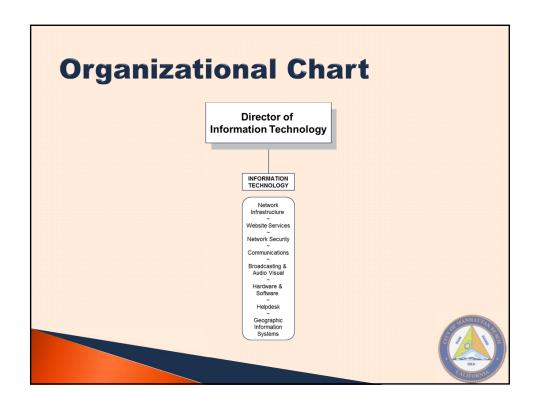# Information Technology Department

City Council Budget Study Session # 2
Police/Fire Conference Room
May 11, 2015

IT Mission

‣ Promote integrated City-wide communications
‣ Provide innovative, problem solving, long-term enterprise technology solutions, and accurate geographic information systems (GIS) data
‣ Support current and future technical needs through high quality, cost-effective, collaborative solutions and timely service
‣ Provide digital presence, telecommunications and infrastructure that support effective and efficient decision making throughout the organization

Organizational Chart

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        ┌─────────────────────────┐
        │      Director of         │
        │ Information Technology   │
        └────────────┬────────────┘
                     │
              ┌──────────────┐
              │ INFORMATION  │
              │ TECHNOLOGY   │
              └──────────────┘
              ┌──────────────┐
              │   Network    │
              │Infrastructure│
              │      ~       │
              │Website Services│
              │      ~       │
              │Network Security│
              │      ~       │
              │Communications│
              │      ~       │
              │Broadcasting &│
              │ Audio Visual │
              │      ~       │
              │  Hardware &  │
              │   Software   │
              │      ~       │
              │   Helpdesk   │
              │      ~       │
              │  Geographic  │
              │ Information  │
              │   Systems    │
              └──────────────┘
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Department Overview

‣ The Information Technology Department provides the following services to internal and external users:
  ◦ Network Infrastructure and Security
  ◦ Hardware (workstations, smartphones, tablets, printers)
  ◦ Operating Systems
  ◦ Office automation programs (Microsoft)
  ◦ City website and telecommunications systems
  ◦ Webcast and cable broadcasts
  ◦ Geographic Information Systems (GIS)

FY 2014-2015 Accomplishments

- Presented update on City's 2013 Information Systems Master Plan (ISMP)
- Performed upgrades and enhancements to City's network infrastructure; increased bandwidth to Internet
- Enhanced efforts to connect with citizens through online civic engagement, social media, mobile apps and online geospatial mapping
  - OpenGov
  - Open City Hall

FY 2014-2015 Accomplishments

- Enhanced and expanded City's broadcast capability at remote facilities
- Added closed captioning on webcasts
- Mobility and remote network access for management
- Security surveillance at Police Department and new surveillance at City Hall
- SCADA Infrastructure Upgrades

Key Objectives in FY 2015-16

- Continued implementation of IS Master Plan projects:
  - Telecommunications system
  - Permitting solution
  - Document management
  - Wide Area Network expansion
  - Public Records Request solution
- More effectively and efficiently utilize IT staff for broadcasting of City meetings and events

Information Technology

Performance Measures	13-14	15-16
E-Notification Subscribers	1,681	2,100
Events Broadcast	62	65
Granicus Viewers	21,901	12,500

Q&A – Information Technology