

Information Technology Division
General Services Department

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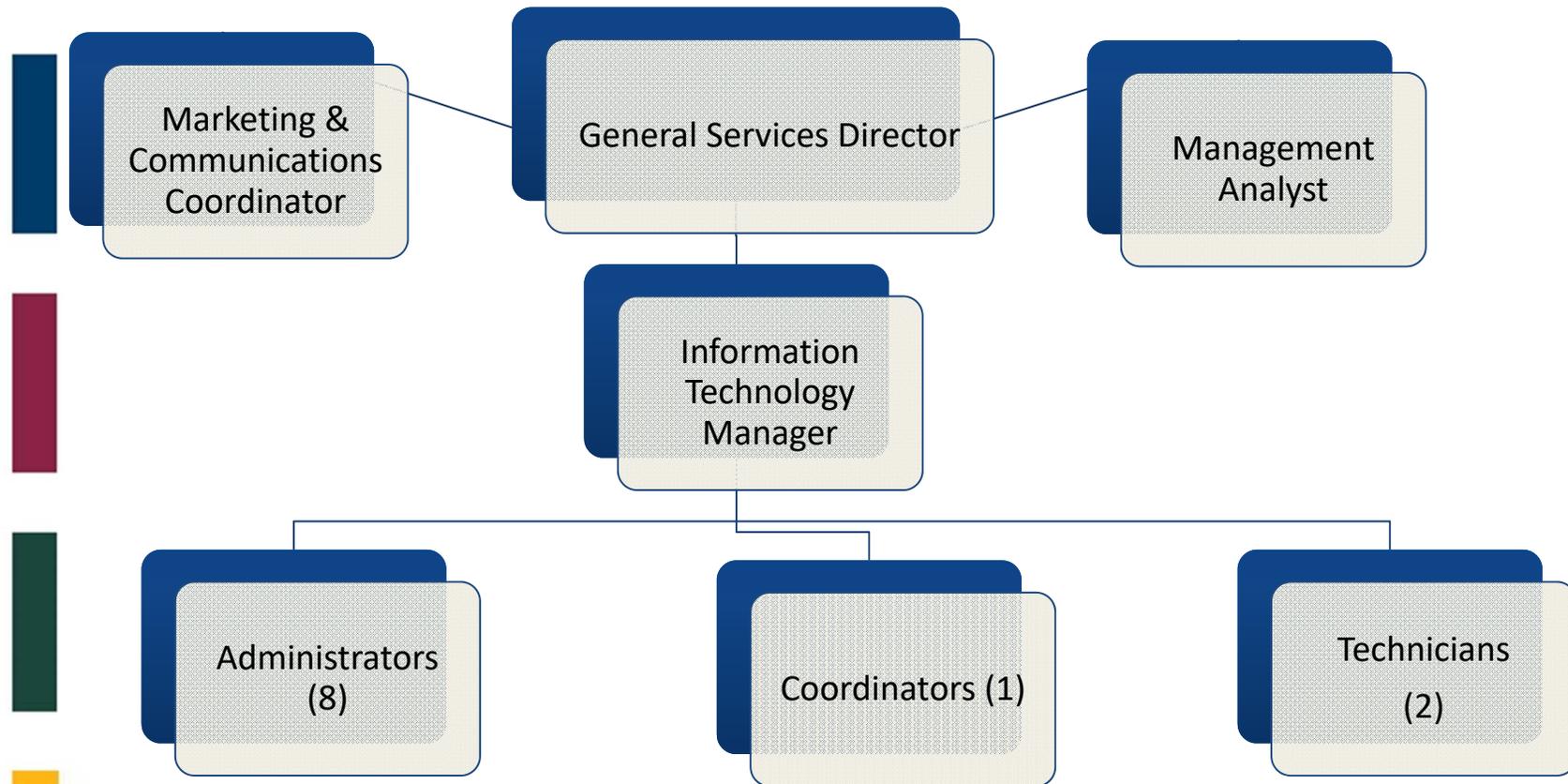
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Spreading Sunshine.



Information Technology Division



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Services

- *Application development and support*
- *Network and server administration*
- *Telecom and mobile device administration*
- *Customer, Technical and Training support*
- *Project management*
- *Geographic Info Systems & Land mgmt*
- *Enterprise systems, reporting and analytics*

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Vision

- *Facilitate innovation and transformation*
- *Simplify and consolidate operations*
- *Focus on supporting strategic priorities*
- *Expand effort to provide an open and responsive government through technology*
- *Continual improvement in process efficiency, communication tech and productivity tools*

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Strengths

- *Creative, flexible and effective staff*
- *Responsive customer service*
- *Reliable, performance-based infrastructure*
- *Significant automation*
- *Data transparency*
- *Project management*
- *Open to thinking differently*

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Accomplishments

- *2016 Digital Cities – 6th place nationally*
- *Microsoft Office 365 citywide upgrade*
- *Infrastructure upgrades – wireless, phone system, datacenter, disaster recovery, PD network, video surveillance*
- *North RePort problem reporting App*
- *Fire Rescue applications migrated to Cloud*

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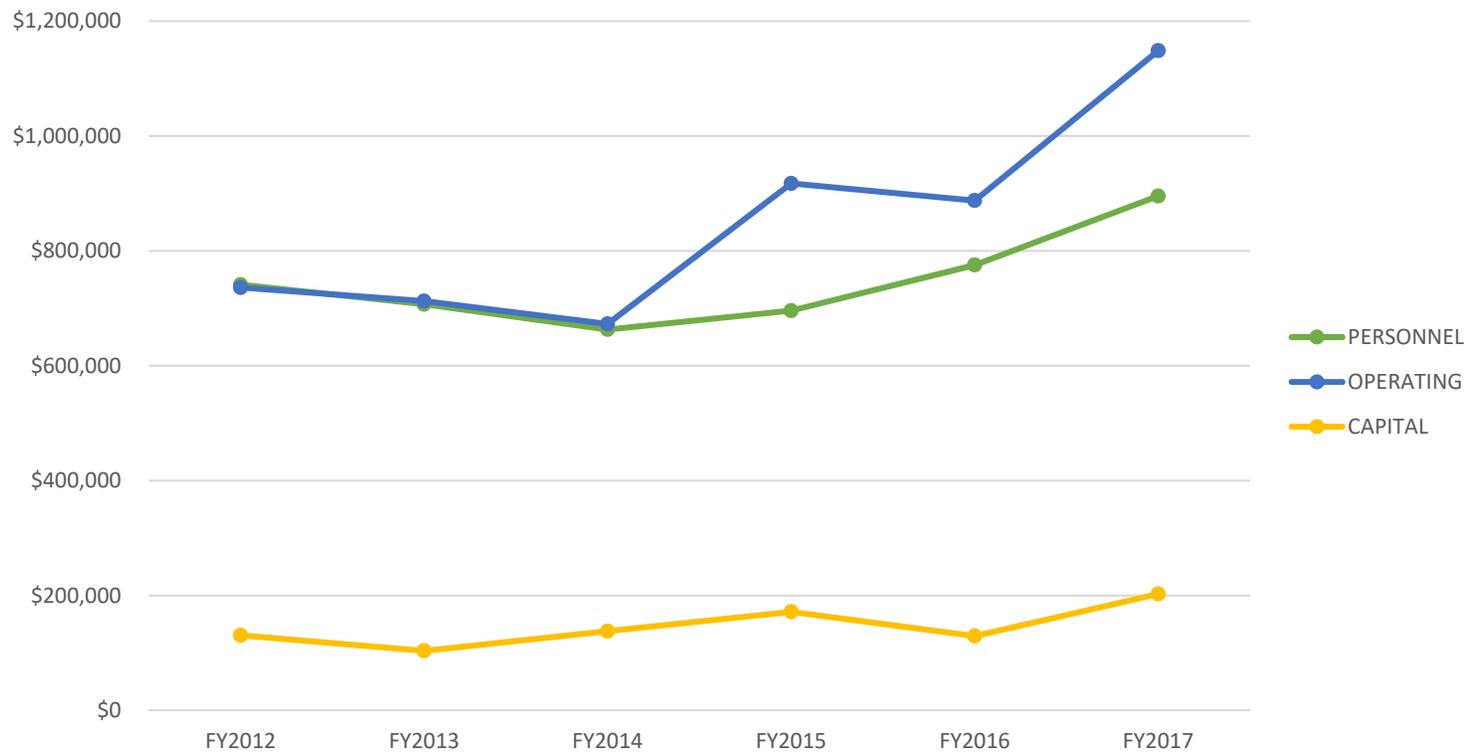
In Progress...

- *Internet bandwidth increase*
- *Police datacenter migration to City IT*
- *ERP systems transition to hosted facility*
- *PC, MDT and mobile device replacements*
- *Data storage device replacement*
- *Land data organization and validation*
- *Video surveillance replacements*
- *Code Enforcement mobile app/iPads*

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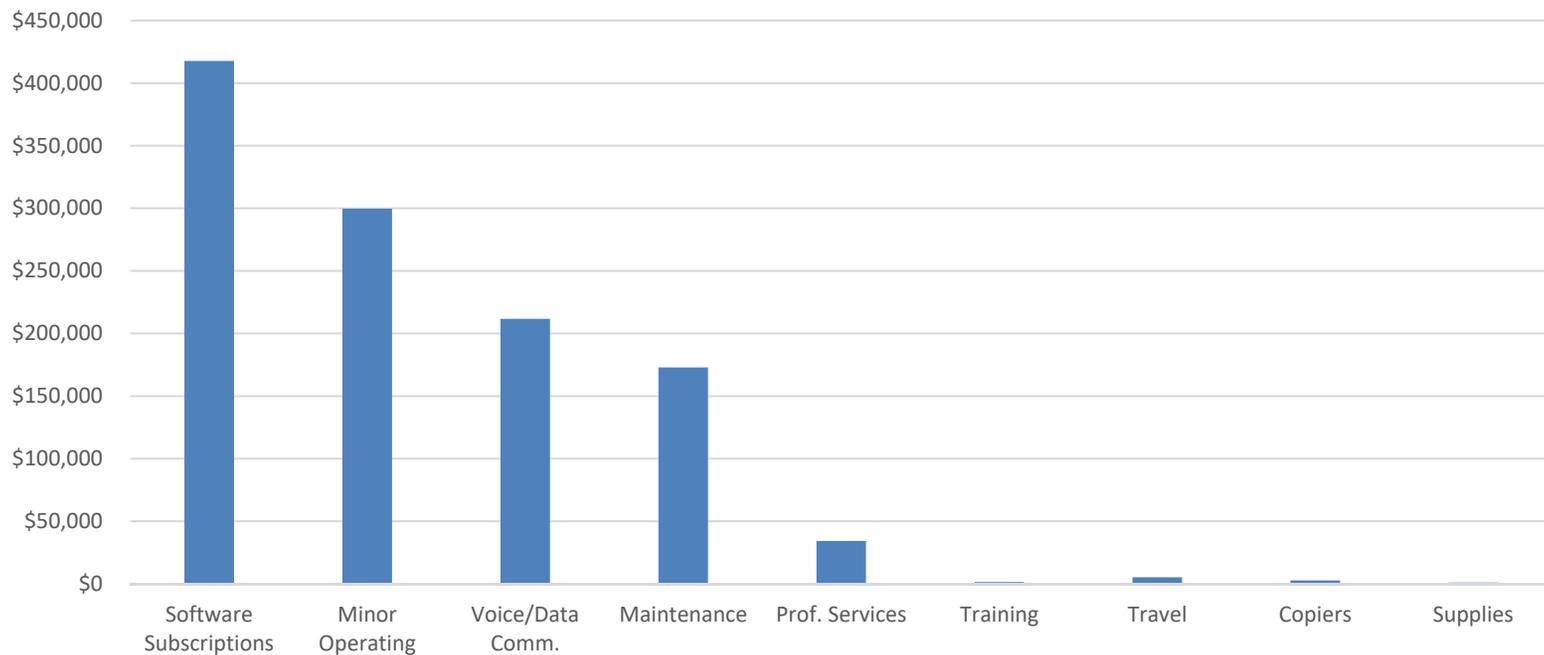
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Information Technology Division Budget



ACHIEVE ANYTHING

FY2017 Operating Expenses



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What's Next?

- *Business process improvements and training*
- *Continue GIS, web and mobile expansion*
- *Upgrade ERP (Sungard) infrastructure*
- *Migration towards paperless workflow*
- *Cybersecurity - Training and vigilance*
- *Dark fiber between City buildings*
- *Increase collaboration with other government agencies and business partners*

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Questions?

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