Friday, October 14, 2016

Durham Business Office
8 Newmarket Road
Durham, NH 03824

Dear Gail and Todd:

Budget year 2017 has brought a few moderate changes to the overall IT budget. In a numbers of ways we've stayed consistent in funding initiatives that play the overall goals of supporting business processes throughout town operations and implementing solutions to increase staff efficiencies and reduce overall waste.

Highlights from the 2017 IT budget:

- Hardware/Software has been broken out into the 2017-2026 CIP document as recommended by the town council during last year's budget discussions. The amount budgeted for hardware/software in the 2017-2026 CIP remains consistent with what would have appeared in the 2017 IT operating budget.
- Due to some **outstanding** volunteer work, new internal processes, and lack of an appropriate external service offering to match our needs, supplemental it support has been removed from Contracted Services line item for the budget year 2017. Should department demands change the Town Administrator will be notified immediately so that appropriate corrective actions can be taken.
- Due to the success we've had in keeping our external services running over the last year. Fiber Internet has again been included in the Web Services line item. This fiber replaced a failing Comcast business coaxial line that had been included in previous budgets.

The 2017 budget year holds with it many mounting issues, from GIS to a ground-up renovation of the Durham police station. IT continues to be an integral part of the initiatives of other town departments as we all strive to do more with less. We enter this next budget year in good condition, ready to take on the challenges that lay ahead.

Sincerely,

Luke Vincent,
Manager of Information Technology

2017 TOWN COUNCIL APPROVED BUDGET
Town of Durham

		1 2014 EXPENDED As of Year End	2 2015 EXPENDED As of Year End	3 2016 BUDGETED As of December	4 2016 EXPENDED AS OF 12/19/16 As of December	5 2017 DEPT HEAD PROPOSED	6 2017 TOWN ADM PROPOSED	7 2017 COUNCIL APPROVED
I.T.								
01-4199-303-01-010	F-T Wages - I.T.	88,102.21	87,168.11	91,033.00	85,192.38	91,033.00	91,000.00	91,000.00

Narrative for Column #   5

Wages for Manager of Information Technology including payments for sick leave bonus and longevity.

01-4199-303-01-020	P-T Wages - I.T.	0.00	0.00	0.00	0.00	0.00	0.00	0.00
01-4199-303-01-910	Wage Accrual - I.T.	-2,853.93	351.79	0.00	-1,328.64	0.00	0.00	0.00
01-4199-303-02-310	Soc Sec - I.T.	5,285.34	5,426.25	5,644.00	5,199.60	5,644.00	5,650.00	5,650.00
01-4199-303-02-320	Medicare - I.T.	1,236.03	1,269.05	1,320.00	1,216.00	1,320.00	1,350.00	1,350.00
01-4199-303-02-330	Retirement - I.T.	9,181.28	9,620.57	10,366.00	9,367.67	10,264.00	10,300.00	10,300.00
01-4199-303-03-610	Health & Dental - I.T.	24,441.12	25,567.68	27,057.00	26,216.47	26,603.00	28,000.00	28,000.00
01-4199-303-03-630	Life - I.T.	150.00	150.00	150.00	150.00	150.00	150.00	150.00
01-4199-303-03-640	STD - I.T.	550.90	568.13	549.00	617.57	709.00	700.00	700.00
01-4199-303-04-010	S.U.T.A. - I.T.	86.40	78.40	78.00	44.00	45.00	50.00	50.00
01-4199-303-04-020	Workers Comp - I.T.	141.00	111.00	125.00	143.00	137.00	150.00	150.00
01-4199-303-18-000	Cell Phones - I.T.	0.00	0.00	2,000.00	1,145.34	1,200.00	1,200.00	1,200.00
01-4199-303-24-000	Software Support / Maint Agreements -	51,900.86	59,754.46	65,811.00	63,733.70	69,780.00	67,000.00	67,000.00

Narrative for Column #   5

Maintenance costs paid to individual software and hardware vendors. These costs are determined by the vendor independently and often tied to maintenance agreements. Paying for maintenance ensures upgrades, replacement, and patches of core business software.

$11,054 TriTech Perform (Police)
$ 3,480 SportsMan SQL (P&R)
$ 7,613 Vision w/ Web Hosting (Assessing) *ESTIMATED
$20,730 Harris Computer a.k.a Munismart (Finance, TC/TC, Code Enforcement)
$ 6,200 ESRI ArcGIS (Planning, Engineering)
$ 6,613 ClerkWorks by Interware (TC/TC)
$ 4,500 NH State Police Online Telecom System (Police) *may be eliminated in the coming year
$ 5,292 Panda Cloud Security *holding for quotes
$ 1,899 Barracuda Spam & Virus Firewall
$ 3,000 Website Maintenance and Support, and Online Training
$ 0 Meraki Support (24 Licenses are due 04/28/18)

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ReportBudgetMF

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01-4199-303-28-000	Professional / Staff Dev - I.T.	399.00	649.50	1,840.00	249.50	1,840.00	1,840.00	1,840.00

Narrative for Column # 5
Training of internal I.T. staff is a key factor in limiting the use of outside consulting for operations and initiatives. Certification provides validation that staff has the skill set need to maintain the complex and ever-growing use

$1,140 (2) Annual memberships to ITpro.tv online learning portal
$ 700 Testing fees

01-4199-303-30-000	Books & Publications - I.T.	0.00	33.13	150.00	36.85	150.00	150.00	150.00

Narrative for Column # 5
Funding for the purchase of technical documents and books.

01-4199-303-36-000	Contracted Services - I.T.	33,608.02	31,795.00	61,440.00	9,290.00	11,440.00	11,440.00	1,440.00

Narrative for Column # 5
Storing media off-site buffers the Town against critical data loss in the event of a natural disaster or interruptions to normal backup procedures. JDScc, Inc. leases space in the BayRing datacenter in Newington by splitting some of the lease cost we get a secure, strongly-connected, off-site storage spot.

Supplemental IT support services from Mainstay Technology (estimated at $50,000) have been eliminated.

$ 1,440 Colocation JDScc, Inc. *waiting on quote
$10,000 Staff Training Program *unsure with possible move to office 365

01-4199-303-52-000	Equip Maint (Other Than Office) - I.T.	10,809.04	23,710.87	33,750.00	35,474.18	26,750.00	26,750.00	26,750.00

Narrative for Column # 5
Funding to enhance, extend, and maintain the Town's core IT infrastructure. This includes configuration, installation and maintenance of key storage, server, network and desktop technologies.
This also covers the cost of external technicians and per-incident support charges with non-contracted vendors.

$26,750 cost of VoIP service and equipment from BayRing

01-4199-303-89-000	Miscellaneous - I.T.	3,838.36	10,837.85	8,000.00	4,868.33	8,000.00	8,000.00	8,000.00

Narrative for Column # 5
Miscellaneous support related expenses incurred through out the year. Examples of expenses include patch cables, shipping charges, scratch repair kits, computer components not under warranty, cleaning supplies, tools, adhesives, and computer peripherals added after installation.

01-4199-303-90-070	Web Services - I.T.	34,747.13	26,648.09	20,800.00	25,764.48	20,800.00	20,800.00	20,800.00

Narrative for Column # 5
Costs associated with interconnecting Town buildings to each other and to the Internet. Also covered are costs associated with the Town's website and external facing services.

$ 4,740 BayRing DSL @ Town Hall, Police Station, DPW, Rink
$ 7,776 BayRing Fiber Internet at the Town Hall
$ 5,401 Comcast Business Class @ Police Station, Public Works, Transfer Station, Parks and Rec
$ 2,880 (6) Verizon wireless accounts for mobile data

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01-4199-303-90-080	Hardware / Software - I.T.	38,450.02	39,860.63	36,200.00	9,842.20	0.00	0.00	0.00

Narrative for Column # 5

Costs linked to the purchase of new hardware and software. The IT department makes every effort to replace out-of-warranty hardware every year in order to, among other technological reasons, minimize time spent on issues related to the natural decay of equipment.

This has been moved into the capital program for 2017

| 01-4199-303-91-000 | GIS Development - I.T. | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| I.T. Total | | 300,072.78 | 323,600.51 | 366,313.00 | 277,222.63 | 275,865.00 | 274,530.00 | 264,530.00 |