Office of the Town Manager
Frank Cassidy

STAFF REPORT

Warrenton Town Council
Carter Nevill, Mayor
Heather Sutphin, Ward 1
William Semple, Ward 2
Brett Hamby, Ward 3
James Hartman, Ward 4 Vice Mayor
Jay Heroux, Ward 5
Paul Mooney, At Large
David McGuire, At Large

Council Meeting Date:	October 10, 2023
Agenda Title:	Information and Technology Department Overview
Requested Action:	Review
Department / Agency Lead:	Jonathan Stewart
Staff Lead:	Jonathan Stewart

EXECUTIVE SUMMARY

This staff report provides an overview of the Information Technology Department and its operations and future strategic goals.

BACKGROUND

The IT department comprises five full-time staff including a helpdesk administrator, systems administrator, audio video specialist, and administrative assistant. The IT Strategic Plan includes four overarching IT Modernization Strategies based upon industry best practices, which highlight the essential framework for a resilient, secure, efficient, and transparent technology infrastructure at the Town of Warrenton

The IT department's primary role is to support the Town in providing public safety, economic opportunity, and quality public services in an attractive, well-planned community with historic character for the benefit, enjoyment, and accessibility of all. Building on industry best practices, the Information Technology Department seeks to strategically use resources to provide high-level services in a cost-effective manner and encourage opportunities, services, and infrastructure that allow people of all means to live, work, and visit.

In the past year, the IT department has handled over 2200 requests for service with an average completion time of two days per request.

The information technology department is focused on accomplishing the goals outlined in Plan Warrenton 2040, particularly by working towards CF-1.2 in providing technology that promotes efficiencies for services rendered to Town citizens. Goal CF-2.2. is met by incorporating industry-standard security measures to protect citizens and staff. IT is also working to meet the goals of transportation T-1.1 by working with Public Works personnel to deploy smart mobility technologies.

STAFF RECOMMENDATION

At this time no recommendations are considered for the department.

<u>Fiscal Impact</u>

There is no fiscal impact to the Town at this time. The Information technology Department is operating using current funding sources.

Starting in FY 24 the ERP software is included in our CARP with $300,000.00 budgeted.

<u>Legal Impact</u>

There is no legal impact to the Town at this time.

ATTACHMENTS