Information Technology Division
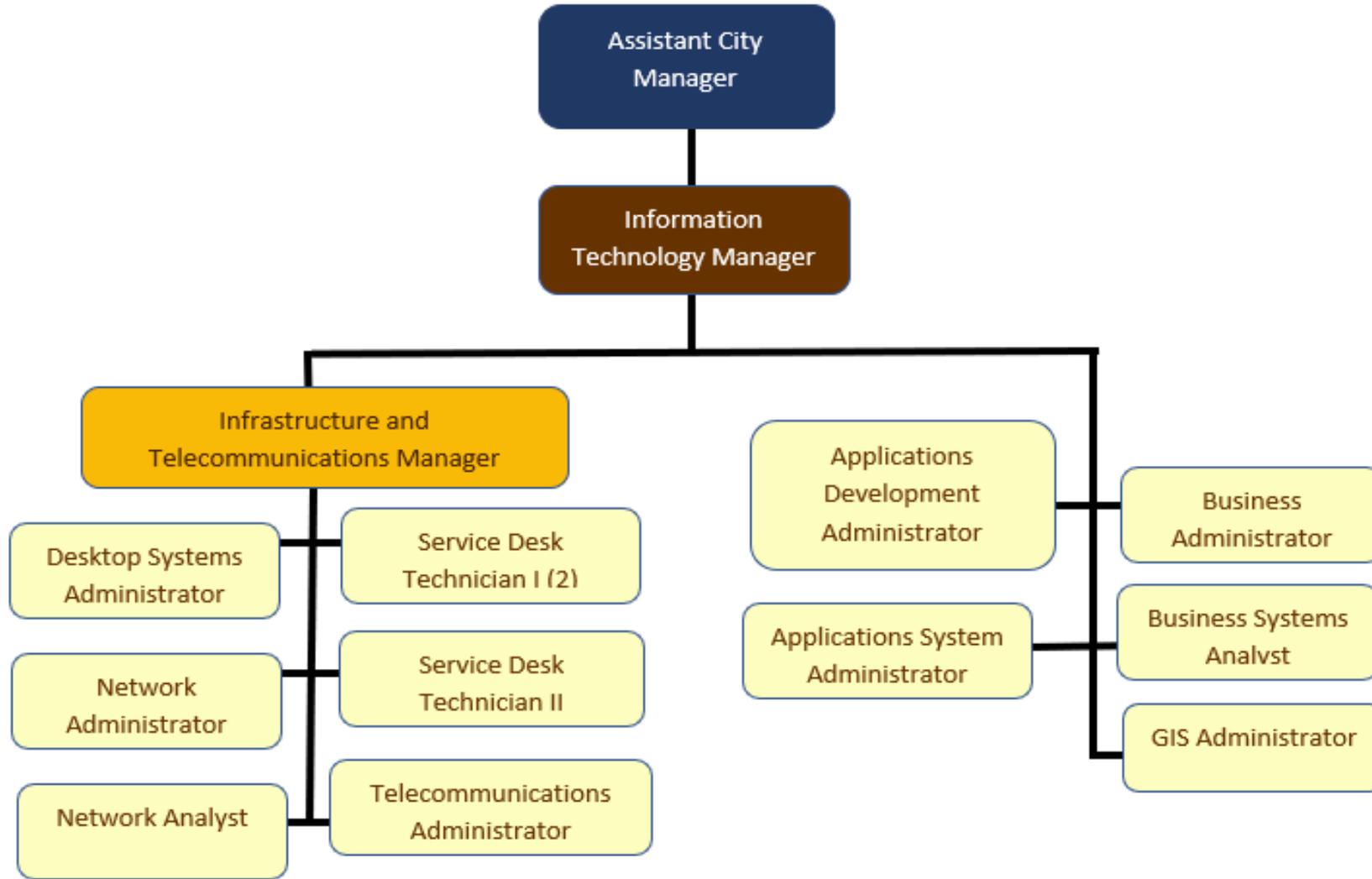
January 2nd 2020
City Commission Special Meeting

Information Technology Division
FY 2020 Organizational Chart

Assistant City Manager

Information Technology Manager

Infrastructure and Telecommunications Manager

Desktop Systems Administrator

Service Desk Technician I (2)

Network Administrator

Service Desk Technician II

Network Analyst

Telecommunications Administrator

Applications Development Administrator

Business Administrator

Applications System Administrator

Business Systems Analyst

GIS Administrator

Goals

- To develop technology solutions that improve our external customers' ability to interact with the City

- To provide excellent technology support services to internal customers

- To ensure a secure and reliable technology infrastructure

Services: What do we do?

- Application development and support

- Network and server administration

- Telecom and mobile device administration

- Customer, technical, and training support

- PC deployment and management

- Geographic Information Systems (maps)

- Business systems, reporting, and analytics

- Manage IT CIP projects

Our Strengths: Who are we?

- Responsive customer service

- We support citizen access to resources

- We assist departments working toward significant automation

- We are open to thinking differently

FY 18/19 Accomplishments

- Placed 6th in the 2019 Digital Cities Survey!
  - National recognition program through the Center for Digital Government that recognizes cities using technology to enhance citywide projects, programs, and services.

FY 18/19 Accomplishments

- Upgrade to our facility door security

- Implemented GovQA a Public records management system

- Implemented server status monitoring

- Expanded video security at City facilities and parks

- Simplified budget process using SharePoint

- Enhanced awareness of Cyber Security with staff training

- Moved from Alchemy to Laserfiche document management software

- Launched the GIS North Port enterprise portal

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What's Coming?

- Continuation of video security at City facilities and parks
- Enhancement of Laserfiche to include workflow
- Improved network security with vulnerability scanning
- Dark fiber implementation
- Replacement of core network equipment at City Hall
- Tricaster streaming appliance replacement in City Hall Chambers
- City wide desk phone upgrade
- Replacement of City intranet site (NPWEB)

Questions?