

INFORMATION TECHNOLOGY

To the Honorable Select Board and Citizens of the Town of Tisbury:

The Information Technology Department is responsible for the overall technical infrastructure of the Town which includes the WAN/LAN at each town building, data, servers, LAN peripherals, communications, software applications, user workstations, hardware, network security, cloud-based services such as email, backup, communication system, overall website maintenance/updates, local WiFi and end user support.

The Information Technology Department continues to be busy with new installations, upgrades and now planning for our newly upgraded website in the months to come. Launching of a new website with the goals of offering a positive experience for users and to efficiently disseminating information to our citizens with the latest technology in web design. Each department maintains their page and information to keep their section updated. There will be a new design, ease of use by drag-drop in the back end for users updating their respective page. This technology offers a newer, more efficient approach to doing business with our citizens, business community and our visitors.

The Information Technology Department continues to increase the bandwidth at town buildings. Routers at these locations continue to be upgraded to be able to handle the increased bandwidth.

At the ESF building smart Promethean ActivePanel(s) were installed in the training room and Command Center to enable a hybrid meeting environment that are Zoom certified with cameras, speakers, video conferencing features and with a virtual professional training package. In addition, outside cameras were replaced with additional ones installed for inside the bays, and switches were upgraded in the server room.

A new credit card only parking Kiosk was installed using the Flowbird app, the parking has a four-hour limit and not overnight. At this time the parking lot will be used as a staging area for the material and equipment for the sidewalk upgrades on Main St., this should be completed by June.

The IT Dept. acts as Help Desk offering daily support to end user issues, consulting services for projects and having technical vision for evolving WAN/LAN infrastructure. Cloud services will continue to expand town employees conduct file sharing with a cloud storage solution. Aging equipment will continue to be swapped out with new as time goes by as will the file servers. Emphasis has been given to the security of our LANs with a managed antivirus solution. Within the year updated policy and procedures will be implemented to further secure our data and systems. A broader cloud-based backup solution was implemented in the event data restoring is needed. User workstations continued to be upgraded in batches and this will continue.

The Technology Department goal is to continue to identify priority areas that we can automate and improve efficiencies in, implement a solution and measure that process.

Respectfully submitted,

Heidi Rydzewski

Information Technology Manager