

FY27 Information Technology Budget

Town of Londonderry

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Why IT Matters More Than Ever:

Municipal services are now digital infrastructure

Digital Evolution of Services

Municipal services now function as vital digital infrastructure for residents and departments.

Cloud-Based Operations

Departments rely heavily on cloud applications for records, compliance, and communications.

Cybersecurity Challenges

Increasing cyber threats require advanced monitoring, training, and endpoint protection measures.

IT as Foundational Infrastructure

IT is essential infrastructure, crucial like water and roads, needing priority and investment.



Resident and Business Services

Platforms streamline permits, tax services, and web hosting for efficient resident interactions.



Public Safety Systems

Emergency response technologies ensure safety for residents and staff during critical incidents.



Productivity and Collaboration

Tools support communication and workflow across town offices and community boards.



Cybersecurity and Continuity

Advanced security tools protect digital assets and maintain operational resilience.



Infrastructure and Mapping

Foundational technologies manage physical infrastructure and geographic information systems.

What IT Supports Every Day: The Town's digital stack by function

Budget Overview:

FY27 proposal vs prior years

DRIVER	FY26 BUDGET	FY27 PROPOSED	CHANGE
Regular salaries	0	\$267,500	+\$267,500
Benefits (FICA/Medicare/Retire/STD/LTD/Life/Workers Comp)	0	\$57,048	+\$57,048
MGMT services (software/subscriptions)	\$339,120	\$630,131	+\$291,011
Contracted services	\$254,678	0	-\$254,678
Telephone	\$46,250	\$46,250	0
Supplies	\$34,500	\$44,500	+\$10,000
Property (equipment/furniture)	\$29,950	\$35,800	+\$4,850
Net change vs FY26	\$705,498	\$1,081,229	+\$375,731

Staffing & Operational Model:

Insourcing for reliability, speed, and security

Challenges of Limited IT Staff

Two IT staff support 350+ users, causing risk of outages and delayed issue resolution.

Benefits of Insourcing

In-house IT improves speed, flexibility, and accountability, with better understanding of local needs.

Expanded Staffing and Roles

Adding a third IT position would enhance coverage and divide responsibilities among specialized roles.

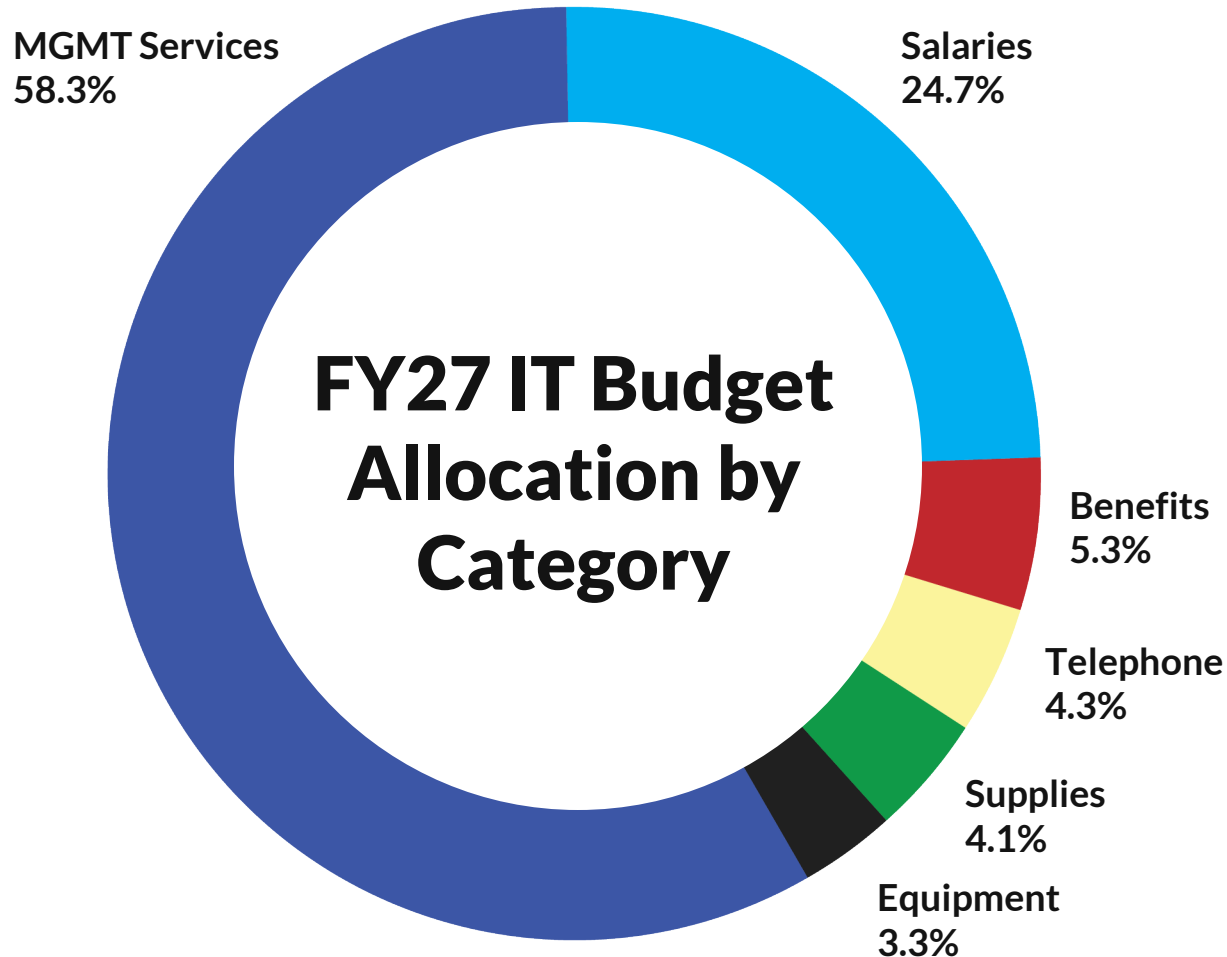
Strategic Investment in Security

Internal staffing reduces vendor dependence, improving control, security, and service reliability.



Budget Visualization & Looking Ahead

Preparing for a digitally enhanced municipal future



IT is different from many other departments in that the largest line is services, not salaries.

Increasing Threats to Cybersecurity

Identifying vulnerabilities before they are exploited requires proactivity, including enhanced penetration testing, advanced training, and a comprehensive audit.

AI & Data Proliferation

The size of Londonderry's digital footprint will expand, and the best way to search and manage that data is through thoughtful & careful use of AI. AI is no longer just an amenity, and systems need to be built to support that.

Looking Ahead, Not Lagging Behind

Better cyber services benefits residents by making government more efficient, more effective, and more responsive.