



# City of Woodland

## REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR  
AND CITY COUNCIL

DATE: October 20, 2009

SUBJECT: Technology Services Division Quarterly Technology Report June 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.

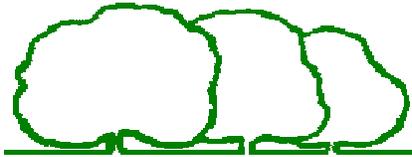
Prepared by: Manuel Soto  
Technology Manager

Reviewed by: Sue Vannucci  
Director of Admin Svcs

---

Mark G. Deven  
City Manager

Attachments



**Woodland Information Systems Division  
Quarterly Technology Report  
June 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.

**CONTENTS:**

Technology Strategic Plan Update	Page 2
Current Project Status	Page 6
Statistics	
Network Statistics	Page 9
Help Desk Statistics	Page 11
Web Site Statistics	Page 12

## Technology Strategic Plan Update, as of 06/30/09

ITEM	DESCRIPTION	STATUS	DATES
A	Implement "low hanging fruit" projects		
	- Remote troubleshooting	Completed	OCT 05
	- IS help desk software	Completed	Nov 05
	- Automated inventory	Completed	MAR 06
	- Network monitoring	Completed	JUL06
	- Staff intranet (COWNET) improvements	Completed	OCT 05
	- Staff intranet (COWNET)redesigned/redeployed	Completed	MAR 09
	- IS intern program	Completed	JAN 07
B	Pursue funding for major projects		
	- City website improvements - 2007	Completed	see item D
	- City website migration to Civicasoft - 2009	Completed	see item F
	- Database integration	Completed	see item E
	- Secure external access (Netmotion)	Completed	MAR 08
	- Terminal server upgrade	Completed	MAR 08
	- GIS improvements	Funded	see item G
	- Document management	On Hold	TBD
	- Council Chambers improvements	Completed	MAY 07
	- Live webcasting of meetings	Prototyped	JUN 09
	- Historical availability of city webcast meetings	On Hold	TBD
	- Inter-bldg connectivity improvements	Completed	AUG 08
	-Replacement of financial system	pending funds	FEB 10
	-Replacement of Land Mgmt system	pending funds	JUN 10
- Project management system	On Hold	TBD	
C	Submit technology input for capital budget		
	- Network infrastructure improvements	Completed	DEC 08
	- Other major projects	pending funds	TBD

## Technology Strategic Plan Update, as of 06/30/09

D	Implement City website improvements		
	- Improved visual design and navigation	Completed	SEP 07
	- PRCSUF commission agenda packets	Completed	OCT 05
	- Planning Commission agenda packets	Completed	FEB 06
	- City Council agenda packets	Completed	OCT 07
	- Spring Lake website partnership	Completed	OCT 05
	- website redesign/hosting RFP	Completed	MAR 07
	- website language translations	Completed	MAR 09
E	Integrate Database Systems		
	- Capital projects database	Completed	MAY 07
	- Capital projects database v2 (MPFP)	Completed	FEB 08
	- Pentamation upgrade phase I	Completed	JUN 06
	- Pentamation upgrade phase II (eGov)	Cancelled	
	- CityWorks/GIS integration	Completed	JUL 07
	- Master Address Database (MADB)	Completed	JUL 08
	- Integrated timekeeping system	Planning	JUN 10
F	Migrate City Website to new CMS (Civica)		
	- Improve navigation	Completed	JAN 09
	- Redesign PRCSUF commission agenda packets	Pending	TBD
	- Redesign Planning Commission agenda packets	Completed	FEB 09
	- Redesign City Council agenda packets	Completed	FEB 09
	- Economic development new design	Pending	MAY 09
	- Spring Lake website partnership renewed	Completed	JAN 09
	- Redesign Economic Development website	On-going	OCT 09
	- Woodland Business Prospector	On-going	NOV 09
	- eGovernment portal	Pending	JUN 10
G	Geographical Information System (GIS)		
	- Enterprise GIS Server	Planning	AUG 09
	- Address Point Layer (replace MADB)	Planning	JAN 10
	- Address Point Layer (Web Interface)	Planning	SEP 09
	- FireRMS integration with GIS	Pending	DEC 10

## Technology Strategic Plan Update, as of 06/30/09 cont'd

H	Automatic Meter Reading		MAR 09
	-configure network backbone for collection points	Completed	OCT 09
	-configure export/import finance progress	In-Progress	
I	Fleet Software Replacement		APR 09
	- Fleet RFP	Completed	MAY 09
	- Review and Selection	Completed	NOV 10
	- Implementation	In-Progress	
J	Water Pollution Control Facility		APR 09
	- FOG (Fats, Oil and Grease) GIS Layer	Completed	NOV 09
	- SCADA Cityworks Integration	Planning	
K	Parks Audio/Video system		MAR 09
	-Network reconfiguration for new system	Completed	
L	Parks Recreation Reservation System		JUN 08
	- Review and Selection	Completed	TBD
	- Implementation	on-hold	
M	City Messaging System		APR 09
	- Upgrade to Microsoft Exchange 2007	Completed	APR 09
	- MS Office 2007 Training sessions	Completed	JUN 09
	- MS Office 2007 Deployment	Completed	JUN 09
	- Automate Resource Calendars	Completed	
N	VMWare Server Virtualization		
	- Planning and Development	Completed	JUL08
	- Implementation	Completed	OCT 08
	- Migrate servers	80% Complete	JUL09
O	VMWare Desktop Virtualization		
	- Planning and Development	Completed	JUN 09
	- Implementation	Planning	OCT 09
	- Migrate 100 Workstations	Planning	DEC 09
P	Establish formal "super user" program		
	- write policies/procedures	On Hold	TBD
Q	Improve communication with departments		
	- regular meetings with departments	On going	Quarterly
	- increase intranet usage	On going	APR 09
R	Recommend organizational changes		
	- provide input to senior management	Completed	OCT 05
	- Modify IT structure/update job descriptions	On Hold	TBD

## Technology Strategic Plan Update, as of 06/30/09 cont'd

S	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	DEC 09
T	Develop other key technology documents		
	- write IT Governance policy	Completed	MAY 09
	- implement IT Governance Citywide	On Hold	TBD
	- write computer security policy	Planning	JUL 10
	- write technology purchase policy	Completed	MAY 09
	- write web publication policy	Planning	JAN 10
	- design external network access strategy	Completed	JUL 07
	- design GIS integration strategy	In progress	OCT 09
	- design communications strategy	On Hold	TBD

## Current Technology Project Status (as of June 30, 2009)

### IS Staffing

- IS Mgr, Network Admin, two IS Specialists, one IS Technician
- (one IS Technician position vacant)
- Hired desktop support interns to supplement vacant position
- Hired GIS intern to assist with GIS implementation

### Computer Replacement Program

- Replaced workstations
- 3 network printers were replaced;
- 1 side-by printers deployed
- 1 network copier was replaced
- Microsoft XP standard workstation operating system, Vista will not be deployed
- Office 2007 training provided in April 2009
- Office 2007 deployed in June 2009

### Computer purchases/additions

- purchased: CDD (1) laptops, Public Works (5) laptops

### Server Virtualization

- VMWare server virtualization implemented
- 80% of network servers have been virtualized
- Less resources required to support and maintain servers
- Less electrical requirements
- Disaster Recovery capabilities

### Desktop Virtualization

- VMWare desktop virtualization being planned
- Virtualized desktops require less energy to operate - green friendly
- Virtualized desktop terminals have longer lifecycle
- Less resources required to support and maintain desktops

### Web Content Management System (CMS)

- New CMS, Civicasoft
- Departments are responsible for their department web content updates
- New Intranet deployed March 2009
- Ana Gonzalez continues as lead for eNewsletter and Council agenda processes

### Financial system enhancements

- Two SQL servers (2005 & 2008 versions) implemented to manage all of City's SQL databases
- Memory and CPU issues continue on Pentamotion server

## Current Technology Project Status (as of June 30, 2009) cont'd

### 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 reviewed by City Attorney

### GIS Address Point Layer (APL)

- APL in process of being completed. Will replace Master Address Database (MADB)
- Meetings held with CDD mgmt on new process for creating owner information
- GIS APL will become the owner of record for City Parcel/Owner information
- Parcel updates will be made by Technology Services
- APL will be implemented Jan 2010

### Master Address Database (MADB)

- To be decommissioned Jan 2010

### Pentamation Parcel Clean-up

- Corrupt data migrated into PEI when Pentamation system upgraded two years ago
- Planning process to clean-up data prior to EIS implementation - pending
- City staff and programming consultant working on data clean-up

### Public Works GIS layers

- Q&A for sewer laterals, storm/water layers have all been Completed
- GIS and Cityworks staff in process of implementing technology at WPCF
- IS has upgraded to Cityworks 4.5 SP 3 and ArcGIS 9.3 SP 1
- CityworksAnywhere implemented for mobile users with excellent success
- Improved external remote process for public works mobile staff to access cityworks
- Remote access enhancements via the use of terminal services

### Fleet Software Replacement

- RFP has Completed to replace aged Transman software
- Review and selection of Fleet system Completed
- Implementation in progress - Nov 2009

### Recreation reservations system - Parks & Rec

- System reviews to replace Recware
- Active Network system selected
- Implementation has been placed on hold - implementation continues Jan 2010

## Current Technology Project Status (as of June 30, 2009) cont'd

### Network infrastructure upgrades

- FiberTower wireless antenna's removed, not cost effective
- High-speed wireless PTPs 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 APs in production, for both City staff and Public access

### Internet Access Management (IAM)

- Implemented Websense, monitors staff Internet use and blocks inappropriate websites

### Messaging System

- Upgraded to Exchange 2007 - March 2009

### Secure external network access

- Implemented Netmotion software on city owned laptops. Allows for seamless external remote access to city network services

### 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

- used to manage for all levels of technology projects
- used to manage technology purchases
- sets a committee to oversee projects and funding
- Final version completed
- Implementation - TBD

### Server Consolidation

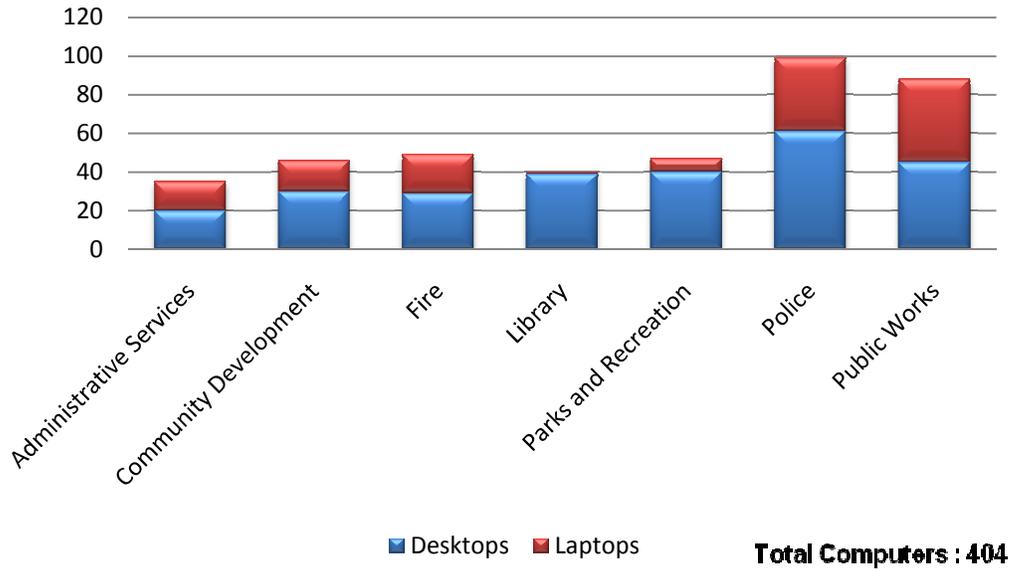
- With Inter-bldg PTP links servers have been consolidated
- cost savings in less hardware, software licensing, support and electrical use
- Centralization of network data services

### Public Works Technology projects

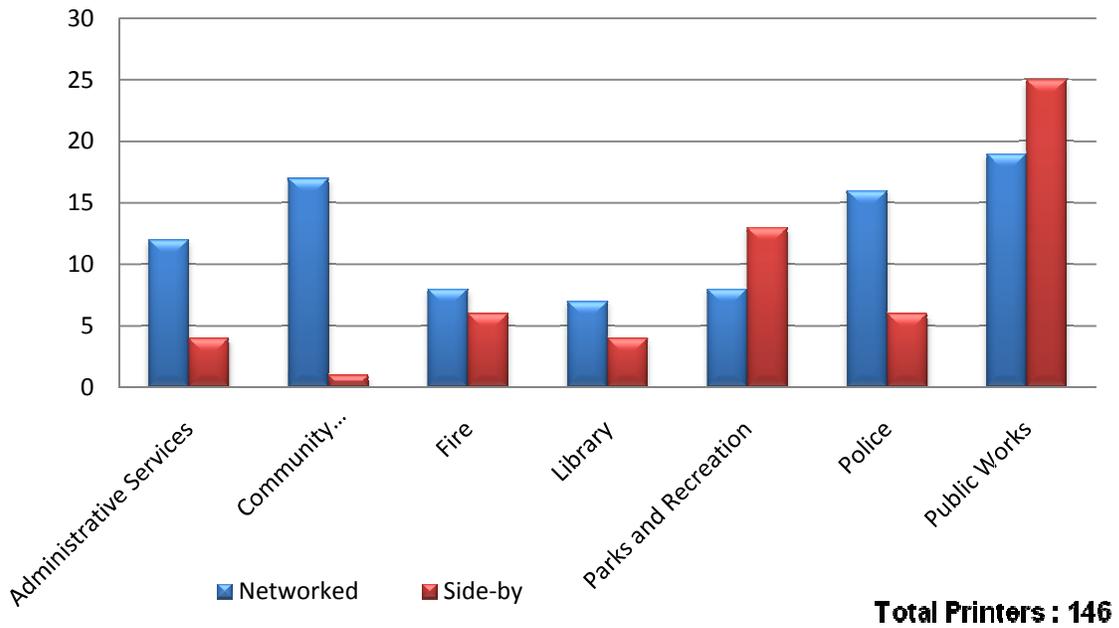
- SCADA implementation for wells
- Automatic Meter Reading
- Enhanced remote GIS/Cityworks functionality implemented
- Enhanced GIS layer QC process
- Cityworks/GIS implementation at WPCF

## Network Statistics

### Computers by Dept

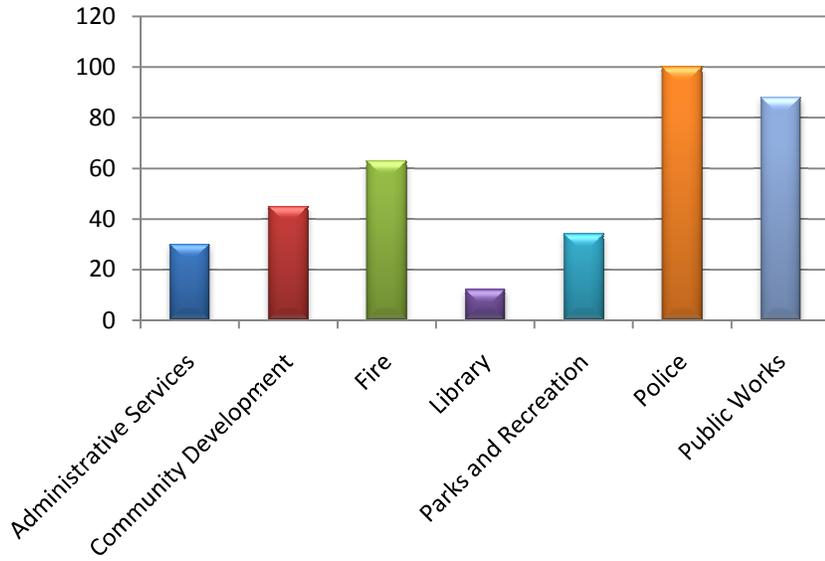


### Printers by Dept



## Network Statistics, cont'd

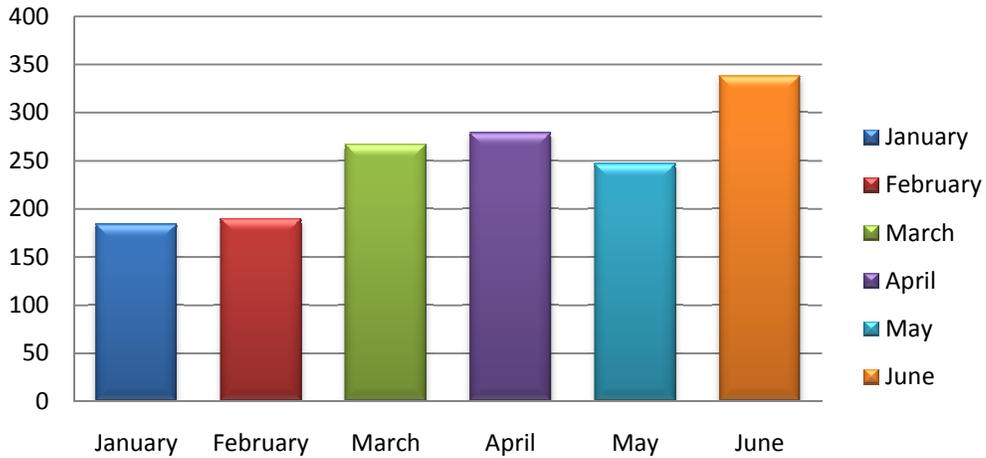
### Network Accounts



**Total Network Accounts : 372**

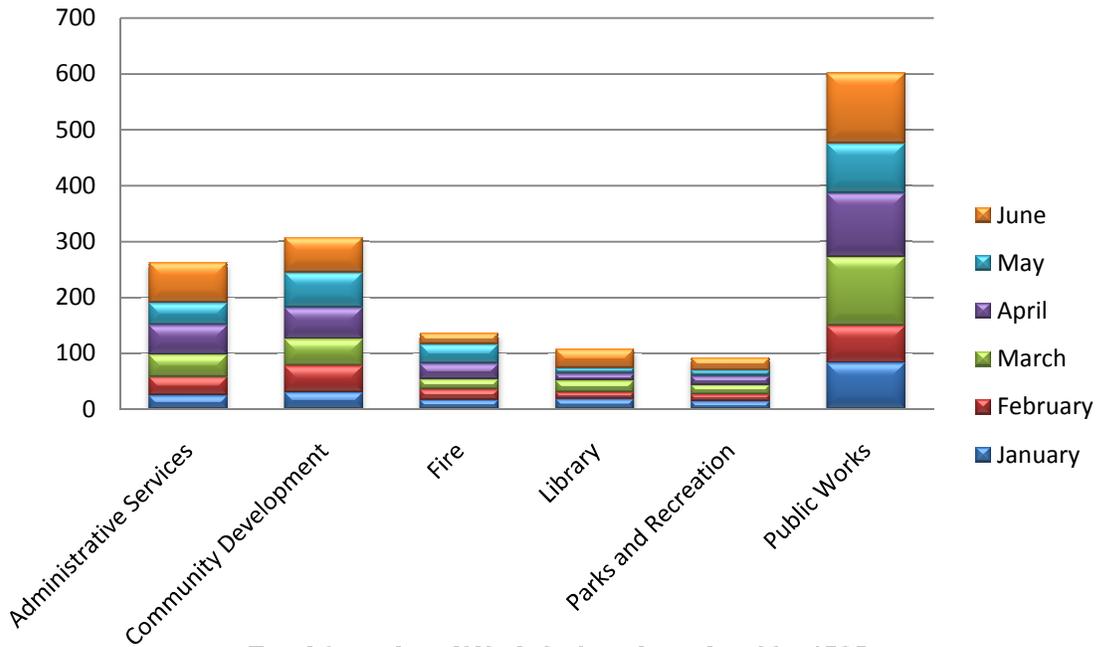
## Help Desk Statistics

### Completed Work Orders by Month



**Total Completed Work Orders Jan - Jun 09 : 1505**

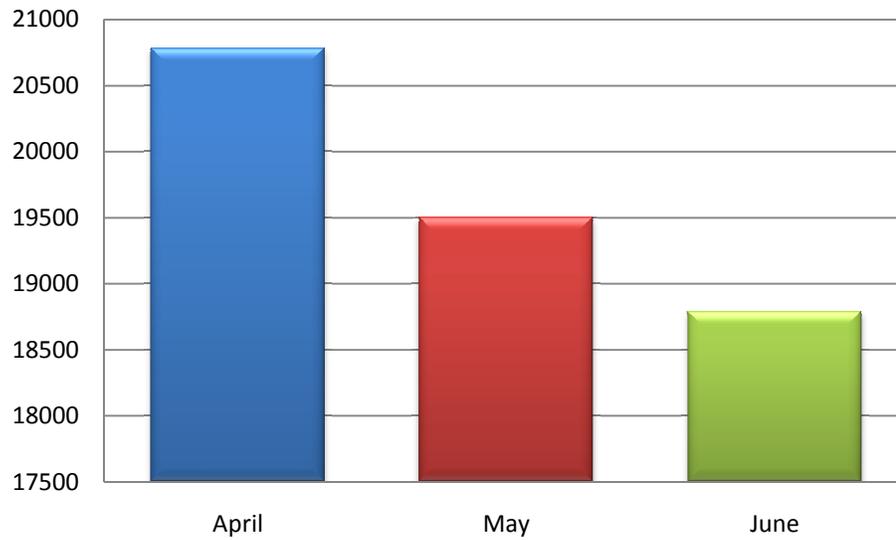
### Completed Work Orders by Department



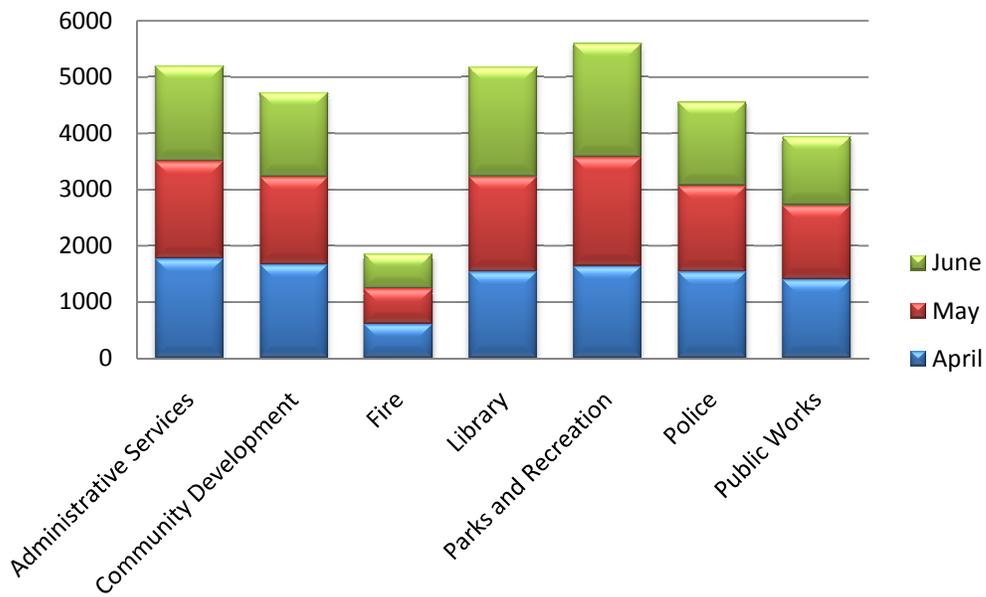
**Total Completed Work Orders Jan - Jun 09 : 1505**

# Web Site Statistics

## Website Visits by Month

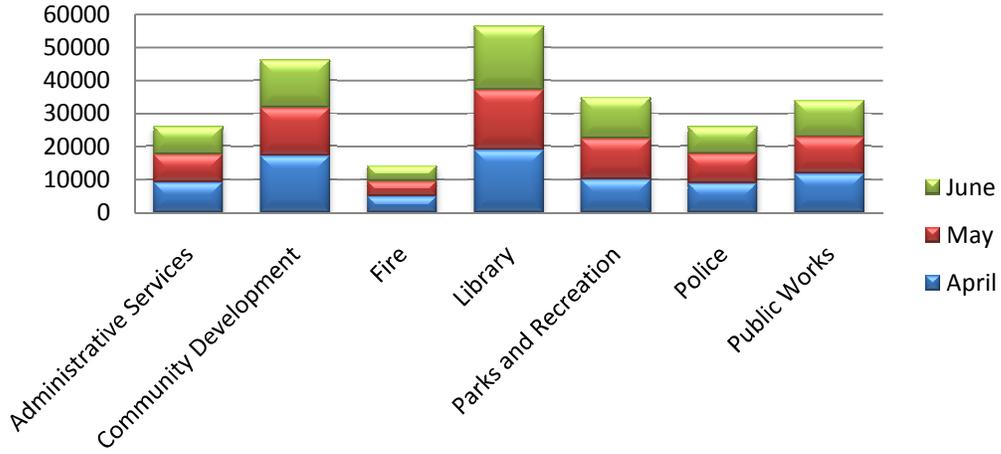


## Department Website Visits by Month



## Web Site Statistics, cont'd

### Department Page Views by Month



### Top Search Terms

