

**Technology Plan 2000  
Progress Update as of January 2005**

**RECOMMENDATIONS**  
**1. Network Infrastructure**

**Progress**

**Comments**

Adopt replacement cycle for servers and establish centralized funding to support it.	Completed	Three year cycle adopted for desktops; variable for servers. All town computer purchasing done through IT Department; centralized fund for desktop replacements.
Increase wide area networking speed.	Completed	Leased fiber backbone in place. (Migration path included ISDN, DSL, and Cable) Bandwidth increased from 64K to 5M
Conduct engineering evaluation to determine proper electrical power supply and backup support requirements for centralized in-house computer equipment.	Completed	Initial review completed. Wiring upgraded and A/C unit for computer spaces installed. Town Hall emergency power generator included in CIP. Further review needed to match battery source to generator.
Adopt database standard for major systems. Upgrades and replacements to existing programs should be evaluated for potential conversion.	Substantial	Most departmental databases converted to vendor supported SQL. Remaining: Inspections and Housing (both have replacements planned/in progress.)
Join with neighboring communities and governmental/educational entities to explore options for high speed networking services for both business and residential customers.	Limited	OCNET initiative undertaken with UNC, Orange, and CHCS. No mutual interest projects identified. No funds for independent project.

**2. Web Site Development**

Centralize Web-site management.	Completed	IT Department assigned management role
Provide standards for information software and hardware, and train personnel to keep site up-to-date efficiently.	Partial	Initial effort to provide Frontpage to departmental users was accomplished but web site reliability and security concerns restricted department ability to publish directly. Also limited by connectivity issues.
Obtain outside expertise to develop integrated, easily managed and easily accessed site.	None	RFP in progress.
Provide for telephone or other technologies that will provide access to citizens who do not have easy Web access.	Limited	Cabel channel information broadcasts information half-hourly. Telephone system enhancements not yet considered.
Evaluate expansion of electronicservices including licensing, class sign-ups, development proposals, and fee collections.	Limited	Inspections and permits electronic access planned in next year.

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**3. Library**

**Progress**

**Comments**

<p>Traditional library services must expand to include new technology. Information offered <i>only</i> in digital format needs to be included in Library's collections. Digitization will be heavy financial burden for Library. Additional staff are needed.</p>	<p>Partial</p>	<p>Library technology plan developed. Staffing issue remains.</p>
<p>Needs include additional network bandwidth, full-time on-site technology coordinator, dynamic Web site, training room, and subscriptions to variety of electronic publications and databases.</p>	<p>Partial</p>	<p>Bandwidth increased: 64K to 2M; web site added; training facilities coordinated with internet access computers; some electronic pubs added.</p>

**4. Geographic Information System (GIS)**

<p>Network improvements should be made so GIS is available to all staff to identify locations, facilities and parcels. Town can develop its own GIS Internet site or link to Orange County site.</p>	<p>Partial</p>	<p>Network improvements completed with recent installation of fiber wide area network. GIS Web Server installed; data population not accomplished.</p>
<p>Hire programmer/analyst for advanced GIS applications.</p>	<p>None</p>	<p>Scheduled for FY2005-2006 Budget</p>

**5. Records Management**

<p>Develop Document Management Program for processing, filing, and storing all Town documents.</p>	<p>Limited</p>	<p>Storage server capacity and flexibility improved but no formal management system installed. (Initial reviews indicated formal commercial system costs were too high.)</p>
<p>Determine how best to engage available resources to implement findings of structured process identified above</p>	<p>None</p>	

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**6. Radio Communications**

**Progress**

**Comments**

An 800-MHz radio system is needed for all Town and County Emergency units. Town should plan for prompt implementation of countywide 800-MHz trunking radio system for voice communications.	Partial	Orange County and Chapel Hill received Federal/State grants to implement 800-Mhz system. Planned for FY2005-2006
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**7. Information Technology Group (ITG)**

Establish cross-department planning team and budgeting process.	Partial	Manager and Finance Director established controls that require IT related purchases be reviewed and approved by IT department.
Remove ITG from Finance Department and have ITG report to Town management.	Completed	IT Department established in 2002
ITG needs additional positions to meet needs for (1) helpdesk and training; (2) network and server technology support; (3) programming for Web-based services; (4) clerical support , and (5) communications technology support.	Substantial	Added four full time positions.
To provide budgetary accountability, ITG should function as cost center and charge user departments for services.	Substantial	Computer replacement costs are charged to departments. General Fund department network service and desktop software licensing costs consolidated under IT. Non General Fund department network service and desktop licensing charged to departments. IT internal service costs are not charged because Town does not use internal service chargebacks for other services.
To expedite system changes and contain cost, ITG should contract with outside vendors for new services.	Substantial	IT Department contracts for common services (internet, wide area network, software licensing.) and reviews proposed departmental technology contracts.