

**FY 2010-2011
IT Department Work Program**

Public Safety CAD/RMS/Mobile Implementation

Continue to provide project management and technical support to the Fire and Police Departments in the implementation of Computer Aided Dispatch System, Records Management System and Mobile Data Computers.

Department Level Review of Business processes SWOT and Needs Analysis (Strategic Plan)

Initiate a citywide technical assessment. The information gathered will be used to update the IT Strategic Plan which will establish the technical roadmap for the next three years. Results from this survey will also be used to facilitate the implementation of technology to support citywide efficiency and productivity gains.

GIS Upgrade/Development (Bus, Property Information Search, Sewer)

Upgrade the GIS infrastructure which will result in the data files being compliant with the standardized GIS database engine for improved retrieval and efficient processing. Continue to develop additional web applications which will provide improved access to CC Bus routing and property information.

SharePoint (SWAMI Intranet) Upgrade

Upgrade the City's Intranet to use the most current release of the Microsoft SharePoint software. The upgrade will result in enhanced document collaboration, file storage, and integration with the Microsoft productivity applications (Outlook, Word, Excel, PowerPoint).

Finance System and Permits Upgrade/Replacement Decision

Provide support to the Finance Department and Community Development in determining the best direction for upgrading and/or replacing the City's financial and permitting software applications. Both applications are reaching their end-of-life and have entered a limited vendor support phase.

Desktop Computing Pilot Project

Initiate Pilot project to determine a new cost effective desktop computing model. Will evaluate Virtualization and Cloud computing models.

Citywide Office 2010 Training

Implement Information Technology's on-going training program Citywide to ensure that all the City employees can use the upgraded Microsoft Office 2010 Productivity Applications with a high level of competency.

Develop Three Year Strategic Plan for 2010-2013

Our strategic planning process will utilize a combination of a SWOT analysis (strengths, weakness, opportunities, threats) and needs analysis. Information gathering includes face to face interviews with department heads and other key staff to ensure that we have accounted for all information technology needs and requirements for the next three years. This includes examining:

- Cost Effective/ Cost Containment
- Freeze Computing Environment

Continue implementation of new network and telephone system

Modify and enhance configurations of phone and related Telecommunications systems. Document the new phone and voicemail features and processes.

Upgrade Microsoft Systems & Applications including Desktop Operating System, Office Suite, Exchange Mail System, and SQL Database software.

Deploy the latest version of the e-mail system software. Install the new Office productivity suite to leverage the combined features of e-mail, Office, and the Intranet for information sharing. Deploy an updated desktop operating system to enhance security and compatibility with the latest vendor software.

Town Plaza WiFi Repair and Replacement

Bring up a new Wifi hotspot in the downtown Town Plaza area. Restore service across the original corridor and shut down the old equipment.

Service Desk Upgrade or Replacement

Select and implement new Service Desk software. Utilize integrated PC inventory and call linking to monitor problem trends and enhance IT's internal Quality Control.

Disaster Recovery for Technology

Deploy cost efficient technology to expand the City's ability to recover from a disaster and to minimize the downtime between disaster and recovery. Investigate options and deploy cost effective solutions to expand the capabilities of operating at alternate City sites.

Expand Enterprise Storage and Implement Virtual Server Upgrades

Research and implement an expansion of enterprise data storage to support the City's growing data storage needs. Migrate to the latest version of the virtual server software to support the storage expansion and implement updated backup and disaster recovery software. Balance cost containment, data protection, and minimal downtime to determine the most effective solution.