



INFORMATION TECHNOLOGY

The Information Technology Department serves as the City’s technical consultant and provides technical services and support to all departments. The department develops technology strategic plans to align technology selection and deployment with City Council and City Department objectives. The department supports all areas of technology, including hardware, software, data network services and telecommunications.

OVERVIEW

- Establish citywide strategic direction for use of technology and provide centralized oversight and support for technology.
- Assist departments with the evaluation, selection and support of major software applications.
- Administer and support all citywide data, voice and video networks.
- Develop and support custom software applications and automated interfaces between various applications.
- Develop and maintain Internet and Intranet applications.
- Assist departments in the review and implementation of mobile technologies.

2015 Objectives:

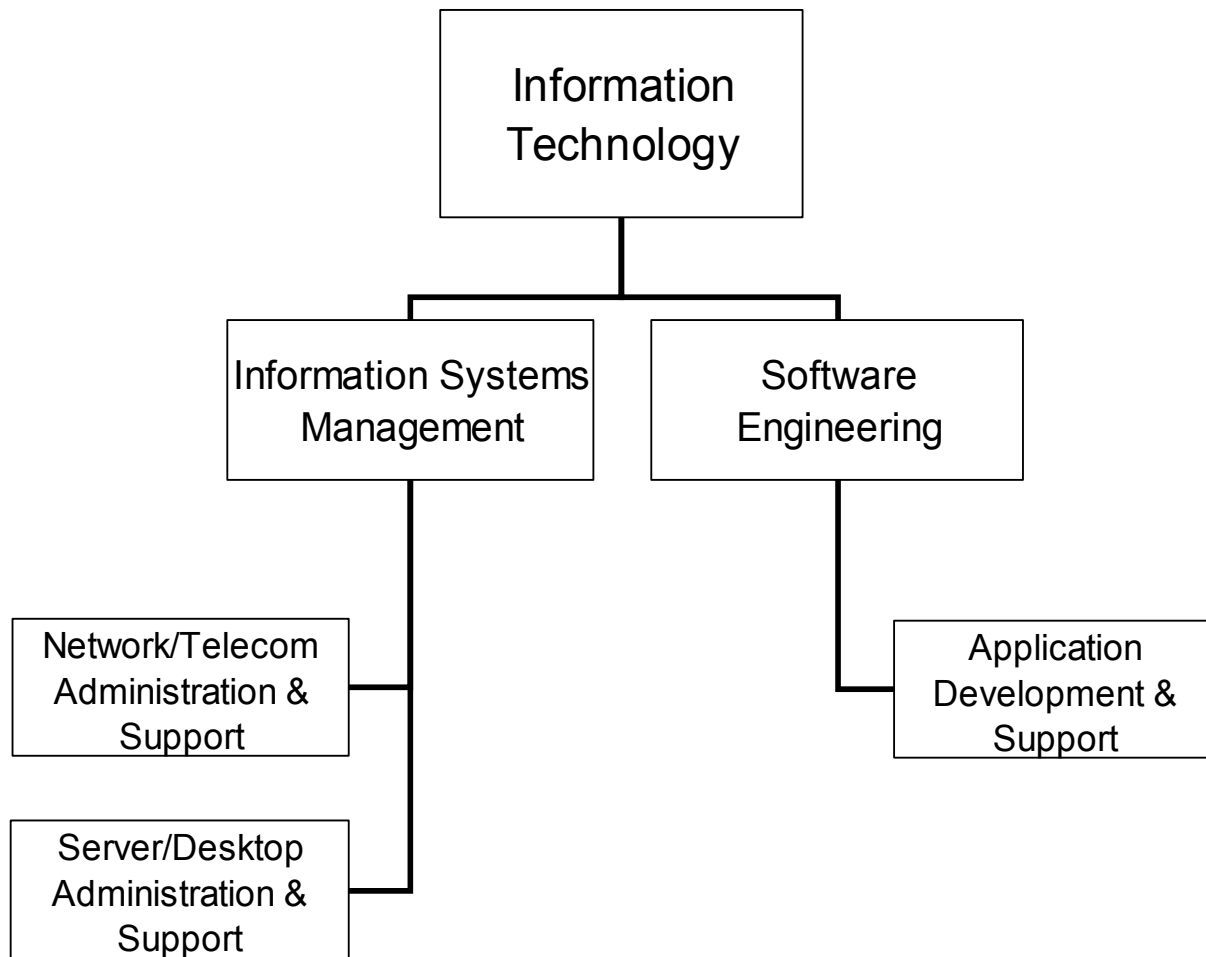
- Initiate and complete the data center upgrade capital project to update fire suppression system, computer racks, flooring, and new cooling using ambient air for greater energy efficiency.
- Complete phase III of the JD Edwards ERP system upgrades and enhancements.
- Select and hire a 1.0 FTE Mobile Software Developer to begin work on phase one of the Mobile Technologies/Applications strategic plan.
- Initiate phase I of the Mobile Technologies/Applications strategic plan, including deployment of new mobile hardware and software applications.
- Select and implement a new records management system (RMS) for public safety.
- Assist in the City Council Chambers redesign and technology update project.

2016 Objectives:

- Procure, configure and install new voice gateways for Avaya telephone system.
- Initiate and complete a major software upgrade for the City’s Computer Aided Dispatch system.
- Conduct the annual network and systems security audit and disaster recovery exercise.
- Expand support for mobile technology hardware through the addition of a new 1.0 FTE Technical Support Specialist.
- Complete a major upgrade to the City’s Geographic Information System (GIS).
- Collaborate with the Communication and Outreach Division to assess the City’s website and initiate major upgrades or enhancements as required.
- Upgrade the Municipal Court administration software application and database.

Total Budget by Category

	2013 Actual	2014 Adjusted	2014 Estimated	2015 Adopted	2016 Adopted
Personnel	\$2,020,653	\$2,343,379	\$2,335,311	\$2,495,594	\$2,537,733
Contractual	\$403,132	\$502,813	\$490,313	\$468,989	\$497,339
Commodities	\$26,291	\$34,629	\$40,629	\$32,800	\$36,400
Capital Outlay	\$135,303	\$158,000	\$166,000	\$176,325	\$190,325
TOTAL	\$2,585,379	\$3,038,821	\$3,032,253	\$3,173,708	\$3,261,797



Staffing (Full-Time Equivalent Employees)

	2013	2014	2015	2016
	Authorized	Authorized	Authorized	Authorized
Information Technology	25.8	25.3	26.8	27.8
TOTAL	25.8	25.3	26.8	27.8



In 1985, there were 15 PCs installed within the City – the Tandy model 1200HD computer with 256 MB of RAM and a 10 MB hard drive at a cost of \$3,000 each. In 2012, the Information Technology Department supports more than 1,068 PCs, the most recent model having 4GB (4,000 MB) of RAM and a 250 GB (250,000 MB) hard drive at a cost of \$700.



2013/2014 Achievements:

- Improved performance and productivity for computer users through the replacement of the City’s core data switch which helps with the speed and efficiency at which data is processed.
- Replaced the data backup storage array to continue vendor support, provide required capacity for critical data backups and improve system performance.
- Upgraded and enhanced the City’s JDE ERP system to extend the useful life of the application and increase functionality with additions such as training module integration and implementation of the property and liabilities module.
- Provided updated technology tools to employees through the deployment of Microsoft Office 2013 to all City computers.
- Replaced 300 City desktop computers in 2013 and 2014 that have reached 4-5 years in age.
- Replaced the City’s storage area network to increase capacity, improve performance and continue reliability and vendor support.
- Continued to protect computer systems located in the City’s primary data center by replacing the current Uninterruptible Power Supply (UPS) with a newer, more reliable and energy efficient unit.
- Continued to evaluate opportunities to reduce cost and enhance services by leveraging Cloud-based technology solutions.
- Implemented tools to manage mobile devices in order to enhance provisioning, security and administration tasks associated with mobile devices.
- Upgraded the City’s VMware servers and licenses to the Enterprise Plus version to further enhance system performance and reliability for users across the City.
- Enhanced the PC lifecycle management tools through the purchase and implementation of the LANDesk Asset Manager module.
- Improved operational efficiencies through the implementation of an electronic time entry solution for approximately 850 non-benefited employees saving \$200,000 over five years.
- Enhanced productivity and reporting through the upgrade of the Accela Automation system.
- Expanded the use and effectiveness of the City Intranet site through a redesign and conversion to the open source content management system in partnership with the Communications and Outreach Division.
- Upgraded the City’s GIS application to provide employees and web users with new mapping features and tools.
- Researched and implemented a new Internet contract and subscription management system.
- Developed a comprehensive strategic plan for mobile technology.
- Upgraded the City’s Microsoft Exchange environment to Exchange 2013.



Performance Measure Snapshot....

The Information Technology Department continually monitors the level of customer satisfaction with IT services by conducting monthly evaluations. Overall ratings consistently exceed the goal of 4.1 or above, on a scale of 1(poor) to 5 (excellent). The ability to attract outstanding prospective employees, provide continued job specific training and provide the tools needed to perform the job well and efficiently are some of the factors that contribute to these outstand-



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