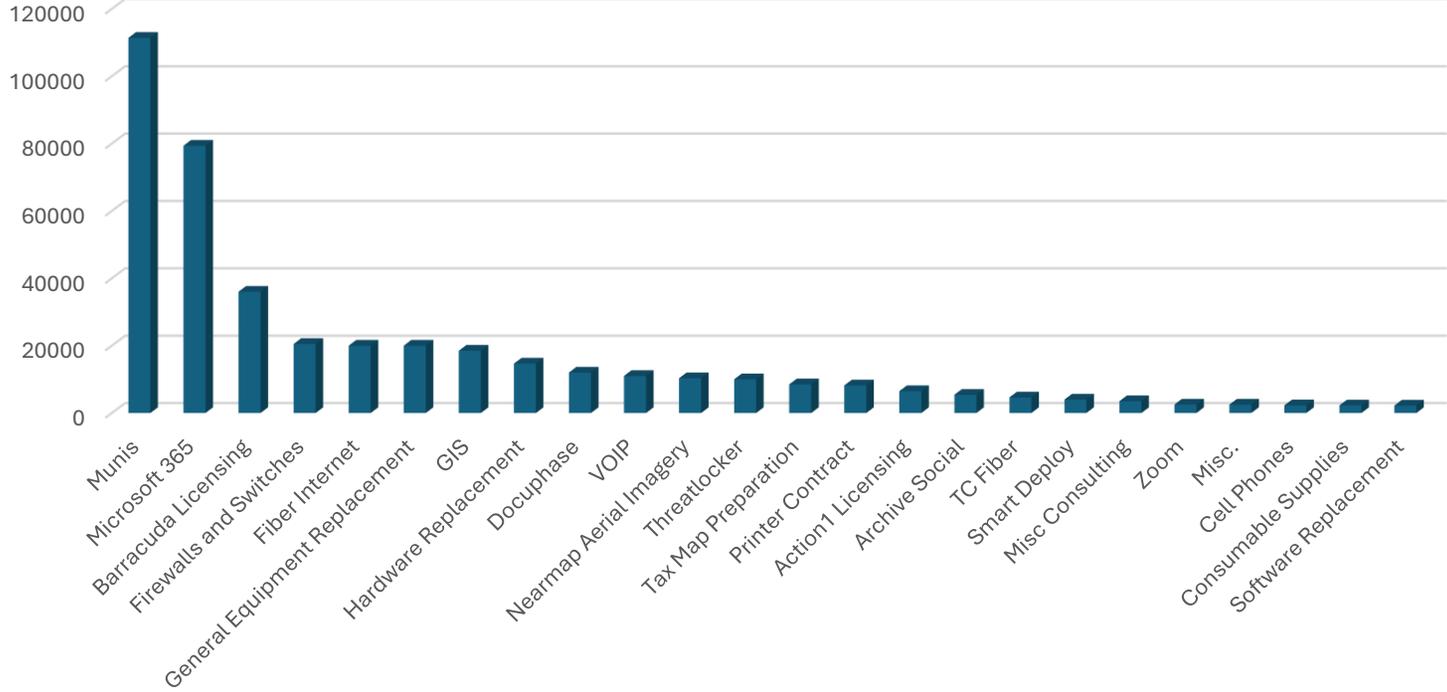
Equipment & Assets

I.S. Manages physical hardware desk phones, printers, servers, desktops, laptops, mobile phones, tablets, firewalls, and switches. I.S. also oversees software/programs such as Munis ERP, Exchange Online, Action1, and Threatlocker. We maintain equipment at 9 Town facilities.

Budget Commentary

The Information Services budget is primarily driven by software renewals, utility costs such as internet and phone services, and planned hardware replacements. Approximately one-quarter of non-salary expenses is allocated to the licensing fee for Munis ERP, which supports the Town's financial operations. Another significant expense is the Microsoft 365 license, providing essential tools including email, Office applications, cloud storage, and a suite of features used daily across departments.

Non Salary Items



Town of Windham

NEXT YEAR / CURRENT YEAR BUDGET DETAIL - EXPENDITURES

ACCOUNTS FOR PROJECTION 20271 TOWN OF WINDHAM - FY 27 OPERATING BUDGET								
			2025 ACTUAL	2026 ORIG BUD	2026 REVISED BUD	2026 ACTUAL	2027 MANAGER	PCT CHANGE
1000	GENERAL FUND							
11400	INFORMATION SERVICES						GENERAL GOVERNMENT	
36	11400	41110 REG FT	316,119.75	333,957.00	333,957.00	207,189.32	350,142.00	4.8%
		Annual salaries and wages for the Information Services Manager, Systems Administrator, GIS Project Administrator, and Help Desk Technician		2.8% COLA			350,142.00	
				TM 2-23-26 +\$679 to bring COLA to 3.0%				
37	11400	41120 REG PT	0.00	0.00	0.00	0.00	0.00	0.0%
		No internship this year					0.00	
38	11400	41210 OT-REG	1,335.18	2,250.00	2,250.00	1,228.76	2,250.00	0.0%
		Overtime costs associated with nights/weekends work for on-call and projects.					2,250.00	
39	11400	43100 SUPP & MTL	10,370.17	2,750.00	2,750.00	756.19	2,750.00	0.0%
		Paper, labels, pens, batteries and other supplies.					500.00	
		Plotter Paper, ink, maintenance, etc and general supplies for GIS.					2,250.00	
40	11400	43610 BOOKS MAPS	0.00	0.00	0.00	0.00	0.00	0.0%
		Technical books, technical support subscriptions					0.00	
41	11400	44400 PROF SVCS	8,970.00	11,000.00	11,000.00	9,925.00	12,000.00	9.1%
		Misc. consulting, planning and support fees.					3,500.00	
		Tax Map Preparation					8,500.00	
42	11400	45330 EQ MT SVCS	319,460.33	340,186.00	350,186.00	312,226.86	360,042.70	5.8%
		Annual support and licensing fee for Munis software. Assumes price increases by the average increase over the previous four years.					111,377.00	
		Annual service and toner contract					8,200.00	
		Licensing for Meraki switches and firewalls.					20,500.00	
		Yearly subscription for Archive Social					5,400.00	
		Licensing fee for Open Fox (Police crime database)					180.00	
		Renewals for security certificates and domain names.					350.00	
		GPSGate Licenses for in house tracking of cellular modems.					500.00	
		Action1 Licensing. This manages patches and updates on endpoints.					6,500.00	

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			ACTUAL	ORIG BUD	REVISED BUD	ACTUAL	MANAGER	CHANGE	
1000	GENERAL FUND								
11400	INFORMATION SERVICES						GENERAL GOVERNMENT		
42	11400	45330 EQ MT SVCS	319,460.33	340,186.00	350,186.00	312,226.86	360,042.70	5.8%	
		Office 365 E1 Licensing x 12 Months. 40 Users. Adds additional fire users.					3,840.00		
		General Equipment is used to replace and purchase odds and ends which cannot be easily planned for, but which must be replaced as needs arise. Examples are Keyboards, hard drives, cables, tools, replacement computers, software, power adapters, phone or tablet repair, backup power supplies, and networking equipment.					20,000.00		
		Barracuda licensing for Spam/Backup/Cloud Archive/Disaster Recovery.					36,000.00		
		Zoom Licenses					2,500.00		
		ArcGIS Online, Vision GIS.					10,000.00		
		Web Hosted GIS Data. Annual fee					4,000.00		
		MAP-LINK annual maintenance					2,000.00		
		Docuphase SOFTWARE - Annual Maintenance includes extra 500GB of storage above baseline					12,000.00		
		Microsoft 365 E3 Licensing includes office apps, email, sharepoint, one drive, etc. 11% increase by Microsoft.					50,249.70		
		PDQ Smart Deploy subscription. Imaging software.					3,960.00		
		Nearmap Aerial Imagery			Nearmap 3-inch aerial imagery of Windham, captured in the spring. Unlimited licenses for town employees and the ability to utilize the vertical imagery in AxisGIS.		10,336.00		
		Teams Licensing which is now sold separately from Office 365.					8,000.00		
		Replace aging Nitro Pro licenses for PDF editing with PDF-XChange Editor Plus.					2,200.00		
		Threatlocker renewal + additional licensing features. This software prevents unauthorized software from running on our computers.					10,000.00		
		Large Format Printer and Scanner. Replacing HP unit with more robust Canon unit. Moving HP Unit to second line service.					7,800.00		

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1000	GENERAL FUND							
11400	INFORMATION SERVICES						GENERAL GOVERNMENT	
42	11400	45330 EQ MT SVCS	319,460.33	340,186.00	350,186.00	312,226.86	360,042.70	5.8%
		Replace 24 of our oldest computer monitors.					3,120.00	
		Replacing 8 printers.					3,750.00	
		Microsoft Defender Suite. Advanced XDR, Identity Protection, and Identity Governance.					17,280.00	
43	11400	46210 TEL-LAND	38,940.33	48,760.00	48,760.00	24,506.35	37,900.00	-22.3%
		Fiber connections at TH, PS, PW,					20,000.00	
		Telephone/Data service for three cell phones, and one iPad					2,280.00	
		VOIP for 5 Desk Phones and SIP Trunks for entire phone system.					11,000.00	
		TC Fiber			100MBPS \$55 per month after first year.		4,620.00	
44	11400	46410 TRV EXP	0.00	300.00	300.00	0.00	300.00	0.0%
		Mileage					300.00	
45	11400	46910 TRNG/CONF	65.00	3,160.00	3,160.00	65.00	3,160.00	0.0%
		Registration costs for MMA conference.					160.00	
		Travel/food/lodging for conference opportunities					500.00	
		GIS three day course for ArcGIS/Esri					2,500.00	
46	11400	46920 MMBR DUES	0.00	0.00	0.00	0.00	0.00	0.0%
TOTAL 11400 - INFORMATION SERVICES			695,260.76	742,363.00	752,363.00	555,897.48	768,544.70	3.5%