



# City of Woodland

## REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR  
AND CITY COUNCIL

DATE: May 5, 2009

SUBJECT: Technology Services Division Quarterly Technology Report  
January – March 2009

### **Report in Brief**

The Department of Administrative Services' 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.

Attachments include the following:

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

### **Recommendation for Action**

No action required - informational report only.

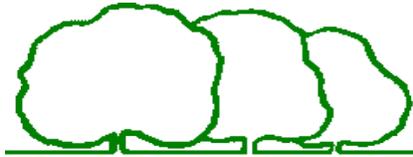
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Attachments



**Woodland Information Systems Division  
Quarterly Technology Report  
January - March 2009**



The Department of Administrative Services' 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 04/21/09

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	JUL06
	- staff intranet (COWNET) improvements	complete	OCT 05
	- staff intranet (COWNET)redesigned/redeployed	complete	MAR 09
	- IS intern program	complete	JAN 07
B	Pursue funding for major projects		
	- city website improvements - 07	funded	see item D
	- city website migration to Civicasoft - 09	funded	see item F
	- database integration	funded	see item E
	- secure external access (Netmotion)	funded	MAR 08
	- security outsourcing	On-going	
	- terminal server upgrade	funded	MAR 08
	- GIS improvements	funded	see item E
	- document management	On hold	TBD
	- Council Chambers improvements	complete	MAY 07
	- Live webcasting of meetings	On hold	TBD
	- Historial availability of city webcast meetings	On hold	TBD
	- EOC technology	pending funds	TBD
	- Inter-bldg connectivity improvements	Completed	AUG 08
	-replacement of financial system	pending funds	est FEB 10
-replacement of Land Mgmt system	pending funds	est JUNE 10	
- project management system	pending funds	TBD	
C	Submit technology input for capital budget		
	- network infrastructure improvements	completed	DEC 08
	- Pentamation upgrade	completed	OCT 05
	- other major projects	pending funds	TBD

## Technology Strategic Plan Update, as of 04/21/09 cont'd

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	On hold	est FEB 10
	- website redesign/hosting RFP	complete	MAR 07
E	Integrate database systems		
	- capital projects database	complete	MAY 07
	- capital projects database v2 (MPFP)	complete	FEB 08
	- Pentamation upgrade phase I	complete	JUN 06
	- Pentamation upgrade phase II (eGov)	On hold	FEB 10
	- CityWorks/GIS integration	complete	JUL 07
	- Master Address Database	complete	JUL 08
	- integrated timekeeping system	planning	JAN 10
F	City Website Migration to new CMS		
	- improve navigation	complete	JAN 09
	- redesign PRCSUF commission agenda packets	Pending	TBD
	- redesign Planning Commission agenda packets	complete	FEB 09
	- redesign City Council agenda packets	complete	FEB 09
	- economic development new design	Pending	MAY 09
	- Spring Lake website partnership renewed	complete	JAN 09
	- eGovernment portal	Pending	FEB 10

## Technology Strategic Plan Update, as of 04/21/09 cont'd

G	Automatic Meter Reading		
	-configure network backbone for collection points	complete	MAR 09
	-configure export/import finance progress	in progress	APR 09
H	Fleet Software Replacement		
	- Fleet RFP	completed	APR 09
	- Review and Selection	In progress	MAY 09
	- Implementation	Planning	TBD
I	Water Pollution Control Facility		
	- FOG (Fats, Oil and Grease) GIS Layer	complete	APR 09
	- SCADA Cityworks Integration	planning	JUN 09
J	Parks Audio/Video system		
	-Network reconfiguration for new system	complete	MAR 09
K	Parks Recreation Reservation System		
	- Review and Selection	complete	JUN 08
	- Implementation	planning	MAY 09
L	City Messaging System		
	- Upgrade to Microsoft Exchange 2007	complete	APR 09
	- Training sessions on MS Office 2007	on-going	APR 09
	- Deploy MS Office 2007	planning	MAY 09
	- Automate Resource Calendars	planning	MAY 09
M	VMWare Virtualization		
	- Planning and Development	complete	JUL08
	- Implementation	complete	OCT 08
	- Migrate servers	continuing	JUL09
N	Establish formal "super user" program		
	- write policies/procedures	on hold	TBD
O	Improve communication with departments		
	- regular meetings with departments	On going	various
	- increase intranet usage	On going	APR 09
P	Recommend organizational changes		
	- provide input to senior management	complete	OCT 05
	- Modify IT structure/update job descriptions	On hold	TBD

## Technology Strategic Plan Update, as of 04/21/09 cont'd

Q	Document risks and contingency plans		
	- conduct network risk analysis	On hold	TBD
	- write business continuity plan	On hold	TBD
	- write backup and disaster recovery plan	Planning	JUL09
R	Develop other key technology documents		
	- write IT Governance policy	In progress	MAY 09
	- write computer security policy	planning	JUL09
	- write technology purchase policy	planning	MAY 09
	- write web publication policy	Planning	MAY 09
	- design external network access strategy	Complete	JUL07
	- design GIS integration strategy	In progress	MAY 09
	- design communications strategy	On hold	TBD

## Current Technology Project Status (as of April 21, 2009)

### IS Staffing

- IS Mgr, Network Admin, two IS Specialists, one IS Technician
- (one IS Technician position vacant)
- Using Interns to supplement vacant position

### Computer Replacement Program

- Replaced 30 workstations
- 2 network printers were replaced; approx 10 additional network printers need replacement
- 15 side-by printers deployed
- 2 network copiers were replaced
- Microsoft XP standard workstation operating system, Vista will not be deployed
- Office 2007 training being provided in April 2009
- Office 2007 will not be deployed in May 2009

### Computer purchases/additions

- purchased: CDD (2) laptops, Public Works (3) laptops, (1) desktops

### Capital budget input

- Completed revised MPFP worksheets for use with 10-year and 18-year projections

### Web content management system (CMS)

- IS has replaced DigitalGear with Civicasoft CMS
- Departments are assisting with content updates
- New Intranet CMS deployed March 2009
- A new process for eNewsletters and Council agendas has been implemented
- Ana Gonzalez continues as lead for eNewsletter and Council agenda processes

### Enterprise system (EIS) procurement

- Status reports are being provided to Directors at M3 meetings
- SAT completed functional area descriptions, IS/TPG gathered info on vendor market
- RFI distributed and three pre-RFP vendor demos were provided to SAT in Feb 08
- 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
- Five vendor demos held during the month of Sept 08
- SAT completed recommendations
- EIS recommendations provided to City Manager
- Tyler Eden(TE) Financials and Land Management tentatively selected.
- completed negotiations with TE on project costs for software and professional services
- Contract being reviewed by City Attorney

### Financial system enhancements

- SQL servers (2005 & 2008 versions) were implemented to manage all of City's SQL databases
- Memory and CPU issues with existing Pentamotion server configuration
- Completed prototype SQL server, moved PEI databases to new SQL server - Jul 08
- Inventory module implemented for fixed assets

## Current Technology Project Status (as of April 21, 2009) cont'd

### Master Address Database (MADB)

- MADB 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 has been 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 - still pending
- City staff, vendor and programming consultant may be needed for clean-up

### Public Works GIS layers

- Q&A for sewer laterals, storm/water layers have all been completed
- All layers, except storm, have been implemented
- Storm layer deployment is expected by June 09
- GIS and Cityworks staff planning WPCF implementation
- IS has upgraded to Cityworks 4.5 SP 3 and ArcGIS 9.3 SP 1
- CityworksAnywhere implemented
- improved external remote process for public works mobile staff to access cityworks
- Made further enhancements to remote access through the use of terminal services

### Transman Replacement

- RFP has completed
- Review and selection of Fleet system in progress

### Recreation reservations system - Parks & Rec

- Gathering information creating an RFP to replace Recware
- Active Network system selected
- Implementation plan design in progress

### Network infrastructure upgrades

- FiberTower wireless antenna's removed, not cost effective
- high-speed wireless PTPs have been installed at FS3, WPCF, CSC, FS2, PD, MSC and water tank
- infrastructure equipment was installed in July, all PTPs live, increase productivity for staff
- In-building Wi-Fi Access Points are in production, for both City staff and Public access

### Internet Access Management (IAM)

- implemented Websense, a system that monitors staff Internet use and blocks inappropriate websites

### Messaging System

- upgraded to Exchange 2007 - March 2009

## Current Technology Project Status (as of April 21, 2009) cont'd

### Secure external network access

- 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
- 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
- Verizon used for Public Works laptop remote connectivity

### FireRMS

- To improve performance FireRMS database moved to new SQL server
- FireRMS upgraded to latest version - March 2009
- Improved performance and support by centralizing FireRMS application
- FireApps terminal server implemented to improve remote access

### 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
- currently in final editing
- expected implementation - May 2009

### Server Consolidation

- With Inter-bldg PTP links servers have been consolidated
- cost savings in less hardware, software licensing, support and electrical use
- Centralization of network data services

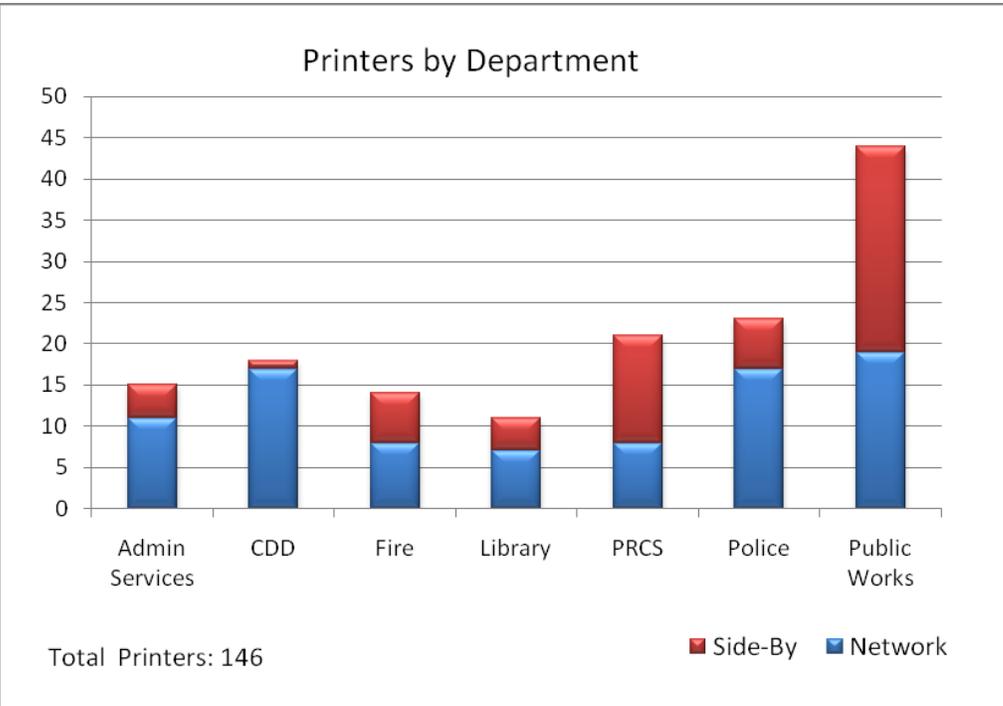
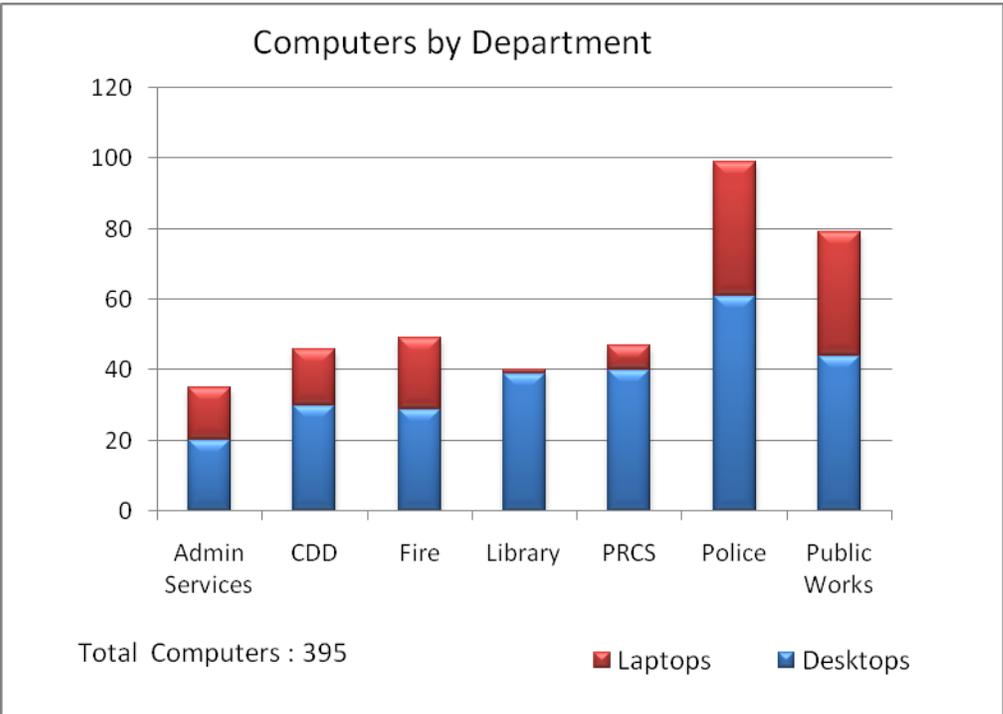
### Public Works Technology projects

- SCADA implementation for wells
- Automatic Meter Reading
- Enhanced remote GIS/Cityworks functionality implemented
- Enhanced GIS layer QC process
- Cityworks/GIS implementation at WPCF

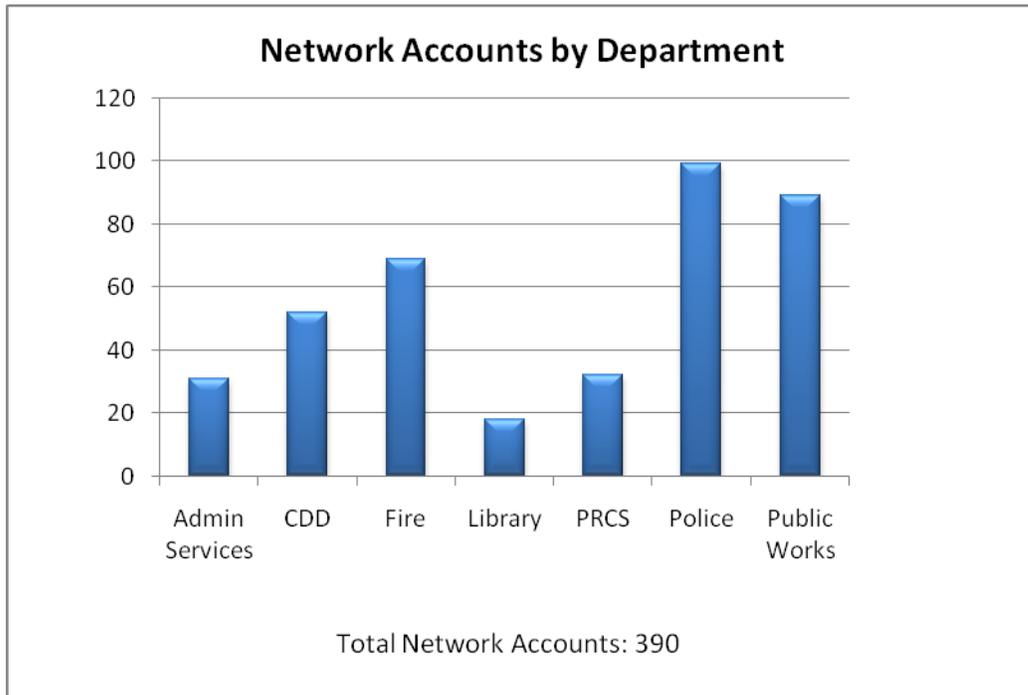
### Library

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

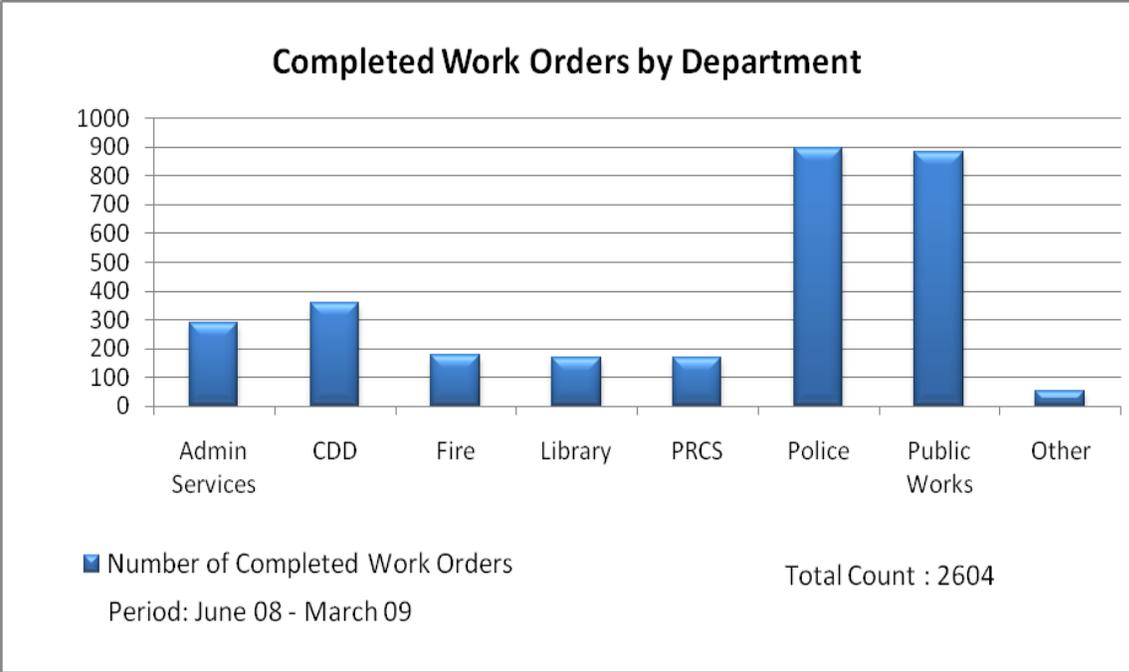
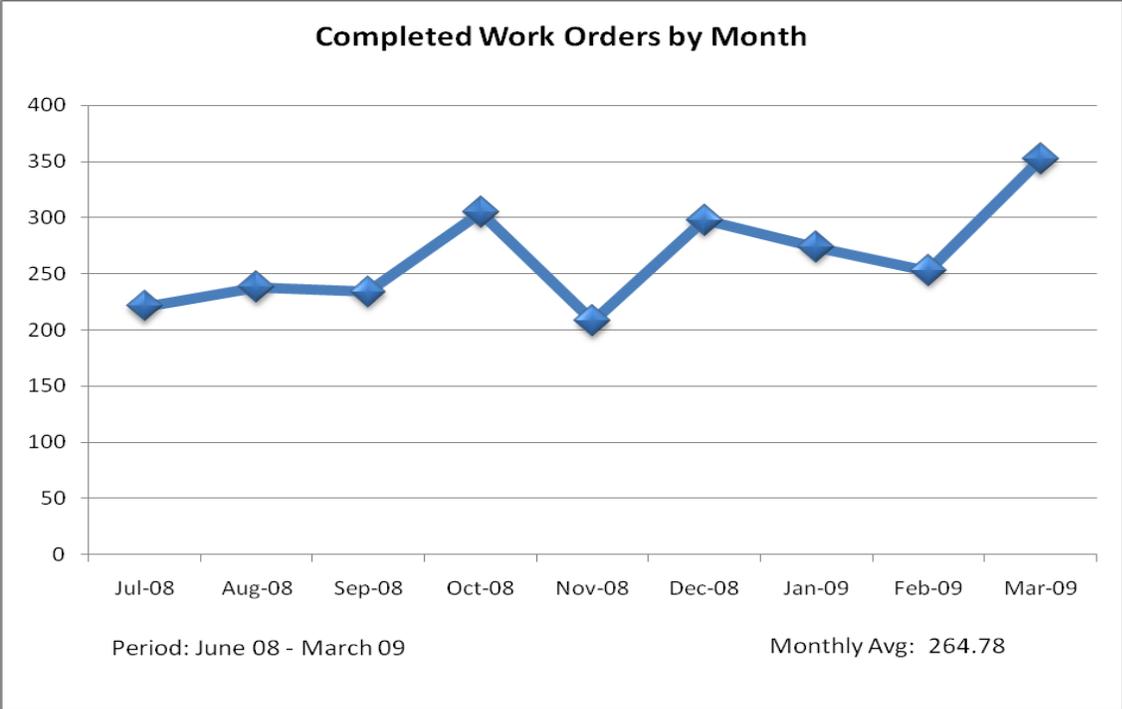
# Network Statistics



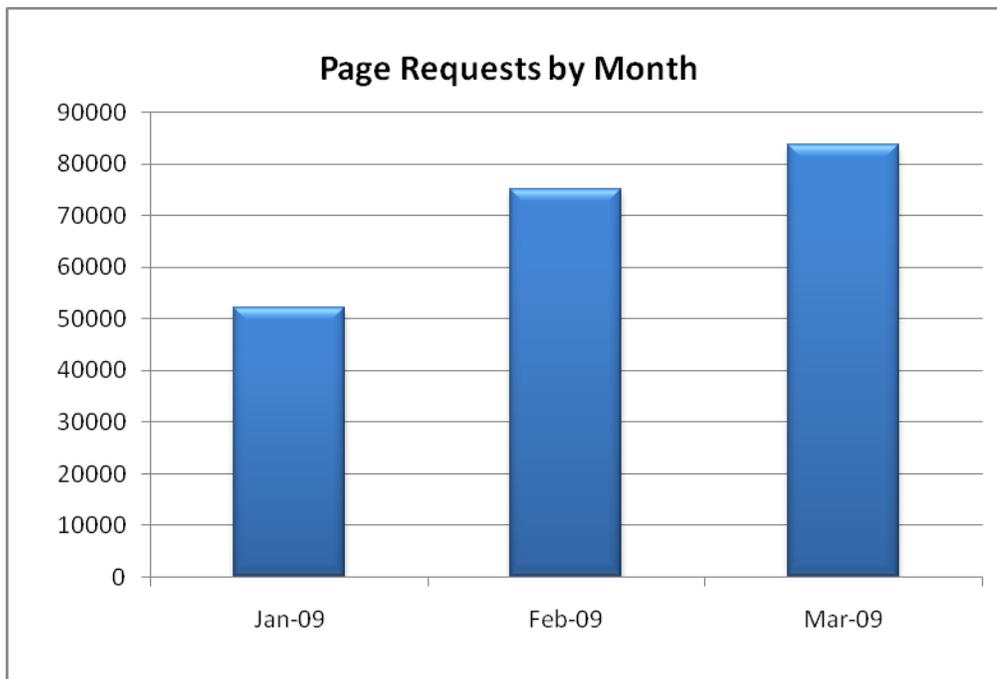
## Network Statistics, cont'd



# Help Desk Statistics



## Web Site Statistics



## Web Site Statistics, cont'd

