



City of Woodland

REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR
AND CITY COUNCIL

DATE: November 18, 2008

SUBJECT: Technology Services Division
Quarterly Technology Report - October 2008

Report in Brief

The Department of Administrative Services' Technology Services Division (TS) 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

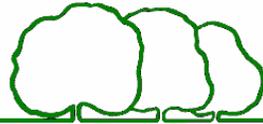
No action required - informational report only.

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Attachments



City of Woodland



Technology Services Division
Quarterly Technology Report
October 2008

The Department of Administrative Services' Technology Services Division (TS) 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 10/24/08

ITEM	DESCRIPTION	STATUS	DATES
A	Implement "low hanging fruit" projects		
	- remote troubleshooting	complete	Oct 05
	- IS help desk software (Remote Administrator)	complete	Nov 05
	- automated inventory (Track-It!)	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	complete	Mar 08
	- security outsourcing	complete	Jul 07
	- terminal server upgrade	complete	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	complete	August 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 10/24/08

cont'd

E	Integrate database systems		
	- capital projects database	complete	May 07
	- capital projects database v2 (MPFP)	complete	Mar 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	Jan 09
	- integrated timekeeping system	planning	Mar 09
F	Establish technology review process		
	- write policies/procedures	On going	est Jan 09
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 10/24/08)

IS Staffing

- After a 7 month effort, the GIS position was finally filled by Daniel Hewitt
- One IS tech position vacant
- After a 6 month vacancy, the PD has filled its separate IT position
- New technology personnel are learning the city's applications, network and helpdesk processes

Computer Replacement Program

- 12 workstations were replaced
- 3 network printers were replaced
- 1 network copier was replaced
- IS will continue with Microsoft XP for all workstations
- The City remains on Office 2003, Office 2007 will not be deployed until training has been provided
- An Office 2007 translator has been installed on all workstations to enable them to read Office 2007 documents

Computer purchases/additions

- Purchase: Public Works (1) laptops, (2) printers

Capital budget input

- Capital budget approved by Council on Dec 4, ~800K in FY 08 and ~1M in FY 09
- IS has completed revised MPFP 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 Oct '08, Departments are assisting with content updates
- Ana Gonzalez continues to support the eNewsletter and Council agenda processes
- Continued unresolved issues with CDM, service agreement terminated on June 15th
- Current web CMS (content management system) has issues & very limited functionality
- reviewed replacement web content management systems
- In process of migrating website to new web CMS

Enterprise system (EIS) procurement

- Status reports are provided to Directors at the monthly M3 meetings
- Pre Proposal Vendor Conference held on 6/13/08, five vendors attended
- RFP responses received 7/11/08 (deadline)
- Five vendor demos were conducted during first two weeks in September
- Four major areas, Financials, Land Management, Time Keeping and Human Resources
- Further review and information gathering
- Recommendations will be provided to Directors and City Manager by Nov 14th

Financial system enhancements

- New SQL server was implemented to manage all of City's SQL databases
- After a month of prototyping & testing it was successfully put into production
- Financial system uptime has improved significantly
- 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 Oct/24/08) 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
- DBA hired to help cleanup Pentamation owner / address data
- Evaluating timeline for additional users in relation to cleaning up owner data
- Process previously managed by ex-employee, process continues to be 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 has been hired to assist with the cleanup

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 production
- Consultants delivered WPCF implementation, in process of being linked to work orders
- 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
- Reviewing Fleet RMS system replacements

Recreation reservations system – Parks & Rec

- Researched Recreational Management Systems
- Overwhelming, Active Networks
- Worked with Dan Gentry on Active Network agreement and Council Communication
- Working with Parks and Active Network on implementation planning

Network infrastructure upgrades

- High-speed wireless point-to-points have been installed at FS3, WPCF, CSC, FS2, PD & MSC
- Infrastructure equipment was installed in July to make live all the PTPs listed above
- Wiring has been completed for building Wi-Fi Access Points, placed into production in August
- Critical implementation – high-speed PTPs were installed with redundancy failover

Internet Access Management (IAM)

- Implemented in July, a system that monitors staff Internet use and block inappropriate websites
- Working with HR to design a IAM policy

Current Technology Project Status (as of Oct/24/08) cont'd

Messaging System – Jan 2009

- Planning upgrade of City's messaging system to Exchange 2007
- Exchange 2007 enhances security and email capabilities

Netmotion - Secure external network access

- Used by mobile staff, but only for city owned laptops.
- Allows for seamless external network connectivity

Vendor - Secure external network access

- In process of implementing a Cisco solution for vendor support access

Cingular phones

- City will stay with City-owned devices with employees paying portion of personnel use
- will standardize on AT&T services/devices
- IS continues to 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 to improve in-building service

FireRMS

- IS continues to trouble-shoot issues with Fire MDTs (Mobile Data Terminals)
- Wireless card issues, cards replaced but now cards timeout – research continues
- Improved performance and support by centralizing FireRMS application

IT Governance policy

- Final revision provided to CM's office for review and approval
- used to manage for all levels of technology projects
- used to manage technology purchases
- sets a committee to oversee projects, funding and priority

Server consolidation

- Once inter-bldg PTP links have been implemented servers can be consolidated
- Reduce number of servers to administer
- cost savings in reduced hardware, software licensing, support and electrical use
- Centralization of network data services

VMware – Server virtualization

- Implemented VMware to virtualize many City servers
- Again, less physical servers to manage
- Additional cost savings in reduced hardware, software licensing, support and electrical use
- Further centralization of network data services
- Improves disaster recovery capabilities

Public Works Technology projects

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

Current Technology Project Status (as of Oct/24/08) **cont'd**

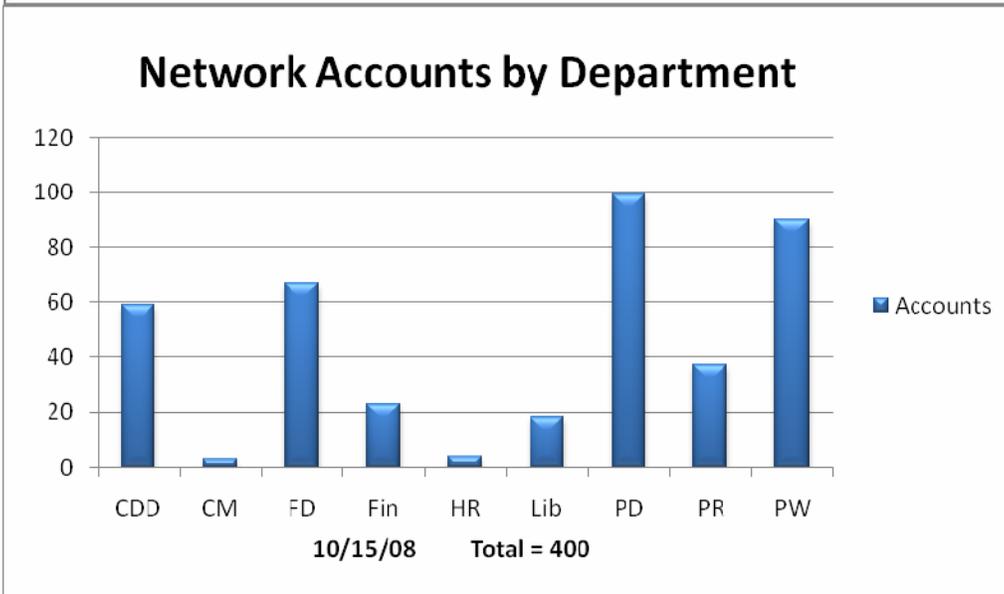
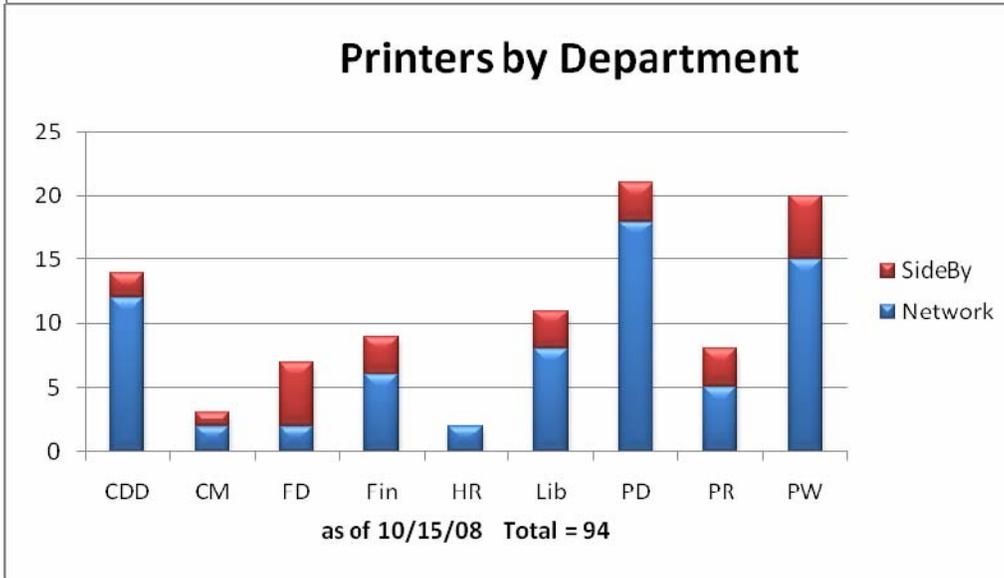
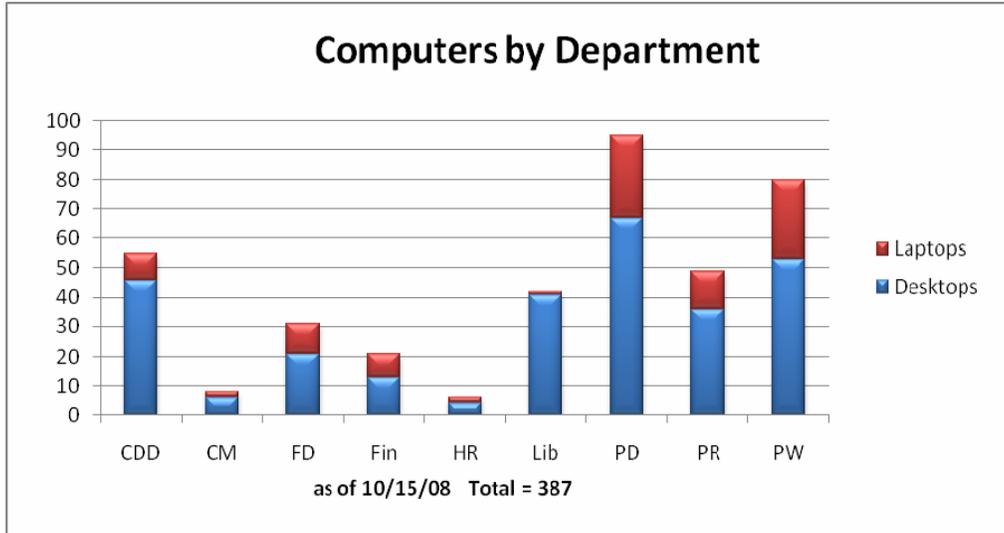
Library

- Reimaged all public Internet workstations
- Improved process of managing reservations of public use PCs
- Improve Internet connectivity for public use PCs
- Implement new improved wireless access for public laptops and electronic card catalogs

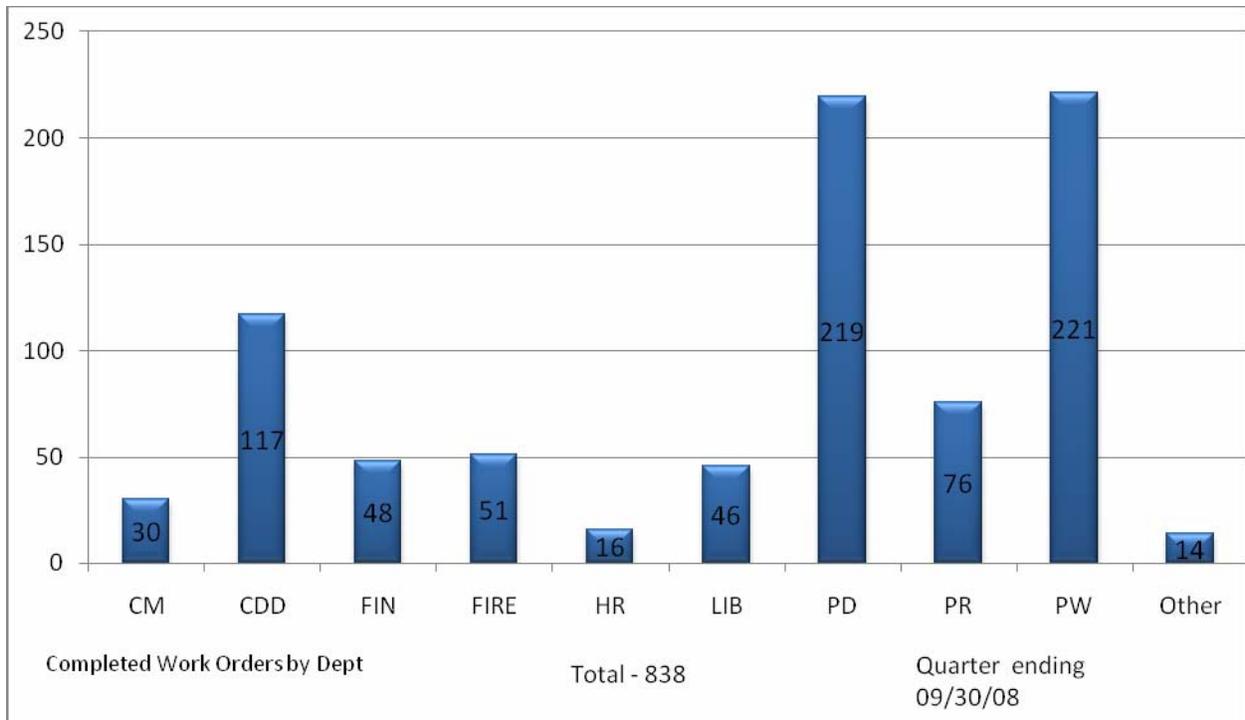
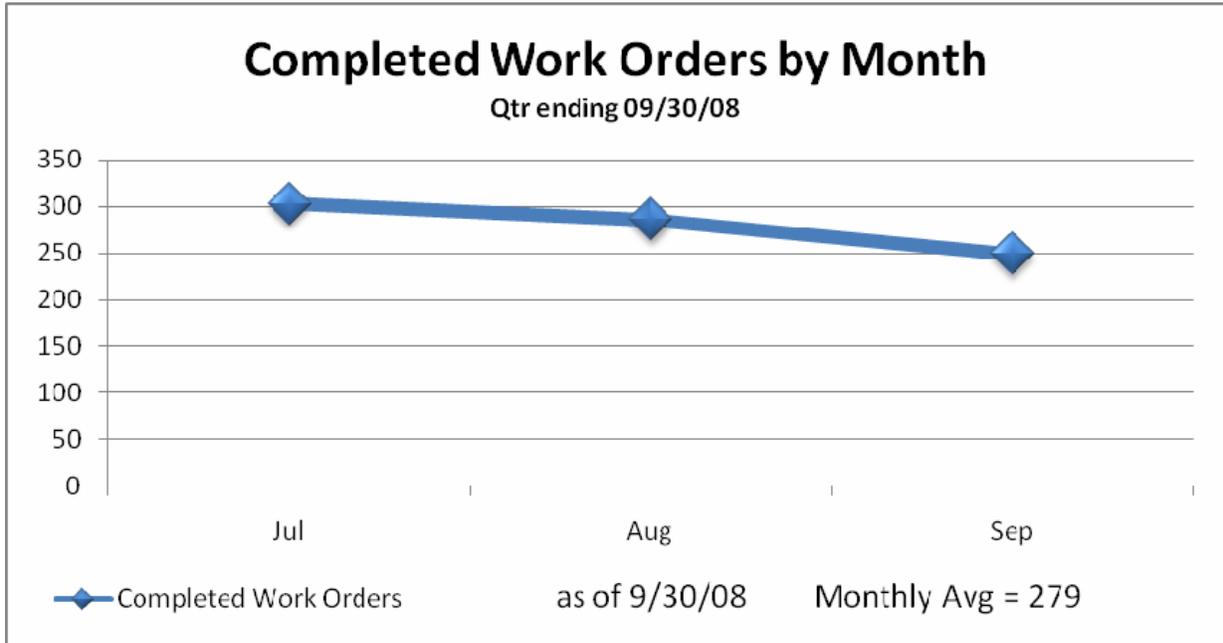
Training

- Blackberry introductory courses were held in July / August
- How to connect to a Wi-Fi network classes were provided in July / August
- Courses will be conducted in Wi-Fi connectivity and Advanced Blackberry usage

Network Statistics



Help Desk Statistics



Web Site Statistics

