

**11-18-2024**

**Technology Commission**

There shall be a Technology Commission consisting of five (5) members appointed as set forth in Appendix B as terms of incumbent members expire. There shall be two (2) alternate members appointed as set forth in Appendix B as terms of incumbent alternates expire.

The Technology Commission is an advisory body to the Board of Selectmen. The main mission of the committee is as follows:

1. Review Woodbury's use of technology and make recommendations that enhance the quality and efficiency of delivering municipal services. This includes assisting, reviewing, and providing recommendations regarding future technical purchases or equipment both at a department and town-wide level.
2. Develop and maintain a 5-year strategic plan with recommendations for investment in hardware, software, training and management oversight
3. Promote the use of common systems and software as appropriate.
4. Develop, maintain, and improve Woodbury's information technology policies and assist the town in complying with any future requirements or policies of information networks, e.g. Internet, or regulatory entities.

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## Southbury

The IT Steering Committee is charged with reviewing information technologies in order to meet or exceed the expectations of our citizens through the use of appropriate technologies that may enhance quality and efficiency in delivering municipal services. The IT Steering Committee shall identify and assess needs, draft and recommend policies where appropriate and develop and maintain a strategic plan with recommendations for investment in hardware, software, training and management oversight. IT Steering Committee meets as necessary throughout the year.

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## Litchfield - <https://www.townoflitchfield.org/entities/advanced-technology-commission>

Mission: To develop processes and procedures for all our present and possible future technical environments. To aid and assist in the development of our present and future technical environment. To engage with all entities within the Town of Litchfield and develop best practices throughout the Litchfield Municipal landscape.

Primary Committee Initiatives:

- 1) Develop a townwide technical set of guidelines and resources.
- 2) Work with all town entities to build long term processes regarding technical strategies.
- 3) Assist, Review, and make recommendations regarding future technical purchases or equipment.
- 4) Review and Document all present voice and data services to assimilate all town facilities, where possible, so that we can have the same type of equipment in all venues.
- 5) Review Town, Fire/Ambulance Radio and all Cell Initiatives.
- 6) Work on all legal disclaimers and review any present legal issues with any of our technical offerings that we can recommend a solution for to the Board of Selectmen.

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## Hamden - <https://www.hamden.com/373/Technology-Commission>

The mission of the Hamden Technology Commission is to deploy new technologies which will provide citizens with improved interaction with town government and achieve efficiencies in governmental operations. The Commission provides both tactical and strategic guidance to the Town regarding the acquisition, operation, and implementation of technology assets across Town government.

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## **Hartford -**

[https://library.municode.com/ct/hartford/codes/code\\_of\\_ordinances?nodeId=PTIIMUCO\\_CH2AD\\_ARTVBOCOCO\\_DIV10AHAINTECO](https://library.municode.com/ct/hartford/codes/code_of_ordinances?nodeId=PTIIMUCO_CH2AD_ARTVBOCOCO_DIV10AHAINTECO)

The functions and duties of the Information Technology commission are:

- (1) To promote the utilization of information technology and services, such as telephone wiring, satellite and microwave transmission, cable television wiring, fiber optic cabling, cellular, high speed transmission standards and technologies, frame relay, Sonet, ATMs, software, CD-ROM and interconnected network systems such as Internet, for the city's citizens, businesses and governmental and public service agencies.
- (2) To develop, maintain, and improve the city's information technology policies and to assist the city in complying with any future requirements or policies of information networks, e.g. Internet, or regulatory entities, e.g. the Federal Communications Commission and the state department of public utility control.
- (3) To assist in the development of the city's public communications wide area network (HARTLINK) as the fiberoptic backbone of the city's communications system.
- (4) To develop and maintain a complete inventory of the information services available to the city's citizens, businesses and governmental and public service agencies.
- (5) To define areas of impact and opportunity that will occur because of information technology.
- (6) To identify, seek and, with prior council approval, accept grants, gifts, donations or other forms of funding from private, state and federal sources to carry out the functions and duties of the commission.
- (7) To create subcommittees as needed in order to carry out the functions and duties of the commission.
- (8) To conduct citizen education and awareness programs about information technology and its uses.
- (9) To assist in forming partnerships between the city and the private sector to develop joint ventures and demonstration projects in order to broaden city residents' access to information technologies.
- (10) To take other actions to improve the city's information infrastructure and to assist the city's telecommunications businesses.

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**Andrew Sherman Note to First Selectman**

Barbara Perkinson

First Selectman, Town of Woodbury

Dear Barbara:

I am writing today to follow up on our brief conversation last week about a possible *ad hoc* information technology advisory committee. I understand that Paul Zulpa has proposed creating such a committee, and I would like to both register my support for his idea and volunteer to serve on such a committee, should one be formed.

Modern information technology is a double-edged sword for small towns like Woodbury. On the plus side, it potentially offers a way for the town to serve its citizens and employees in new, better, and more cost-efficient ways. Examples might include improved, more timely modes of communication between town government and townspeople; more accessible, searchable, and accurate repositories of public data and information; and more convenient and responsive government services (e.g., online payments of taxes and fees for all). Importantly, were the town to increasingly leverage technology to serve the people more effectively, the long-term downward trends in technology costs seem likely to enable delivery of enhanced technology-based services without imposing significant new burdens on taxpayers.

Above, I mentioned a double-edged sword. Modern information technology may expose the town to real risks if IT applications are not carefully planned and implemented, or are deployed without adequate oversight and guardrails. High profile risks—the ones that make the evening news—are really quite rare, though they include some very serious (and, frankly, quite concerning) things like the potential release of sensitive personal information or ransomware attacks. However, such risks can be well controlled in a variety of ways involving a combination of adequate planning, availability of sufficient IT expertise from well-chosen consultants and contractors, and proper training and assistance for town employees, board and commission members, and the public.

It seems clear that the town could reap substantial benefits from judicious expansion of its use of information technology (far outweighing the risks, in my opinion). As I see it, the best way to start moving towards this result would be to create a broad-based information technology advisory committee bringing together a mix of people able to provide the necessary leadership, expertise, advice and oversight. In my view, such a committee should include representation from town leadership, boards and commissions; key department heads and employees; trusted outside consultants and contractors; and, especially, ordinary townspeople who stand to gain the most from the expanded use of technology by the town. If you agree that it is high time for the town to take a forward-looking approach to making technology better serve the town and its people, I stand ready to help.

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## **Paul Zulpa Comments to BoS Regular Meeting**

The town has a public building commission that helps the town manage our public buildings and conduct studies for improvements. I think everyone can agree that this group has helped improve the overall health of the town's building infrastructure.

I would like to propose to the Board of Selectmen that an ad hoc group be established to address the IT infrastructure of the town. Much like the Public Building Commission, the Technology Advisory Committee could assist Woodbury in improving, and in some cases developing, the efficient, economical, and productive use of technology.

The members of this ad hoc committee would establish good working and communications relations with the leadership of the town, focusing on the big issues.

They could solicit and aggregate input both from the public and from the town employees (similar to the activity of the ARPA ad hoc committee) and develop a strategy for moving forward, serve as a sounding board for new initiatives and optimize technology practices through independent thinking and feedback.

Some areas the Committee can assist:

- 1) On a yearly basis, review and provide input on a three- to five-year strategic plan, including a business continuity and disaster recovery plan to ensure Woodbury's critical technology will function in the event of a catastrophe.
- 2) Work with the town's managed services contractor to review and make recommendations on any proposed change to the existing infrastructure of network and computer systems. This committee would not replace the managed services contractor but would work with them to ensure our needs are being met.
- 3) Work with the managed services contractor to identify gaps in the infrastructure and provide guidance on how to improve it
- 4) Assist the departments in making decisions regarding major software and hardware changes; review recommended changes regarding software and hardware based on the strategic plan and needs of Woodbury.
- 5) Assist in reviewing the operating plan and budget for IT related expenses
- 6) Assist in the review and recommend updates to town policies regarding IT.
- 7) Assist in the training of both town employees and the public

Examples:

Public Works is looking at road tracking software. The Technology committee could help with research – look at the requirements of a system, determine possible solutions, develop pros and cons and present the critical information needed to make the best decision for the town.

Regarding the USB policy, I know that is a sore point for some townspeople and I understand why it was done - but there is still a hole in the policy (town employee use of personal storage devices is not controlled) . While the risk to introducing malware is

reduced, there is still an exposure. There are things that could be done to further mitigate the potential exposure.

I would envision this committee be made up of people who have knowledge of networking and security protocols, experience with software development and programming languages, familiarity with cloud computing and data storage solutions, and an understanding of how to manage large-scale technology projects.

Off the top of my head, I know of 6 people who fit this bill, ranging from a person with a PHD in high performance computing, a high-level technical Engineer who develops manufacturing solutions for major companies, a technical solutions manager for a satellite manufacturer, a retired technical leader who managed software development, cybersecurity implementation and a data center, and others.

I ask that you seriously consider this proposal as I feel it is critical to move this town forward and hopefully have a positive impact to future town budgets.

I am available to discuss this further. Thank you for your time.