

Council Order: 2022-09

**Introduced By: Town Manager Brian Howard
Date: February 14, 2022**

Approval of Transfer of General Fund Free Cash for Software Training and Upgrade

To see if the Randolph Town Council will vote to transfer \$14,400 from the certified General Fund free cash to provide software training for new and existing employees, functionality related to software upgrade and for upgrade management assistance.

Explanation: The current version of MUNIS 11.3 that the Town is using must be upgraded no later than October 2022 as it will no longer be supported. This is a major conversion and is very involved both from a technology, processing and end user standpoint. The process is estimated to take approximately four months given the testing period leading up to the actual conversion in our live environment. Part of this request is for funds to take advantage of the Upgrade Management Assistance program in which our PACE project manager will work with the Finance Director and IT Director to understand the Town's needs and design a plan for the upgrade. The Finance Director will still manage tasks internally, but will have a dedicated contact at MUNIS to assist in testing and problem resolutions if they arise. The portion of the requested amount attributable to this would be 8 days for a total of \$6,400.

The staff in all departments that utilize MUNIS will need some level of training or an introduction session to the new version. These days have been built into the total.

With the onboarding of two new department heads and two new assistant department heads in Finance, the amount of training needed to complete once a year critical processing is anticipated to increase dramatically. The Finance Director has requested to increase our commitment to the program by ten additional days and the cost of these would be \$8,000. These days will be used for general training of these employees, but also tax title processing, deferral processing, tax lien processing, motor vehicle billing, and preliminary and actual property tax billing to name a few.