FY17 Budget Questions & Answers
Finance Committee – January 7, 2016

# & Department	Question	Answer
155 Technology		
1	Data Comm - Why the decrease from $12,900 in FY16 to $5,745 in FY17?	The bulk of the decrease is that since we started moving the Schools to FIOS from their cable connections they now are billed directly for those costs. That means we have decreased the amount of money we budget for them.
2	Workstation Support - Why the disconnect between the budget detail showing $20,000 increase (from $2,500 in FY16 to $22,500 in FY17) but the writeup talks about a minimum increase of $30,000 per year and possibly as high as $76,000 increase the first year?	As the write-up mentions, the Microsoft agreement increases are split between 530470 and 530920. There is $22,500 new the first account and $31,500 in the second. The final pricing came out to just under $54,000 per year.
3	Server Support - Why the increase from $58,000 in FY16 to $69,600 in FY17?	The increase is mostly hardware support costs. We typically buy equipment with 3 year warranty which means we don't need to pay for hardware support. This new cost is for equipment that is now more than 3 years old and still is use.
4	Another big increase in Contracted Services ($17,428)? Contracted Services - Why the disconnect between the $20,000 increase discussed in the writeup and the budgeted increase of $15,328 (from $193,422 in FY16 to $208,750 in FY17)? Also, which departments had the biggest transfer of from their Contracted Services to Dept. 155, and what are the dollar amounts?	I think that the answer to the first part is the same as the answer to question 2 – the new Microsoft agreement costs were split between two GL accounts. In addition we had the VoIP telephone system that we upgraded a few years ago come out of maintenance and that cost is new in FY17. I'm not sure I understand the second part of the question.
5	Security - A number of municipalities have had their IT systems taken over and made to pay ransom to unknown parties so that their systems would not be wiped clean and destroyed. Please explain what types of precautions we are taking to make sure this does not happen to Westford. Also, do we have any of our system information stored on third party cloud services or is all backup done on local hard drives?	All town computers run 'end point protection' software which includes anti-virus and other malware detection as well as applying blocks to high-risk or known bad websites. The email system has a filtering system which eliminates most SPAM and recognized exploits before they reach our network. The Schools make extensive use of the Google Apps for Education cloud storage for students and teachers,

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		while the Town has just started running a pilot for the use of Microsoft's OneDrive service. All other data is stored locally on servers that include fault tolerant storage and that are backed up regularly to an alternate location.
6	Has any thought been given to migrate all of our IT to third party cloud services instead of owning our own servers, etc?	No work has been done on the possibility of moving all services offsite, however as mentioned in the previous answer we are making careful steps in that direction.
7	Library Copier Lease up $5,500?	That increase includes all the copiers in the Town, not just the library. We support about 18 copiers in all.
8	Office Supplies up $5,000?	Office supplies includes toner for all the network connected printers. In recent years we have overspent our budget so I have increased it.
9	Consulting Services up $4,500?	Account 530950 is where we assign the costs of GIS flyovers. The original expectation was that this would be an occasional thing – perhaps only every 4th or 5th year, but increasing dependence on good aerial imagery, and the increasing availability of "low cost" shared image data means that we expect to buy it far more frequently.
10	Server Hardware doubled to $6,000?	Analysis of spending from prior years has shown that we spend more than the budgeted amounts on parts of upgrades to our large server infrastructure. IN addition, we have a lot of rack based UPS equipment that is 4-5 years old and will need to be replaced in the new few years. This is the account where those costs are assigned.
11	Data Communications Service down by >half $7,155?	See answer to the first question.

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12	Have the video monitoring/card access expenses been removed from other departments' budgets?	I can't answer that.
13	How long is the library copier lease and why isn't it under the library's dept? Is that just one unit?	The copier lease is for three years. Historically all the costs for copiers are paid from this department. The library have two copiers, one that is just for staff and one that is used by the public for which they are charged.
14	Are the support accounts (munis, workstation, & network) fixed monthly expenses or are the charges incurred as calls are made?	All our major contracts are fixed price.
15	What are the contracted serviced comprised of besides the 20k for video monitoring and Microsoft licenses? In regards to video monitoring, which budgets were these amounts in previously?	Contracted services includes all the support/usage licenses for all our application software. This covers all Town departments. We also pay for and cross-charge those same expenses to the Schools and Water Department.
16	What are the consulting services comprised of and why the big change over fy2016's budget?	See Q. 9.
17	Are paging services needed with everyone having a cell? Are there data overages on the cells or are they picking up wifi in the various town buildings?	The only department using paging is the Fire Department and I believe they use it as part of their 'on call' arrangements.
18	Are their policies in place for mobile device requests?	Yes. Replacements or small changes are dealt with within the IT Department, but new requests, and requests to upgrade from a feature phone to a smart phone (and hence a data plan) are sent to the Town Manager or the School Department depending on the request. All School department cellular costs are cross-charged to them.

FOR 2016 13

	ORIGINAL APPROP	TRANFRS/ ADJSTMTS	REVISED BUDGET	YTD EXPENDED	ENCUMBRANCES	AVAILABLE BUDGET	PCT USED
0100 GENERAL FUND							
01155100 TECHNOLOGY - P/S							
01155100 511020 TECHNOLOGY DIRECTO	100,068	2,002	102,070	49,865.76	.00	52,204.24	48.9%
01155100 511040 GIS COORDINATOR	70,519	0	70,519	34,452.03	.00	36,066.97	48.9%
01155100 511540 TECHNICIAN	67,120	1,679	68,799	33,611.77	.00	35,187.23	48.9%
01155100 511545 DATABASE MANAGER	80,252	0	80,252	39,207.14	.00	41,044.86	48.9%
01155100 511580 HELP DESK COORDINA	66,406	0	66,406	32,442.36	.00	33,963.64	48.9%
01155100 512075 PURCHASING-SHARED	6,000	0	6,000	3,000.00	.00	3,000.00	50.0%
01155100 512090 NETWORK ADMIN-SHAR	6,952	0	6,952	3,476.00	.00	3,476.00	50.0%
01155100 515050 LONGEVITY	2,050	0	2,050	2,050.00	.00	.00	100.0%
TOTAL TECHNOLOGY - P/S	399,367	3,681	403,048	198,105.06	.00	204,942.94	49.2%
01155200 TECHNOLOGY - EXP							
01155200 521010 ELECTRICITY	17,000	0	17,000	5,608.62	.00	11,391.38	33.0%
01155200 521020 NATURAL GAS	1,100	0	1,100	101.56	.00	998.44	9.2%
01155200 523010 WATER	200	0	200	49.43	.00	150.57	24.7%
01155200 527050 COPIER MACHINE LEA	26,000	0	26,000	15,916.78	17,295.14	-7,211.92	127.7%*
01155200 530400 NETWORK SUPPORT	23,000	0	23,000	13,832.72	10,104.37	-937.09	104.1%*
01155200 530430 DATA COMMUNICATION	12,900	0	12,900	5,344.75	.00	7,555.25	41.4%
01155200 530460 PRINTER SUPPORT	2,800	0	2,800	12,144.18	.00	-9,344.18	433.7%*
01155200 530470 WORKSTATION SUPPOR	2,500	0	2,500	5,666.00	.00	-3,166.00	226.6%*
01155200 530490 SERVER SUPPORT	58,000	0	58,000	12,319.32	330.00	45,350.68	21.8%
01155200 530500 TRAINING & DEVELOP	8,000	0	8,000	1,881.00	.00	6,119.00	23.5%
01155200 530850 MUNIS SOFTWARE SUP	55,054	0	55,054	54,398.16	.00	655.84	98.8%
01155200 530920 CONTRACTED SERVICE	139,422	54,000	193,422	138,820.87	61,747.84	-7,146.71	103.7%*
01155200 530950 CONSULTING SERVICE	2,500	0	2,500	.00	.00	2,500.00	.0%
01155200 534020 TELEPHONE	38,497	0	38,497	16,358.00	39,827.19	-17,688.19	145.9%*
01155200 534025 CELLULAR PHONES	58,371	0	58,371	39,477.93	12,931.11	5,961.96	89.8%
01155200 534080 PAGING SERVICES	1,200	0	1,200	543.90	.00	656.10	45.3%
01155200 542010 OFFICE SUPPLIES	27,000	0	27,000	15,856.49	2,503.34	8,640.17	68.0%
01155200 542052 NETWORK HARDWARE	4,000	0	4,000	557.28	.00	3,442.72	13.9%
01155200 542053 SERVER HARDWARE	3,000	0	3,000	270.00	.00	2,730.00	9.0%
01155200 542054 WORKSTATION HARDWA	4,000	0	4,000	888.31	910.28	2,201.41	45.0%
01155200 571010 TRAVEL - MILEAGE	3,000	0	3,000	935.82	.00	2,064.18	31.2%
01155200 571100 MEETINGS & CONFERE	500	0	500	.00	.00	500.00	.0%

FOR 2016 13

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TOTAL TECHNOLOGY - EXP	488,044	54,000	542,044	340,971.12	145,649.27	55,423.61	89.8%
01155412 FY2012 ART 14 3/11 CAP $250K							
01155412 580001 UPGRADE WIRING/CAB	6,096	0	6,096	.00	.00	6,095.67	.0%
TOTAL FY2012 ART 14 3/11 CAP $250K	6,096	0	6,096	.00	.00	6,095.67	.0%
01155415 FY15 ART#6 3/15 $534K CAPITAL							
01155415 580000 SCH COMPUTER $410K	8,029	0	8,029	4,391.50	812.00	2,825.92	64.8%
01155415 580001 TWN COMPUTERS $34K	33,294	0	33,294	17,930.46	.00	15,363.80	53.9%
01155415 580002 NETWRK UPGRADE 40K	40,000	0	40,000	6,977.35	160.14	32,862.51	17.8%
01155415 580003 SERVER/STORAGE 40K	37,324	0	37,324	37,291.08	.00	32.60	99.9%
01155415 580004 AVAYA PHONES $10K	10,000	0	10,000	9,725.76	.00	274.24	97.3%
TOTAL FY15 ART#6 3/15 $534K CAPITAL	128,647	0	128,647	76,316.15	972.14	51,359.07	60.1%
01155454 FY14 ART#9 3/14 $424K CAPITAL							
01155454 580002 NETWORK UPGRADE40K	10,032	0	10,032	.00	.00	10,031.63	.0%
TOTAL FY14 ART#9 3/14 $424K CAPITAL	10,032	0	10,032	.00	.00	10,031.63	.0%
01155800 TECHNOLOGY - ENCUMBRANCES							
01155800 570000 OTHER CHARGES AND	5,144	0	5,144	3,575.75	.00	1,568.58	69.5%
TOTAL TECHNOLOGY - ENCUMBRANCES	5,144	0	5,144	3,575.75	.00	1,568.58	69.5%
TOTAL GENERAL FUND	1,037,330	57,681	1,095,011	618,968.08	146,621.41	329,421.50	69.9%
TOTAL EXPENSES	1,037,330	57,681	1,095,011	618,968.08	146,621.41	329,421.50	
GRAND TOTAL	1,037,330	57,681	1,095,011	618,968.08	146,621.41	329,421.50	69.9%

** END OF REPORT - Generated by Dan O'Donnell **