



Keeping the Town  
Connected Securely  
and Running Smoothly

Contact us

[mis.director@ledyardct.org](mailto:mis.director@ledyardct.org)



MANAGED  
INFORMATION  
SYSTEMS  
DEPARTMENT

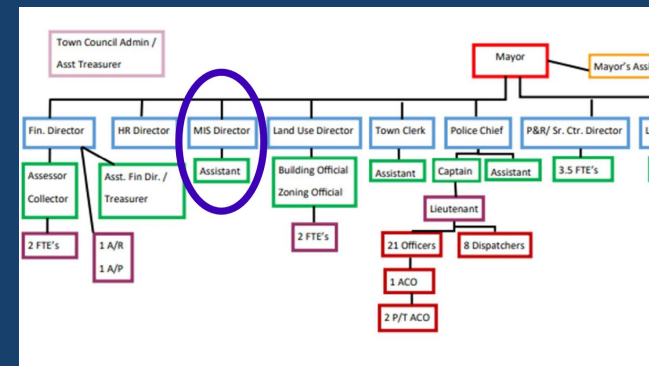
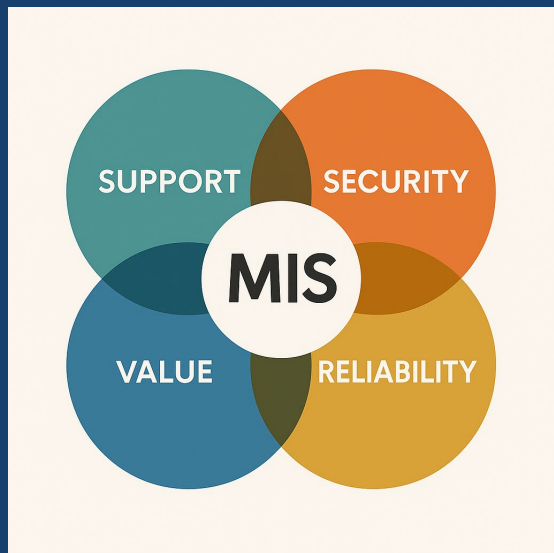


# Who We Are

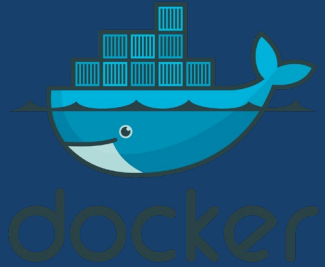
We are the technology backbone of town government.

Providing IT support to critical departments across the town.

Focused on value, reliability, and security.







## Our Mission

Deliver cost-effective, reliable, and secure technology solutions that help every department serve the public efficiently.

Leveraging a combination of Open-source Technology and Other software, we are always looking to provide the town with the best service and the lowest price.



# Helpdesk



\* Note that these are only tickets placed via Ticket Request, not by Phone, Email or Direct Report.

\*\* FY24-25 is still on going.



## What We Do

Manage 600 - 1300 end-user support tickets each year

Maintain and upgrade all town PCs, Servers, and Laptops

Support and monitor the towns infrastructure including the public wireless networks

Ensure cybersecurity and system uptime

Update the Website and Social Media Accounts for the Town as Requested by Department Heads.







## We Support

- 150 End users.
- 130ish Computers
- 90 Phones and 2 Phone Systems
- Website updates / Social Media Posts
- Video Editing for publishing



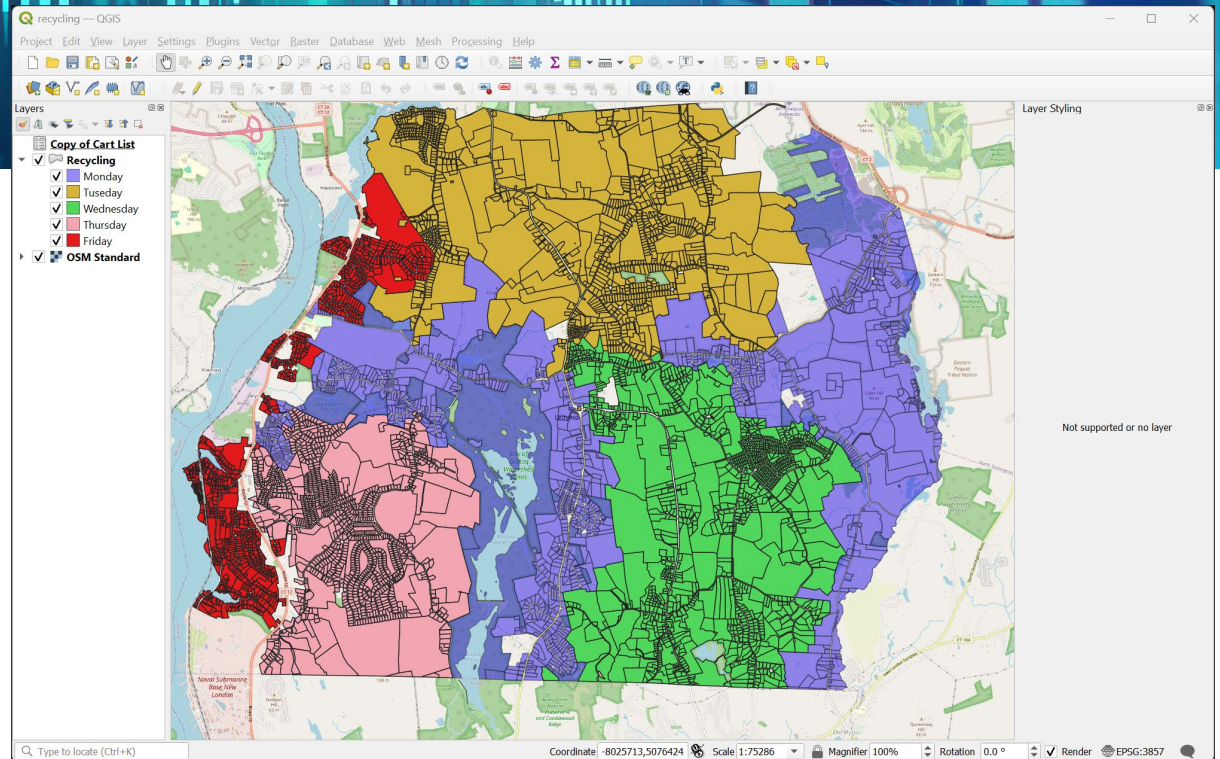
## Departments We Support

- Police & Fire
- Water Treatment Plant
- Public Works
- Parks & Recreation / Senior Center
- Town Hall / General Government Offices

# Beyond the Day-To-Day

In addition to help desk work:

- We plan and execute **infrastructure upgrades**
- Coordinate **hardware replacements**
- Maintain essential systems like **network equipment, backups, firewalls, and domain services**
- Provide help to other Departments with data processing tasks.
- Keep up to date on latest Technology Trends, and Security Issues.
- Write Programs to help other Departments Perform Daily Tasks







## Thank You

We're proud to support the town behind the scenes - every day.

Questions can be directed to the MIS Director, Justin Dube:

[mis.director@ledyardct.org](mailto:mis.director@ledyardct.org)