

Report to the Select Board

Ad Hoc Technology Committee

Megan Gentile
Chair, Ad Hoc Technology Committee
Given Tuesday, February 27th, 2024

2023 Summary

- 2023 was a productive year for the Ad Hoc Technology Committee (“the Committee”). We were and are focused on several technology improvement initiatives for the Town of Southampton (“the Town”).
- We are also recommending that we hire a third-party IT company to provide managed services to the town hall rather than the break-fix model.
- The Committee looks forward to serving the Town in the future.

Where We've Been

New Website

2023

- Worked with Finalsite, a website development company, to develop a brand new town website
- Benefits:
 - Mobile-friendly
 - Searchable
 - Easy to update and edit
 - Department heads and committee/board chairs can now edit their own pages
 - Links to MyTownGovernment.org

New Phone System

2023

- Worked with Valley Communications and TPX Communications to acquire a new VOIP system
- Benefits:
 - Caller ID (incoming and outgoing)
 - Call Forwarding and Call Waiting
 - Implementation of Auto-Attendant
 - Extension-to-Extension Delivery
 - Cost-savings overall
 - Internet speed, performance, and bandwidth was also upgraded in the process

New Server and Email System

2023

- Worked with Novus Insight to acquire a new server and email provider, and upgrade to the current operating system software
- Benefits:
 - Data backup moved onto the cloud
 - Security, hardware, and software are now up-to-date
 - Email issues have been resolved (i.e. some domains were never received)
 - Shared documents between departments will be securely shared

Where We're Going

Upcoming Projects

2024

- Upgrade the wireless internet in the Senior Center and Town Hall
 - Hoping to work with the third-party IT company on this.
- Town-wide fiber to the home via a municipal light plant (MLP)
 - Have met and discussed with Whip City Fiber and SHELDT; RFI is going to be sent soon.
- Explore options for town-wide community solar
- Be a resource to the library for their upgrade of the technology in their meeting room

Thank you.