

Westcomm IT Committee

Agenda 1/7/2025 11 AM



East Longmeadow Fire Department
Training Room
150 Somers Road
East Longmeadow, MA 01028

- IT MOU
- Communication
 - Between IT Departments
 - Ticket Responses, Updates, Issues Identified, Resolutions
 - Notification to IT: Phone Call vs Ticket
 - Example to Departments of Ticket Response/Update Emails
 - IT SOP Response Times
 - Critical vs Non-Critical
- Redundancy
 - Determining Westcomm and Community Infrastructure
- Capital Planning
 - Replacement Schedules
 - Critical Infrastructure