

ANNUAL WORK PLAN – Town of Essex

Budget year: FY24

DEPARTMENT: Information Technology

Budgeted staff: 3 (IT Director, Network Admin, and GIS Coordinator)

Primary function(s): Overall management of all Town technology and GIS needs.

Regular work (happens every day/week/month/year)

TASK	Frequency	Timeframe	Other departments involved
Patch management – server, workstation, firewalls	Monthly		None
Phone system firmware updates	Yearly		None
Active Directory cleanup – admin password change	Yearly		None
Account administration (new and terminated users)	Daily		None
Respond to Support Tickets	Daily		None
Review Logs (firewall, Azure, backups)	Daily		None
Computer builds and installs	Varies		None
Grand list changes / parcels, tax maps, etc.	on-going		Assessors
Assign parcel numbers and addresses	on-going		Assessors / Finance
Database / mapping / classify trails	on-going		Com Dev / Recreation
Cemetery database / mapping / documentation	on-going		Clerks
Database / mapping all our physical assets	on-going / weekly		Public Works
Database / mapping all our easements & land	on-going		Public Works / Com Dev / Manager
Stormwater database / mapping	on-going / weekly		Public Works
Federal waterline project	on-going / weekly		Public Works
Special mapping / data projects that arise	on-going / weekly		Com Dev / PW

FY23 – FY24 Special projects

TASK	Frequency	Timeframe	Other departments involved	Priority (High, Medium, Low)
Hypervisor replacement (PD and 81 Main)	Every 5 years	4 weeks	Police	High
SAN replacement (PD and 81 Main)	Every 7 years	4 weeks	Police	High
Website redesign	Every 4 years	20+ weeks	Various	Medium