



Office of the Town Manager
Frank Cassidy

Warrenton Town Council

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STAFF REPORT

Council Meeting Date:	September 9, 2025
Agenda Title:	Information Technology Department Overview
Requested Action:	For information only
Department / Agency Lead:	IT
Staff Lead:	Jonathan Stewart, Director of Information Technology

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, network engineer, 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 2750 requests for service with an average completion time of two days per request.

STAFF RECOMMENDATION

At this time no recommendations are considered for the department.

Service Level/Collaborative Impact

We partner with every Town department to plan, deliver, and support technology that advances their work. Through regular check-ins, shared project plans, and transparent ticketing, we align priorities, resolve issues quickly, and keep initiatives.

Policy Direction/Warrenton Plan 2040

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.

Fiscal Impact

Currently no recommendations are considered for the department.

Legal Impact

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

ATTACHMENTS

None