



City of Woodland

REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR
AND CITY COUNCIL

DATE: July 8, 2008

SUBJECT: Technology Services Division Quarterly Technology Report –
June 2008

Report in Brief

The Finance Department's Information Systems Division (IS) has developed this status report to better inform the public and the City Council on the use of information technology by City staff. The report summarizes the status of on-going technology projects and also provides statistics for the City's computer inventory, technology help desk, and Internet web site.

Attachments include the following:

1. Technology Strategic Plan Update
2. Current Project Status
3. Statistics

Recommendation for Action

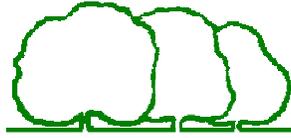
No action required - informational report only.

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Attachments



**Woodland Information Systems Division
Quarterly Technology Report
June 2008**

The Finance Department's Information Systems Division (IS) has developed this status report to better inform the public and the City Council on the use of information technology by City staff. The report summarizes the status of ongoing technology projects and also provides statistics for the City's computer inventory, technology help desk, and Internet web site.

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Technology Strategic Plan Update, as of 06/26/08

ITEM	DESCRIPTION	STATUS	DATES
A	Implement "low hanging fruit" projects		
	- remote troubleshooting	complete	Oct 05
	- IS help desk software	complete	Nov 05
	- automated inventory	complete	Mar 06
	- network monitoring	complete	Jul 06
	- staff intranet (COWNET) improvements	complete	Oct 05
	- IS intern program	complete	Jan 07
	- remote PRCS office networks	complete	Feb 06
	- public kiosks	pending funds	TBD
B	Pursue funding for major projects		
	- city website improvements	funded	see item D
	- database integration	funded	see item E
	- secure external access	funded	Mar 08
	- security outsourcing	complete	Jul 07
	- terminal server upgrade	funded	Mar 08
	- GIS improvements	funded	see item E
	- document management	pending funds	TBD
	- Council Chambers improvements	complete	May 07
	- EOC technology	pending funds	TBD
	- Inter-bldg connectivity improvements	on-going	07/08
C	Submit technology input for capital budget		
	- network infrastructure improvements	funded	Jul 06
	- Pentamation upgrade	funded	Oct 05
	- other major projects	pending funds	TBD
D	Implement City website improvements		
	- improved visual design and navigation	complete	Sep 07
	- PRCSUF commission agenda packets	complete	Oct 05
	- Planning Commission agenda packets	complete	Feb 06
	- City Council agenda packets	complete	Oct 07
	- economic development website	complete	Mar 06
	- Spring Lake website partnership	complete	Oct 05
	- eGovernment portal	ongoing	est Mar 09
	- website redesign/hosting RFP	complete	Mar 07

Technology Strategic Plan Update, as of 06/26/08

cont'd

E	Integrate database systems		
	- capital projects database	complete	May 07
	- capital projects database v2 (MPFP)	planning	Est Jan 08
	- Pentamation upgrade phase I	complete	Jun 06
	- Pentamation upgrade phase II (eGov)	planning	Est Mar 08
	- CityWorks/GIS integration	complete	Jul 07
	- Master Address Database	On going	July 08
	- integrated timekeeping system	planning	Mar 09
F	Establish technology review process		
	- write policies/procedures	On going	Est Aug 08
G	Formalize computer replacement program		
	- write policies/procedures	on hold	TBD
H	Develop technology training program		
	- write policies/procedures	on hold	TBD
I	Establish formal "super user" program		
	- write policies/procedures	on hold	TBD
J	Improve communication with departments		
	- regular meetings with departments	On going	various
	- increase intranet usage	On going	est Feb 09
K	Recommend organizational changes		
	- provide input to senior management	complete	Oct 05
	- Modify IT structure/update job descriptions	On going	est Sept 08
L	Document risks and contingency plans		
	- conduct network risk analysis	pending funds	TBD
	- write business continuity plan	pending funds	est Dec 09
	- write backup and disaster recovery plan	funded	est Dec 09
M	Develop other key technology documents		
	- write computer security policy	on hold	TBD
	- write technology purchase policy	planning	est Aug 08
	- write web publication policy	planning	est Mar 09
	- design external network access strategy	complete	Jul 07
	- design GIS integration strategy	planning	est Dec 09
	- design communications strategy	pending funds	TBD

Current Technology Project Status (as of June/26/08)

IS Staffing

- lost employees, Gus Bush (IS Mgr), Robert Thomas(GIS) and John Schutzman (tech)
- one IS tech position previously vacant
- tech positions have been filled by Sarah Turner (Dec) and Joshua Katz (April)
- currently recruiting for GIS Specialist, second attempt as first attempt unsuccessful
- currently recruiting for Police IS Specialist
- new technology personnel are learning the city's applications, network and helpdesk processes.

Computer Replacement Program

- Replaced 61 workstations
- 5 network printers were replaced; approx 6 additional network printers need replacement
- 7 network copiers were replaced
- IS will continue with Microsoft XP for all workstations
- Office 2007 will not be deployed until training has been provided
- Office 2007 has been installed on workstation to enable them to read Office 2007 documents

Computer purchases/additions

- purchase: Parks (4) laptops, , Fire (3) laptops, Public Works (6) laptops

Capital budget input

- Capital budget approved by Council on Dec 4, ~800K in FY 08 and ~1M in FY 09
- IS working on revised/new PPSS for ongoing projects and those ready for immediate start
- IS has completed revised MPPF worksheets for use with 10-year and 18-year projections
- IS Achievement plans were completed in Feb 08

Web content management system

- IS has loaded news/events through June '08, Departments are assisting with content updates
- Departments urged to migrate intranet content to Gearworks by April 2008
- Ana Gonzalez has taken over eNewsletter and Council agenda processes
- IS created a service log to track CDM tasks to resolve website issues
- Issues with CDM support, service contract with CDM terminated
- review replacement web content management system, current CMS has issues & limited functionality

Enterprise system (EIS) procurement

- status reports will be provided to Directors on a monthly basis, during M3
- SAT completed functional area descriptions, IS/TPG gathered info on vendor market
- RFI distributed and three vendor demos were provided to SAT in February
- RFP released and published on City's website on 5/23/08
- Pre Proposal Vendor Conference held on 6/13/08, five vendors attended
- RFP responses due 7/11/08

Financial system enhancements

- New SQL server was implemented to manage all of City's SQL databases
- Memory and CPU issues with existing Pentamotion server configuration
- A month of prototyping & testing to successfully move PEI databases to new SQL server
- Purchasing Inventory module implemented for fixed assets
- Capital database includes services to hire DBA to work on additional changes

Current Technology Project Status (as of June/26/08) cont'd

Capital Budget Database

- capital budget and MPFP processes have been transferred from Public Works to Finance
- Finance to schedule meeting to finalize version 1 update and begin planning version 2

Master Address Database

- initial operating capability delivered to P Siegel.
- IS has installed MADB access for first set of CDD users
- evaluating timeline for additional users in relation to cleaning up owner data
- process previously managed by ex-employee, process is being researched and documented

Pentamation Parcel Clean-up

- corrupt data migrated into PEI when initially upgraded two years ago
- planning process to clean-up data prior to EIS implementation
- city staff, vendor and programming consultant will be needed for clean-up

Public Works GIS layers

- all O&M shops to be migrated to new server
- consultants delivered sewer laterals, storm/water layers and they are in QA process
- consultants delivered WPCF implementation, currently in review
- IS has upgraded to Cityworks 4.4 and ArcGIS 9.2
- improved external remote process for public works mobile staff to access cityworks

Transman Upgrade

- Upgrade Fleet's RMS, restructure data organization and train users

Recreation reservations system – Parks & Rec

- Gathering information creating an RFP to replace Recware

Network infrastructure upgrades

- FiberTower wireless T-1 replacements has been completed at PD, FS3, WPCF and CSC
- high-speed wireless point-to-points have been installed at FS3, WPCF, CSC, FS2, PD & MSC
- infrastructure equipment will be install in July to make live all the PTPs listed above
- wiring has been completed for building Wi-Fi Access Points, in production early Aug.

Internet Access Management (IAM)

- implement a system that monitors staff Internet use and block inappropriate websites
- prototyped various IAM systems in June
- planned implementation in July

Messaging System

- plans to upgrade to Exchange 2007 for enhanced security and email capabilities by Dec 08

Current Technology Project Status (as of June/26/08) cont'd

Secure external network access

- initial IS testing successful for access to network drives and Citrix applications but cumbersome to use
- testing placed on hold until IS staff can support
- implemented Netmotion software but only installed on city owned laptops. Allows for seamless external network connectivity

Cingular phones

- City will stay with City-owned devices with employees paying portion of personnel use
- will standardize on AT&T services/devices
- IS will support Blackberry devices for staff requiring data services
- Finance updated cell phone policy, IS/Purchasing develop Blackberry deployment process
- AT&T cell phone repeaters installed at City Hall in December

FireRMS

- to improved performance FireRMS database moved to new SQL server
- FireRMS upgraded to latest version
- Improved performance and support by centralizing FireRMS application

IT Governance policy

- in process of design
- used to manage for all levels of technology projects
- used to manage technology purchases
- sets a committee to oversee projects and funding

Server Consolidation

- once inter-bldg links have been implement servers can be consolidated
- less servers to manage
- cost savings in less hardware, software licensing, support and electrical use
- centralization of network data services

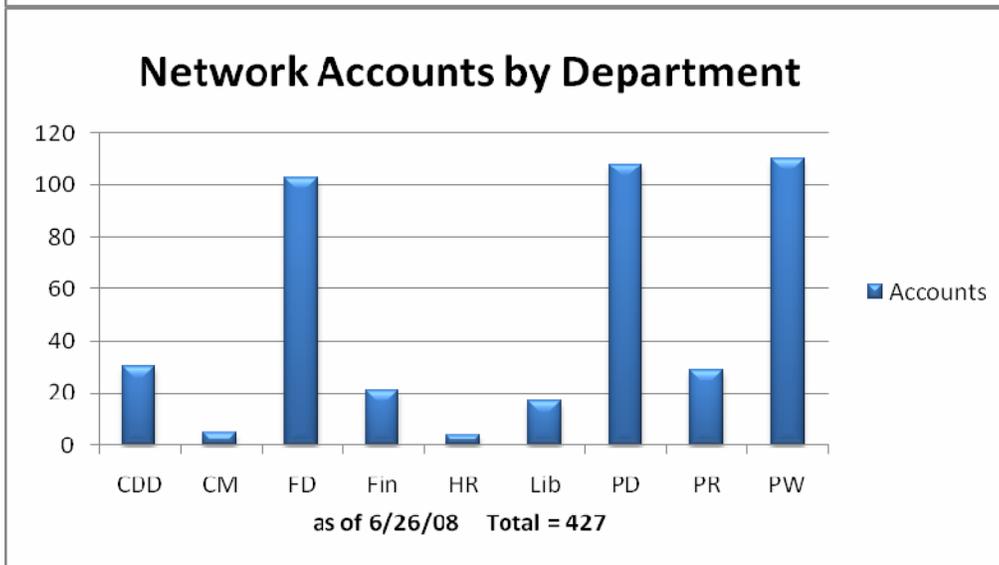
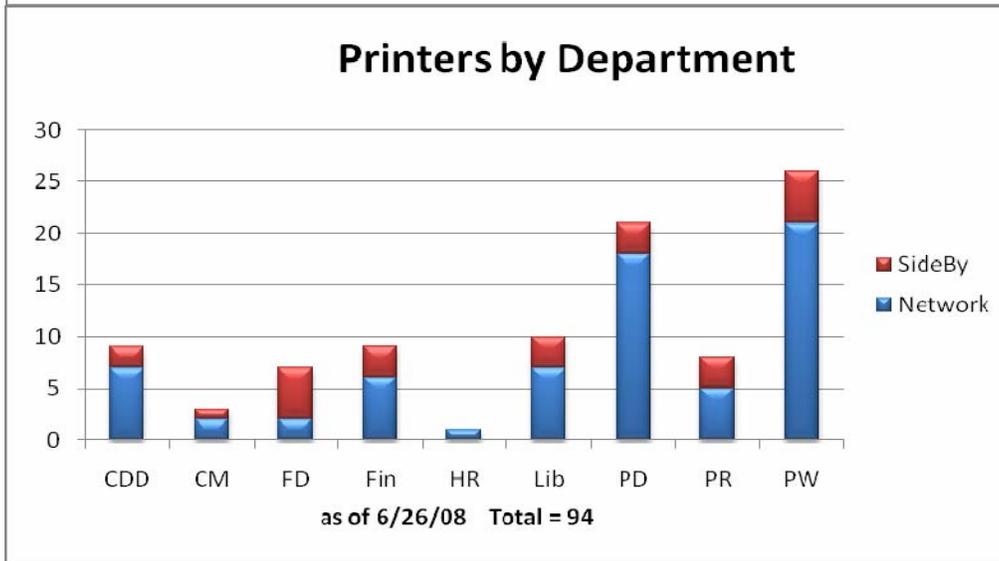
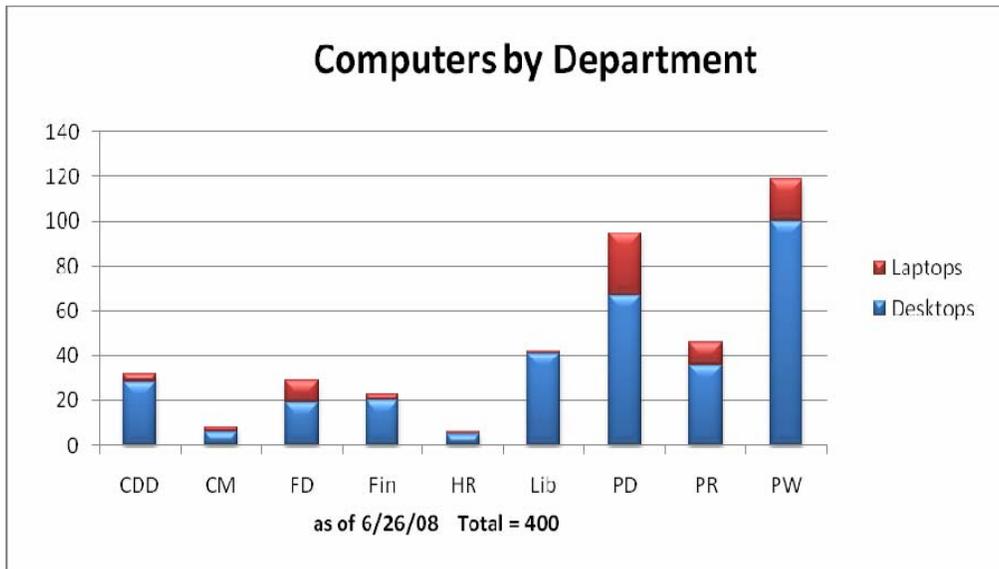
Public Works Technology projects

- SCADA implementation for wells
- Meter reads automation
- Cityworks/GIS implementation at WPCF

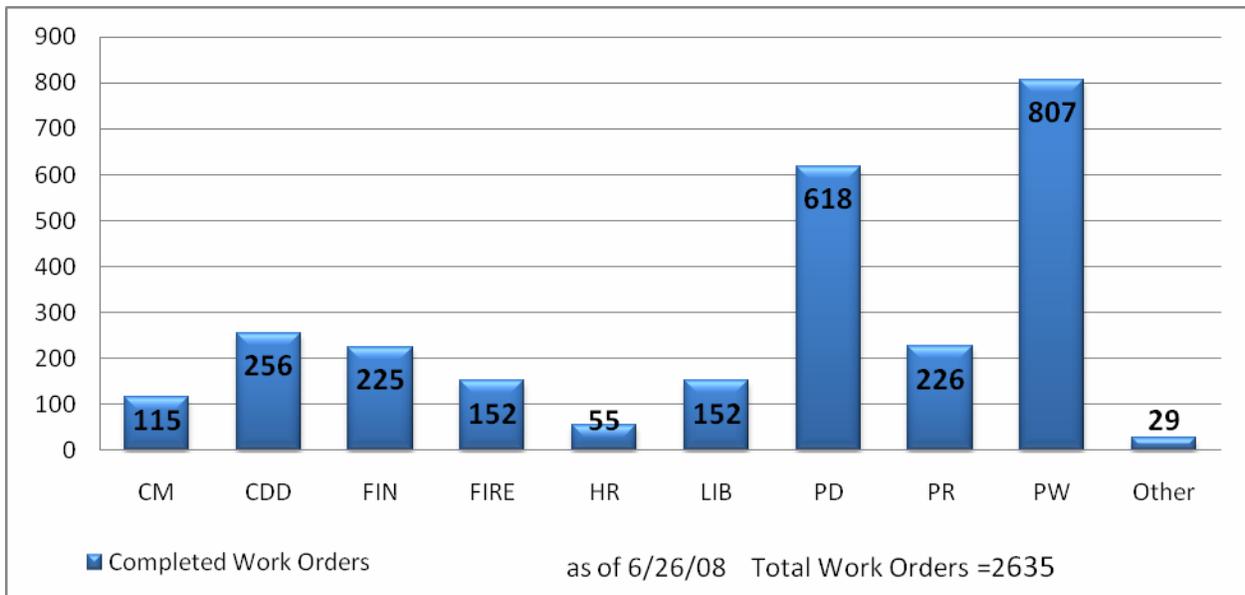
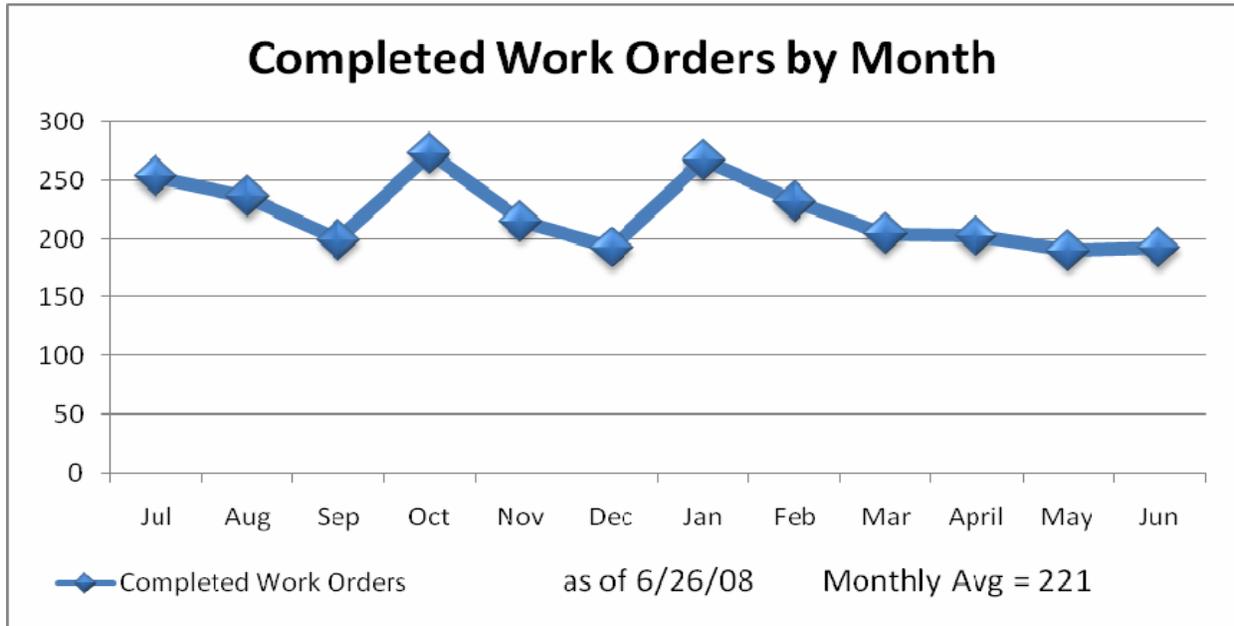
Library

- improve process of managing reservations of public use PCs
- improve Internet connectivity for public use PCs
- implement new improved wireless access

Network Statistics

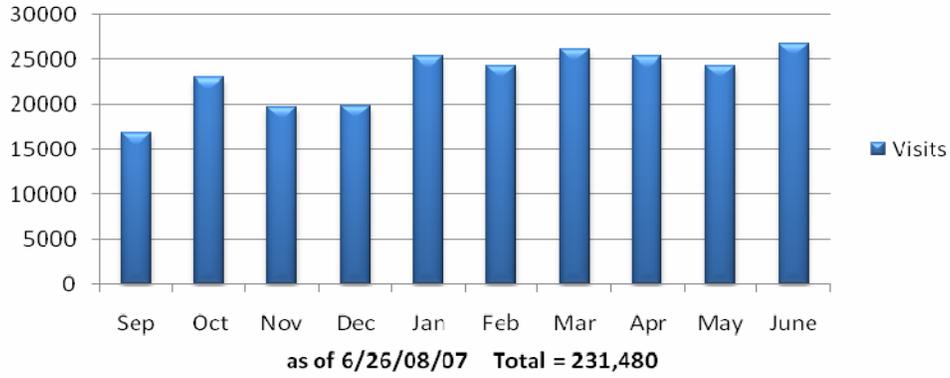


Help Desk Statistics



Web Site Statistics

Web Site Visits by Month



Page Requests by Month



Successful Hits by Month

