



Myersville Town Hall
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TOWN OF MYERSVILLE
PLANNING OFFICE

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To: Myersville Mayor & Council
CC: Kathy Gaver, Town Clerk; File
From: Brandon Boldyga, Planning & Zoning Administrator
Date: December 2, 2023
Re: Information Technology

Mayor & Council of the Town of Myersville,

The week of Thanksgiving, it was discovered that many of the Town's electronic files were encrypted and productivity at Town Hall grinded to a halt. After contacting the Town's information technology (IT) contractor, CBM Systems Inc. (CBM), I was made aware that there was a catastrophic failure on the Town server, and the Town may be unable to obtain assistance until after the Thanksgiving holiday. Luckily for the Town, Greg Moser, with CBM, came to the Town Hall on a scheduled day off to assess the situation. After working with CBM, the Town was able to recover most of the files. This attack was a "near miss". The Town was fortunate that the network was not targeted by a more severe cyber-attack. The launch of this attack made it very apparent that the Town was caught completely off guard.

In the days following the attack, I gave some thought to solutions to this problem. The Town's lack of robust anti-virus and anti-cyber-attack software is certainly an issue. Staff would recommend procuring and installing more robust software immediately; however, software alone is not all that is required.

As a member of Town staff for over 11 years, my role with the Town has grown from the Planning and Zoning Administrator to the primary staff responsible for at least five (5) other primary functions. These functions include several which are closely related to my primary role in planning and zoning such as floodplain management, stormwater management and forestry; however, these also include many that are not within this realm. IT is one of these functions. When I first assumed the role as the Town "IT and technical staff", I had only been out of college for a relatively short time and had been working with complex Department of Defense (DoD) systems for a period of four (4) years. To date, I have not received any additional training in the IT field and have been increasingly diverted from my technical functions with the Town to address my primary role as Planning and Zoning Administrator.

At this time, I am requesting that the Mayor and Council entertain removing these functions from my assigned duties and assign them to an individual with better training in this field. I feel that this will allow me to dedicate the necessary time to my primary role as Planning and Zoning Administrator, and those passive functions directly associated with planning and zoning. This would allow the Town to direct the necessary resources and staff to IT-related roles, thus improving the level of service. The functions and associated duties include the following:

Information Technology Support

1. Troubleshooting email system (*Microsoft* exchange server)
2. Troubleshooting internet and wi-fi connectivity issues
3. Troubleshooting issues with copier, printers (*OCI*)
4. Maintenance and troubleshooting of Town server, computers, iPads, software, back-up drives and other IT equipment
5. Maintenance and troubleshooting of telephone system equipment

Communications

1. Management, design, and updating all content on Town website
2. Management, design, and updating all content on Town *Facebook* page, user account, and group
3. Maintenance and troubleshooting of sound system equipment and PA system
4. Management and troubleshooting of all virtual meeting equipment
5. Operating virtual meetings through *Zoom*, including the recording of meetings

Electronic Devices

1. Maintenance and troubleshooting Main Street speed signs, speed signage software
2. Coordinating data collection
3. Maintenance and troubleshooting of mobile security camera
4. Coordinating video collection

Municipal Center Security System

1. Troubleshooting door locking mechanisms and various hardware and software components
2. Management of building access system and all users

Everbridge Alert System

1. Management of *Everbridge* system
2. Sending messages in the event of an emergency

The principal issue with a number of these functions is timing. Duties that require urgency, such as sending emergency alerts or troubleshooting a failure of the Town server, can require lengthy periods of unplanned time even when my primary function as Planning and Zoning Administrator demands more attention. As a result, I often find myself in a situation where I must work far more than 40 hours in a week to keep pace, or simply leave work unfinished. As someone who is proud of their work, I often find myself working after hours or when Town Hall is closed to complete my work. For this reason, I have been reluctant to assume any additional responsibilities for the Town. There are additional functions that another staff member or contractor could assume, should the Town move in that direction. These additional functions are as follows:

1. Management of digital scheduling application or program for facility reservations
2. Maintenance and management of a bulk email communication system
3. Maintenance and management of Municipal Center digital marquee sign

I am hopeful that the Town can implement the necessary budgetary adjustments for fiscal year 2025 to hire additional staff or contract additional services to address these important functions of Myersville's municipal government. Currently, I am unable to fulfill the roles outlined in this memorandum to the degree in which Myersville's elected officials, fellow staff, and citizens rightfully deserve. I feel that it is my duty to make you aware of my deficiencies in attempting to fill these roles appropriately. With this said, I have and I will continue to serve this Town to my highest ability in all duties assigned to me with the Town's best interest at heart. Please feel free to contact me with any questions or concerns regarding this matter.