



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 organizational 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.

2017 Objectives:

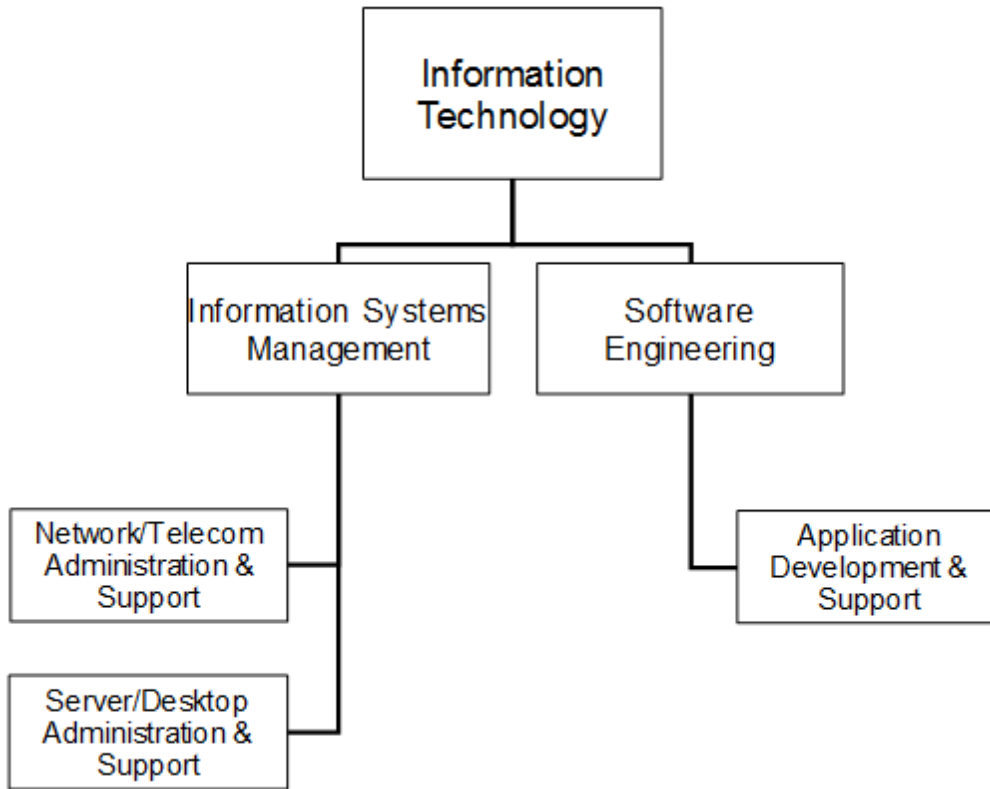
- Implement a new architecture to enhance the City’s custom application development.
- Work with the Fire Department in implementing a framework for sharing computer aided dispatch information with surrounding fire districts.
- Re-engineer the fiber network to maintain network services in City facilities even when the City Hall connection is unavailable.
- Initiate and complete a major software upgrade to the City’s computer aided dispatch system.
- Complete upgrade to Exchange 2016 or a cloud-based email solution.
- Upgrade the infrastructure of the City’s COWnet intranet to increase security and performance.
- Phase II of the City’s Mobile Strategic Plan.
- Collaborate with Public Works & Utilities and the City Attorney’s Office to replace the asset management and service request systems.

2018 Objectives:

- Expand the Colorado Connect Pilot Project to help the Westminster Fire Department better manage service to “frequent flyers” and reduce costs through grants from Medicare.
- Complete collaboration with Public Works & Utilities and the City Attorney’s Office in replacing the current asset management and service request systems.
- Evaluate whether to upgrade or replace the current court administration application.
- Complete cloud server and storage testing to evaluate the feasibility of cloud-based solutions for the City.
- Complete the migration of major databases to the new clustered database environment.
- Extend mobile technology to work groups within the City to increase efficiency.

Total Budget by Category

	2015 Actual	2016 Amended	2016 Estimated	2017 Adopted	2018 Adopted
Personnel	\$2,500,800	\$2,888,125	\$2,889,615	\$3,022,126	\$3,085,987
Contractual	\$385,739	\$504,372	\$504,372	\$571,978	\$607,203
Commodities	\$23,742	\$36,400	\$34,910	\$34,900	\$34,900
Capital Outlay	\$116,822	\$190,325	\$190,325	\$210,150	\$270,300
TOTAL	\$3,027,103	\$3,619,222	\$3,619,222	\$3,839,154	\$3,998,390



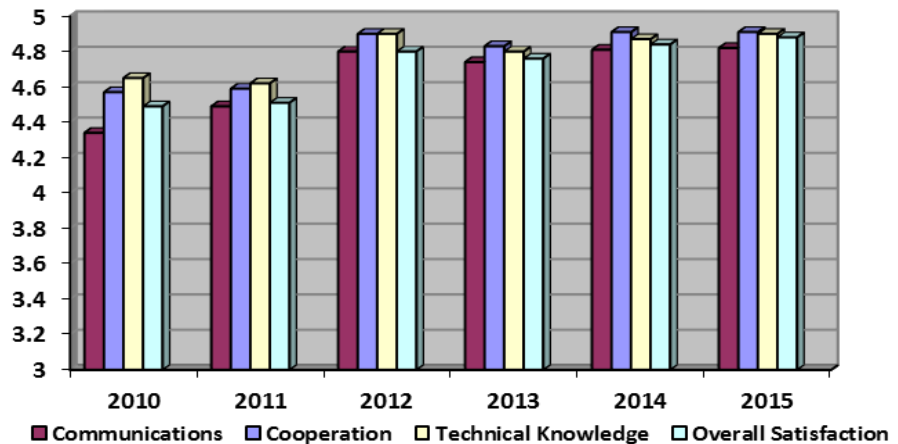
Staffing (Full-Time Equivalent Employees)

	2016	2017	2018
	Authorized	Authorized	Authorized
Information Technology	29	31	31.5
TOTAL	29	31	31.5

Performance Measure Snapshot....

The IT Department continually monitors the level of customer satisfaction with IT-provided 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 employees, provide continued job specific training, and provide the tools needed to perform the job well are some of the factors that contribute to these outstanding results.

Customer Satisfaction Ratings (1=Poor, 5=Excellent)



**2015/2016 Achievements:**

- Assisted departments in the review and implementation of mobile technologies.
- Evaluated emerging technology and trends to identify how new technology can be used as a strategic tool to assist the City in meeting City Council and organization objectives.
- Assisted the Police Department in selecting and implementing WebRMS records management replacing the old generation iLeads.
- Improved disaster recovery through annual testing, consolidating back up processes through one system, and expanding the capacity of the disaster recovery website.
- Enhanced the user's experience with the JD Edwards financial system through a major tools and application upgrade.
- Created the JD Edwards Experience Team to provide direct feedback from end users to improve the use of the system.
- Implemented a database clustering solution to house the City's multiple databases resulting in decreased total cost and standardized maintenance.
- Increased the productivity of the workforce by extending access to City applications through mobile technology and external access solutions.
- Enhanced network security by migrating to a standalone routing protocol that increases network isolation.
- Enhanced the Public Safety network through a topology redesign to achieve physical separation and the addition of Optical Ethernet to improve performance.
- Assisted the Community Development Department in selecting and implementing the TRAKiT permitting system to meet specific City Council objectives in planning and permitting.
- Improved network and data security through annual security audits, workforce security training, and modifications to hardware and systems.
- Streamlined, secured, and improved the public website platform including the addition of a testing environment.
- Implemented Microsoft's Team Foundation Server to improve the development environment.
- Replaced over 600 computers and laptops across the City including over 100 upgrades to 64bit systems to enhance user productivity.
- Assisted Building Operations and Maintenance in selecting and implementing the Maintenance Connection Facilities Management program to improve asset management and service order maintenance.
- Assisted in the City Council Chambers redesign and technology updates.
- Added redundancy to the City's fiber network to decrease risk of outages.
- Implemented 10gb network connectivity for all VMware virtual servers to increase data input and output.
- Upgraded the City's VMware virtual environment to the latest version (6.0).
- Developed and implemented a new application portal for the City's intranet to provide easy access to applications.
- Expanded payment options to water customers by implementing online payment of water bills.
- Completed Phase I of the City's Mobile Strategic Plan.



Statistics from the City's online services and automated phone system (IVR): From June 2015 to June 2016, the City received 4,273 online transactions for Parks and Recreation centers totaling \$686,273 in revenue. The City also received 73,473 online and IVR transactions for utility payments totaling \$8,372,313. The City received 11,462 Sales Tax returns for a total amount of \$20,822,723. A total of 61,254 IVR calls were handled automatically for building permit scheduling, utility billing inquiries, and sports/event information. The Municipal Court automatically sent out 15,491 reminder calls to jurors and defendants.



WESTMINSTER