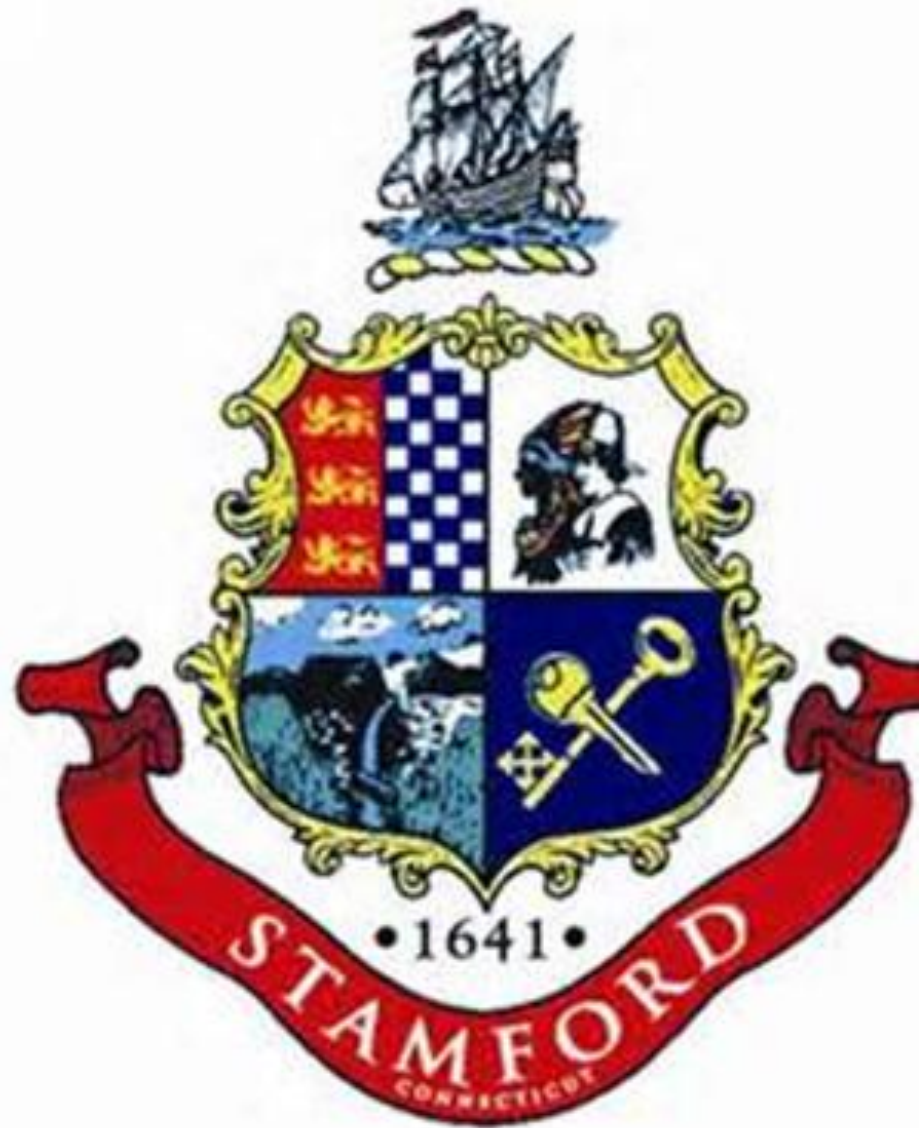
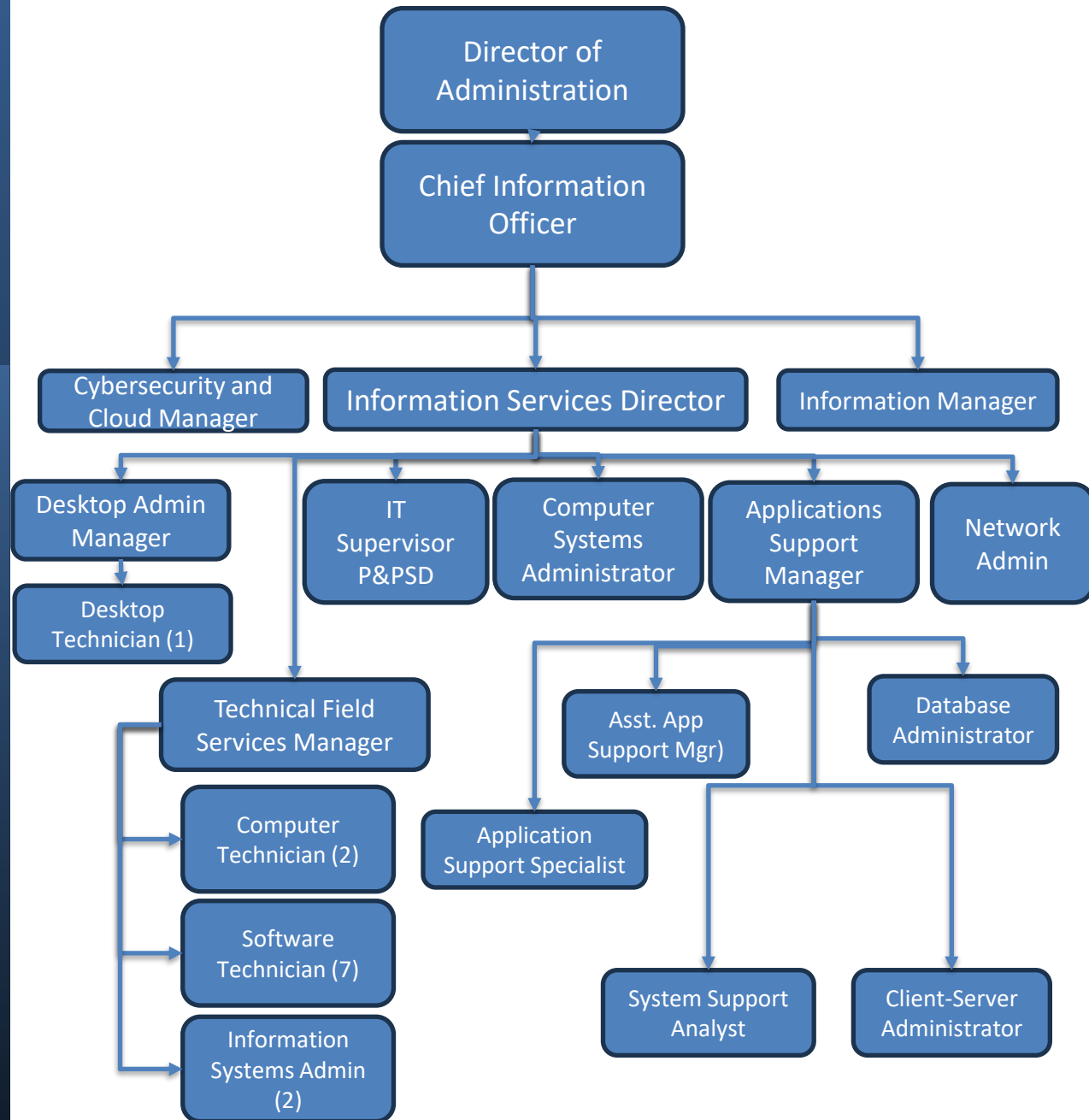


CITY OF STAMFORD  
TECHNOLOGY  
MANAGEMENT  
SERVICES

Prasant Tangirala  
4/9/26



# Department/Div. Organizational Chart



# Budget Summary (FY 2026-27)

Technology Management Services (TMS) overview:

- **Capital Budget: \$1,972,000\***
  - No capital budget increase was requested in FY2025-26, so this is a net increase
  - Carryover funds have been put to good use this current year (Firewall upgrades, Disaster Recovery (AITE) site upgrades, Microsoft Exchange to Subscription Edition)
- **Operating Budget: \$5,332,927 (Increased by \$236K YoY)**
  - Mayor proposed cuts in the TMS professional consultant budget: \$100K Decrease
  - Software maintenance budget increased by \$250K

*\*This includes \$930,000 for the PD Records Management Services*

## New or Expanded Services/Programs (FY 2026-27)

In FY 2026-27, the Technology Management Services department plans to carry out/ support:

- Upgrade Equipment nearing End of Life:
  - Replace servers, network switches, Wi-Fi Access Points and UPS battery in the Government Center
  - Replace the virtual server farm for the Police Department
  - Upgrade servers for the Fire Department
  
- Cost Optimization:
  - Migrate leased fiber connections to city owned fiber
  
- Records Management Software:
  - Move from legacy software to cloud-hosted software for the Police Department
  
- Oracle Fusion ERP:
  - Onboard consultants for helping us transition to the new Oracle Fusion Redwood version
  - Implement two new modules to Oracle Fusion: Cash Management and Lease Accounting

### Goals:

Mitigate Cybersecurity Risks, End of Life Concerns, Improve User Experience, Meet Specific Public Safety Requirements and Optimize Enterprise Resources Planning

## Discontinued Services/Programs (FY 2026-27)

In FY 2026-27, the Technology Management Services department plans recoup funds by discontinue the following software:

- **FreshService:** This software was our IT Services Management (ITSM) used for change management and helpdesk and has been replaced by ManageEngine. **Expected cost savings: \$30,227**
- **Splashtop:** This is our remote work solution that allows employees to work from a remote location and will be phased out. We have VMWare Horizon, which allows for 50 concurrent users to log into the City network remotely. **Expected cost savings: \$36,926**
- **Microsoft Azure Storage:** The team plans to pivot from Microsoft Azure's native storage capabilities to a storage solution called BackBlaze, which is considerably cheaper. The overall functionality will not be impacted. **Expected cost savings: \$34,691**

# Key Challenges & Changes (FY 2026-27)

In 2026, the Technology Management Services (TMS) faces fundamental challenges:

- Pipeline for continued IT expertise and talent
- Cybersecurity threats, including phishing attacks
- Legacy systems and data silos
- Suboptimal understanding of departmental procedures
- Low usage of artificial intelligence in day-to-day operations
- Budget constraints that hinder investments in technology innovations

To address these challenges, TMS leadership has started working on a roadmap that includes the following strategic focus areas:

- Digital Transformation Program for technology obsolescence
- Technology risk management framework to identify, assess, mitigate and monitor critical risks
- Consolidated Data Warehouse for aggregating data silos and drive better decision-making with the availability of metrics
- Interactive Artificial Intelligence virtual assistants (aka chatbots)
- Bolster key technology areas by hiring consultants with onboarding Information security and business process analysis skillset

## Summary:

The Technology Management Services department roadmap addresses fundamental technology challenges facing the City

## Performance Improvements & Efficiencies:

In 2026-27, the Technology Management Services (TMS) will continue to leverage existing external sources of funding, and explore new sources for (*pro bono*) consulting input

- TMS has partnered with Babson College for conducting a consulting case study for Artificial Intelligence (AI) adoption by the City and the departments. This will be instrumental in meeting critical components of the mayor's AI vision for the City, such as:
  - Employee training
  - AI Integration into department functions
  - Departmental cost savings, and
  - Piloting AI chatbots for city services

This annual program will continue going forward on yearly basis, enabling the City to take advantage of academic thought leadership.

- **Supplier-Funded Projects:** Microsoft could indirectly fund specific cloud-based projects via Presidio (our cloud service provider), effectively giving us *pro bono* consulting
- **SLCGP:** City of Stamford will use SLCGP funds to hire a Cybersecurity consultant to lead cybersecurity risk management efforts, align operations with the NIST Cybersecurity Framework, and implement prioritized technical controls
- **Grants:** TMS will continue to leverage grant opportunities for bolstering cybersecurity, digital equity and data aggregation

Thank You!

# Appendices