



Special Town Meeting Article 3

Funding for Technology Improvements



Special Town Meeting ARTICLE 3 Funding for Technology Improvements

- **ARTICLE 3:** Mr. Howell moves that the Town vote to transfer from Overlay Surplus the sum of \$1,500,000 to be expended under the direction of the Town Manager for the purpose of modernizing the town's computer services including software, hardware, training and related services for program enhancements in financial services, billing, general ledger, license and permit tracking, email, document management and other computerized municipal services.



Special Town Meeting Article 3: Funding Technology Improvements

- This article will provide funding for the Town to undertake several major technology improvement projects which will be implemented over several years.
- These projects require significant investment in software and implementation that exceed the resources available within the operating budget's Technology Fund.
- The first project will enable electronic permits, licensing and automation related to applications and renewal processing.



Article 3 Funding

- The funds used for technology improvement will come from Overlay Surplus.
- The overlay account currently has a \$2.5M balance, which has been accumulated over a number of years.
- The overlay account is used to fund tax abatements. The current balance is more than what is needed to fund known and/or anticipated abatements.



Technology Improvement Program Implementation

- An investment of:
 - Approximately \$1,500,000
 - Disbursed across 3 or 4 years
- Funding would be used to:
 - Purchase additional systems, software, infrastructure
 - Procure Professional Services to Analyze, Plan, Implement and Support Projects
 - Fund initial additional support required for new systems which would become part of future operating budgets



Project Selection

- Engage Departments to identify highest priority projects
- Top ranked projects will:
 - Serve multiple departments simultaneously
 - Be designed to meet needs of constituents
 - Have well publicized goals
 - Drive efficient use of resources
 - Leverage common services
 - Be metric oriented
 - Deliver results sooner rather than later
 - Enhance accessibility to town information and services
- Projects can be selected in any year for funding, not just the first year. Each year more projects could be added.
- Projects should be major, at most 1 or 2 at a time are active.



Major Pending Projects

- Licenses and Permitting
- Town-wide Document Management
- Municipal Finance Software
- Utility General Ledger and Integrated Operations
- Labor reporting
- Facility Management Systems:
 - Security Upgrades, Access Control, Monitoring
 - Energy Management
- Town-wide work order System
- Automated Vehicle Location



Example Allocation

- Each year about \$400,000 would be allocated:
 - Approximately \$250K to fund purchase and implementation following capital guidelines
 - IT Application Support : ~\$90K per year
 - Improvement Plan funds by year: \$75K, \$50K, \$25K, \$0K and IT Operating Budget funds by year: \$15K, \$40K, \$65K, \$90K
 - Department Support: As needed up to \$60K
 - Additional resources may be needed initially as part of project and then added to operating budgets.



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