



# City of Woodland

## REPORT TO MAYOR AND CITY COUNCIL

AGENDA ITEM

TO: THE HONORABLE MAYOR  
AND CITY COUNCIL

DATE: February 2, 2010

SUBJECT: Technology Services Division Quarterly Technology Report Dec 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.

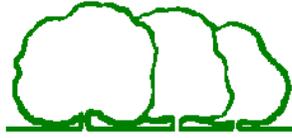
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Technology Manager

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Director of Admin Svcs

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Mark G. Deven  
City Manager

Attachments



**Woodland Information Systems Division  
Quarterly Technology Report  
December 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 Dec/31/09

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	Jul 06
	- staff intranet (COWNET) improvements	complete	Oct 05
	- staff intranet (COWNET)redesigned/redeployed	complete	Mar 09
	- 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
	- city website migration to Civicasoft	funded	see item F
	- database integration	funded	see item E
	- secure external access (Netmotion)	funded	Mar 08
	- security outsourcing	funded	July 08
	- 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
	- Historical availability of city webcast meetings	On hold	TBD
	- EOC technology	pending funds	TBD
	- Inter-bldg connectivity improvements	Completed	AUG 08
	-replacement of financial system (Tyler Eden)	In-Progress	est June 10
	-replacement of Land Mgmt system (Tyler Eden)	Planning	est Dec 10
	- project management system	On hold	TBD
C	Submit technology input for capital budget		
	- network infrastructure improvements	completed	DEC 08
	- VOIP	pending funds	TBD

## Technology Strategic Plan Update, as of Dec/31/09 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 (Tyler Eden)	Planning	est June 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)	Cancelled	
	- CityWorks/GIS integration	complete	Jul 07
	- Master Address Database	complete	July 08
	- integrated timekeeping system	Planning	August 10
F	City Website Migration to new CMS (Civicasoft)		
	- improve navigation	complete	Jan 09
	- redesign PRCSUF commission agenda packets	complete	April 09
	- redesign Planning Commission agenda packets	complete	Feb 09
	- redesign City Council agenda packets	complete	Feb 09
	- economic development new design	complete	May 09
	- Spring Lake website partnership renewed	complete	Jan 09

## Technology Strategic Plan Update, as of Dec/31/09 cont'd

G	Automatic Meter Reading -configure network backbone for collection points -configure export/import finance progress	complete in progress	MAR 09 Jan 10
H	Fleet Software Replacement -Fleet RFP -Review and Selection -Implementation	completed completed completed	APR 09 MAY 09 Nov 09
I	Water Pollution Control Facility -FOG (Fats, Oil and Grease) GIS Layer -SCADA Cityworks Integration	complete Design	APR 09 JUN 10
J	Parks Audio/Video system -Network reconfiguration for new system	complete	MAR 09
K	Parks Recreation Reservation System -Review and Selection -Implementation	complete on-going	JUN 08 Feb 10
L	City Messaging System Upgrade to Microsoft Exchange 2007 Training sessions on MS Office 2007 Deploy MS Office 2007 Automate Resource Calendars	complete complete complete complete	APR 09 MAY 09 MAY 09 MAY 09
M	VMWare Virtualization -Planning and Development -Implementation -Migrate servers	complete complete complete	JUL 08 OCT 08 JUL 09
N	Establish formal "super user" program - write policies/procedures	on hold	TBD
O	Improve communication with departments - regular meetings with departments (Quarterly) - increase Intranet usage	reoccurring complete	MAR 09 JUNE 09
P	Recommend organizational changes - provide input to senior management - Modify IT structure/update job descriptions	complete On hold	Oct 05 TBD

## Technology Strategic Plan Update, as of Dec/31/09 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	On going	Jul 10
R	Develop other key technology documents		
	- write IT Governance policy	On hold	TBA
	- write computer security policy	planning	JUL 10
	- write technology purchase policy	On hold	TBA
	- write web publication policy	Planning	MAY 10
	- design external network access strategy	complete	JUL 07
	- design GIS integration strategy	In Progress	MAY 09
S	Energy Savings		
	- Desktop Power down savings	Completed	JAN 09
	- Desktop Virtualization	Planning	MAR 10
	- Server Virtualization	Complete	JUL09

## **Current Technology Project Status (as of Dec/31/09)**

### IS Staffing

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

### Computer Replacement Program

- Replaced 25 workstations
- 1 network printers replaced, 1 network printer added
- 2 network copiers were replaced; Finance, Library
- Microsoft XP on most workstations, Windows 7 on AutoCAD computers;
- Office 2007 deployed June 2009
- Conference rooms implemented as resource calendars in MS Exchange 2007

### Computer Additions

- None

### Web content management system (CMS)

- Departments continue responsibility of updating web information

### 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 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
- Five vendor demos held during the month of Sept 08
- SAT completed recommendations
- EIS recommendations provided to City Manager
- Tyler Eden Financials and Land Management tentatively selected
- Negotiated project costs for software and professional services, and project financing
- City entered agreement with Tyler Eden – Sept 09
- EIS project implementation in progress, initial module implementation core Financials.

### GIS Enterprise Implemented

- Core City Infrastructure Layers Developed
- GIS Web services developed for internal city staff
- Developed data for Business Prospector
- GIS becomes owner of record for city parcels
- IS takes responsibility of parcel changes

## Current Technology Project Status (as of Dec/31/09)      cont'd

### Public Works GIS layers

- Q&A for sewer laterals, storm/water layers have all been completed
- All Infrastructure layers
- GIS and Cityworks staff planning WPCF implementation
- improved external remote process for public works mobile staff to access cityworks
- Made further enhancements to remote access through the use of terminal services

### Fleet System Replaced

- Faster Fleet system implemented, replacing Transman

### Recreation reservations system – Parks & Rec

- Active Network Implementation scheduled for Feb 2010

### Network infrastructure upgrades

- Fiber Tower 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)

- Websense monitors staff Internet use and blocks inappropriate websites

### Messaging System

- Email System upgraded to Exchange 2007

### Secure external network access

- Implemented Netmotion software, installed on city owned laptops only. Allows for seamless external network connectivity
- Researching virtualization technology for remote access

### FireRMS

- FireRMS upgraded to latest version
- Improved performance and support by centralizing FireRMS application
- FireApps terminal server implemented to improve remote access

## Current Technology Project Status (as of Dec/31/09)

cont'd

### IT Governance policy

- on hold
- will be used to manage for all levels of technology projects
- will be used to manage technology purchases
- sets a committee to oversee projects and funding

### Server Consolidation

- with the 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 - Sensus
- Enhance remote GIS updating
- Enhance GIS QC process
- Cityworks/GIS implementation at WPCF

### Library

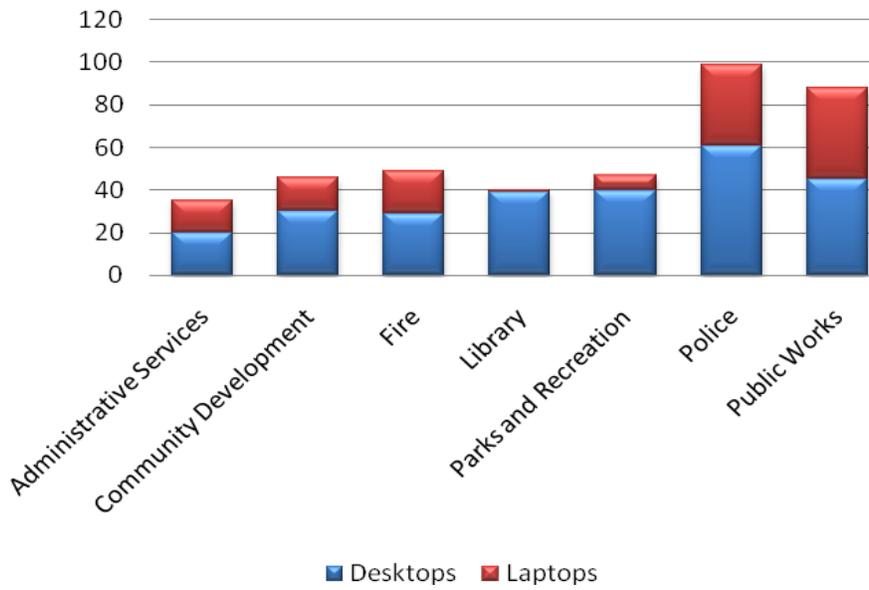
- improved process of managing reservations of public use PCs
- improved Internet connectivity for public use PCs
- implemented improved wireless access method

### Finance

- Tyler Eden Core Financials
- Designing water consumption sample billing

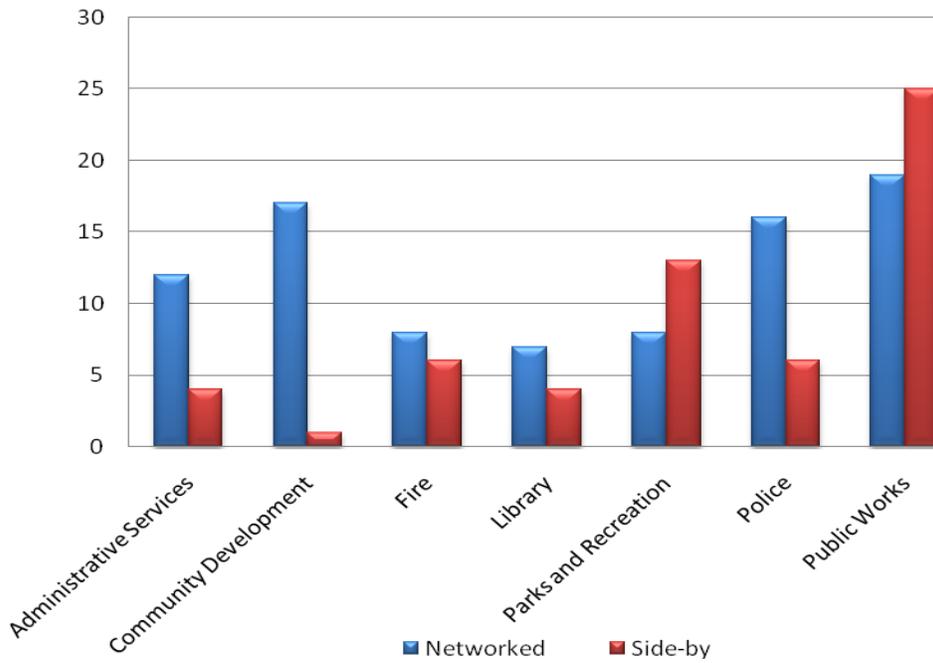
# Network Statistics

## Computers by Dept



As of 12/31/2009 Total = 400

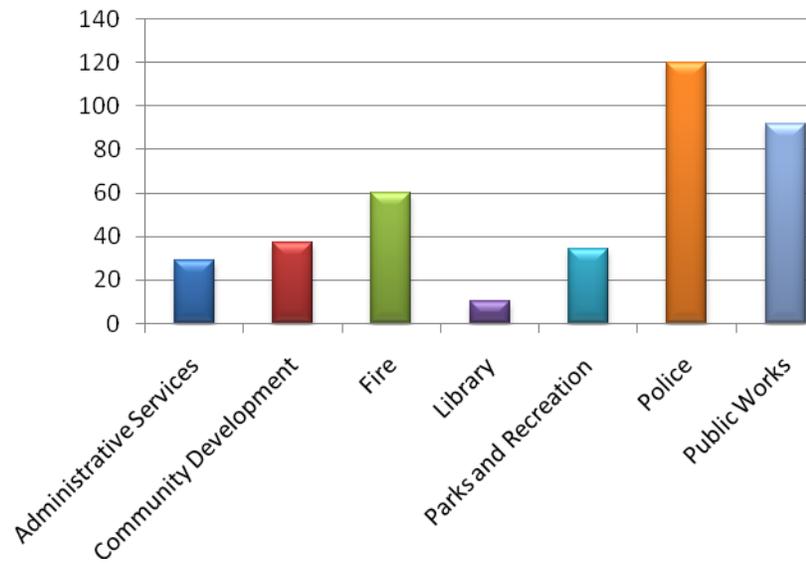
## Printers by Dept



As of 12/31/2009 Total = 146

## Network Statistics, cont.

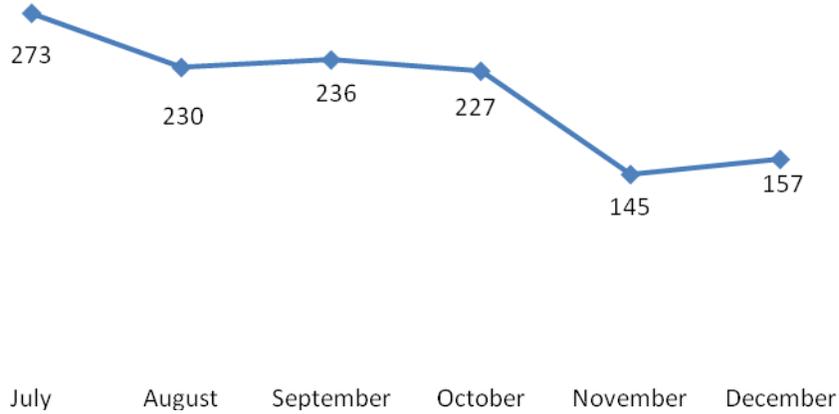
### Network Accounts by Department



As of 12/31/2009 Total = 382

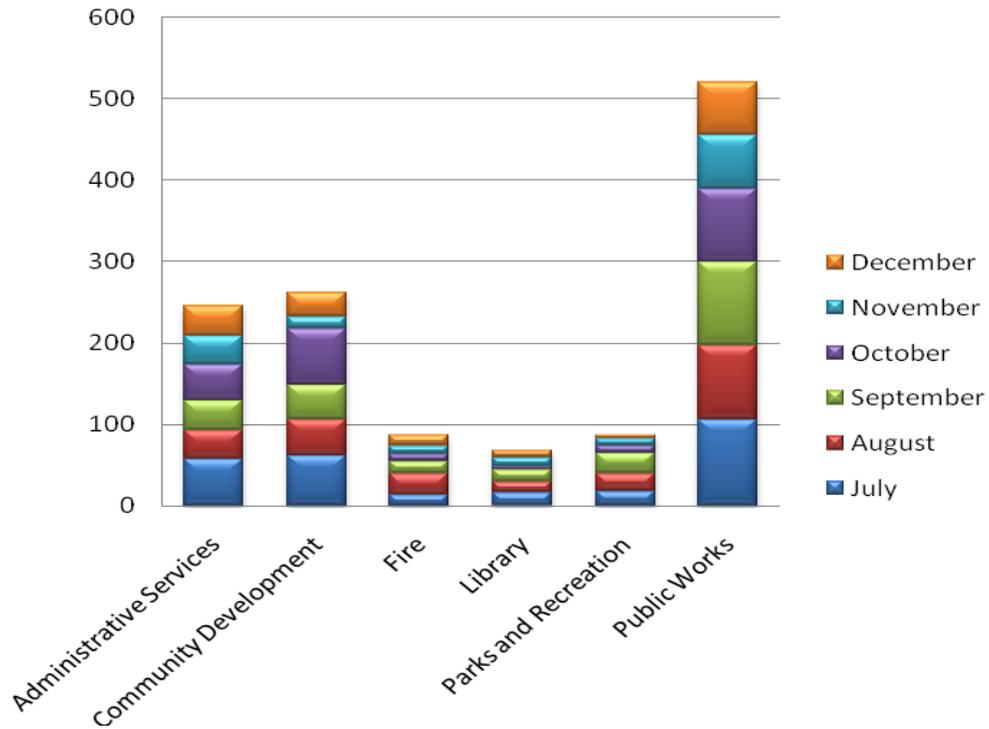
## Help Desk Statistics

### Completed Work Orders by Month



As of 12/31/2009

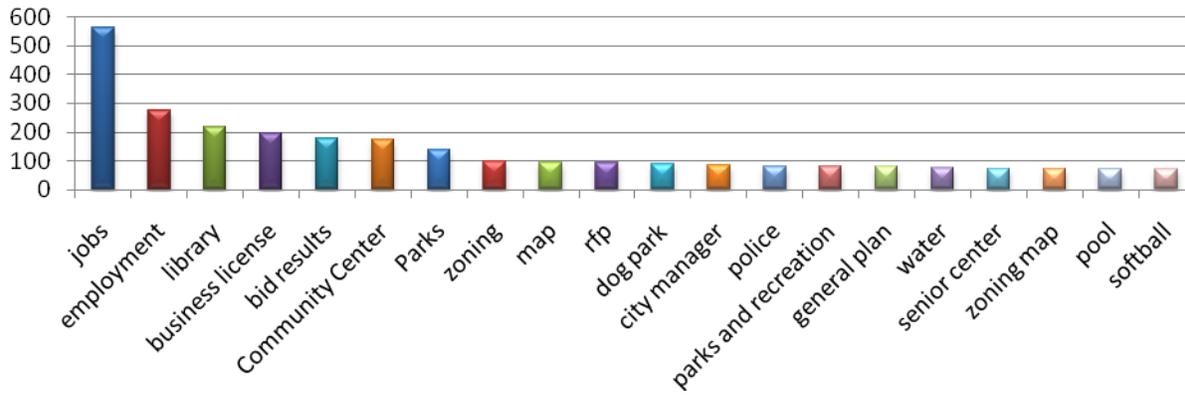
### Completed Work Orders by Department



As of 12/31/2009

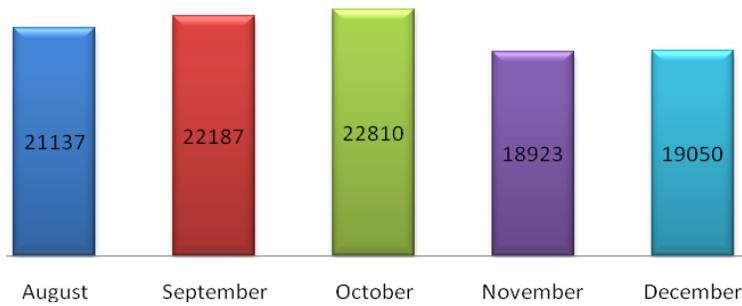
## Web Site Statistics

### Top Search Terms - On [www.cityofwoodland.org](http://www.cityofwoodland.org)



As of 12/31/2009

### Total # of Visits to [www.cityofwoodland.org](http://www.cityofwoodland.org)



## Web Site Statistics, cont.

