





























































































































































6 - Why does Salem want to integrate Cable TV technology management with IT systems management? We only want to integrate the ease of use for the citizen to access meeting information on the website.

7 - What is the current state of IT in Salem? We are in a state of uncertainty, particularly because of the poor economy. We have had different guidance from various boards which has put us behind in our technology plan and rotation. Now with a slowed economy, it will unfortunately be something that we will have to wait out before it can be corrected.

8 - What is your annual IT budget in Salem? For HW/SW? For IT Support staff (labor + benefits)? Total operating budget is about \$570K, not including capital or warrant articles. Personnel costs for a Director, 2 Sys Admins & 1 GIS Analyst is \$377,487 including benefits, etc.

9 - How many IT support staff work for Salem? Contractors vs employees? There is 1 Director, 2 Systems Administrators & 1 GIS Analyst.

10 - What is your recent history on getting new IT funded via warrant articles in Salem? We have been successful in funding the replacement of the Townhall's AS/400 system, as well as the Police Department's AS/400 system most recently. We also partially funded an Information Technology Trust Fund.

11 - What suggestions or recommendations do you have for Atkinson regarding implementation and management of IT? Hire permanent IT staff (I would recommend at least 2) and get buy-in from boards and committees to make a permanent, long-range technology commitment by annually funding improvements and upgrades. Small steps each year will avoid loss of project and aid in keeping up with demand and expectation.

12 - How is the Cable TV dept funded? Any idea on its annual budget? I don't know the budget at this time. I believe they are at least partially funded by the Cable Television Fund.

13 - How is Salem doing with regards to RSA-91A compliance in the IT space? I will assume you are referring to the access to meeting minutes? We post approved minutes on the website as well as in the Town Hall & I believe the library.

14 - What is Salem's document management strategy? This is one of our next hurdles. We'll be looking into data library storage and other options.

15 - How do you track hardware and software assets? An Excel spreadsheet.

16 - What areas of Salem's IT do not fall under your purview? The School department and the Library.