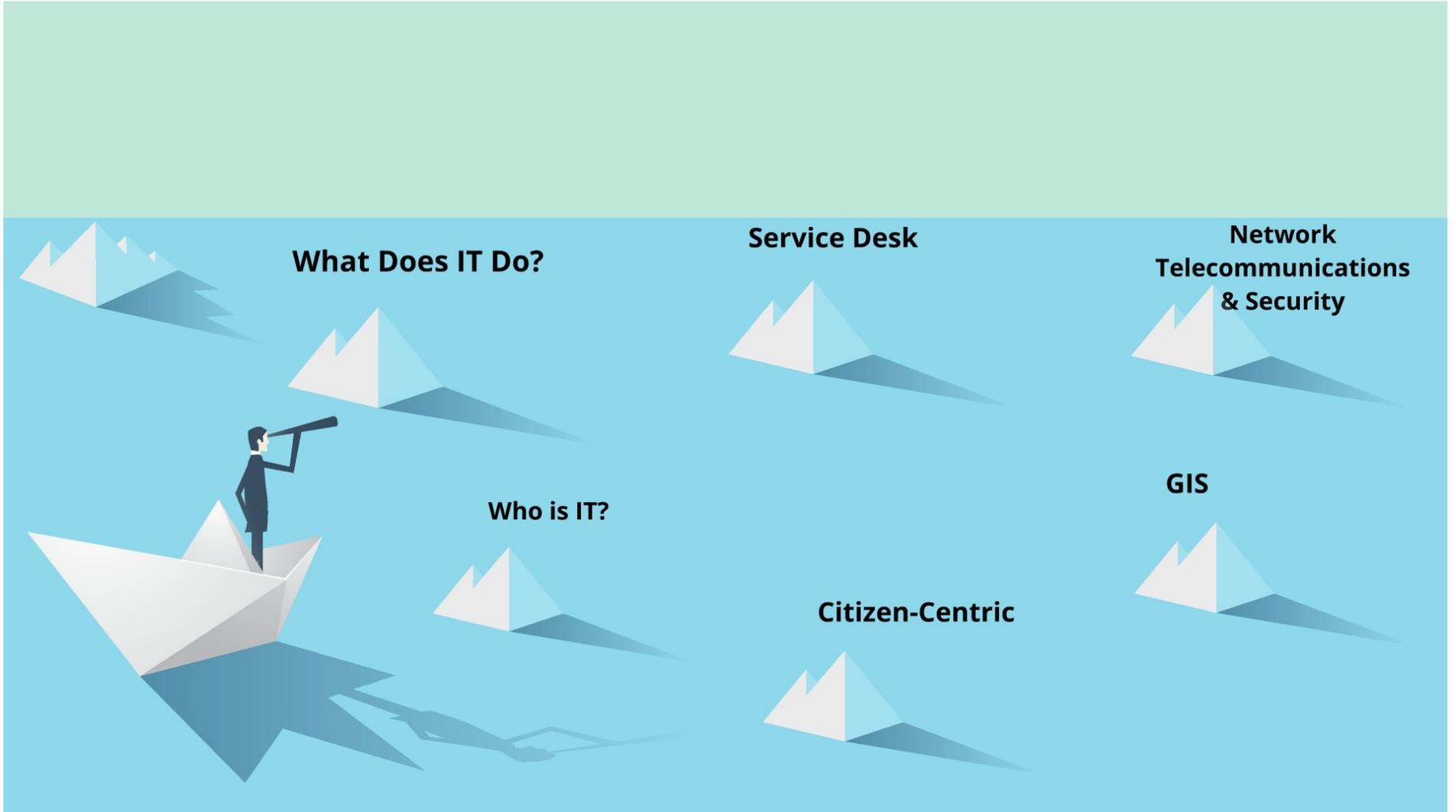


City Commission Presentation

IT Division

December 2021

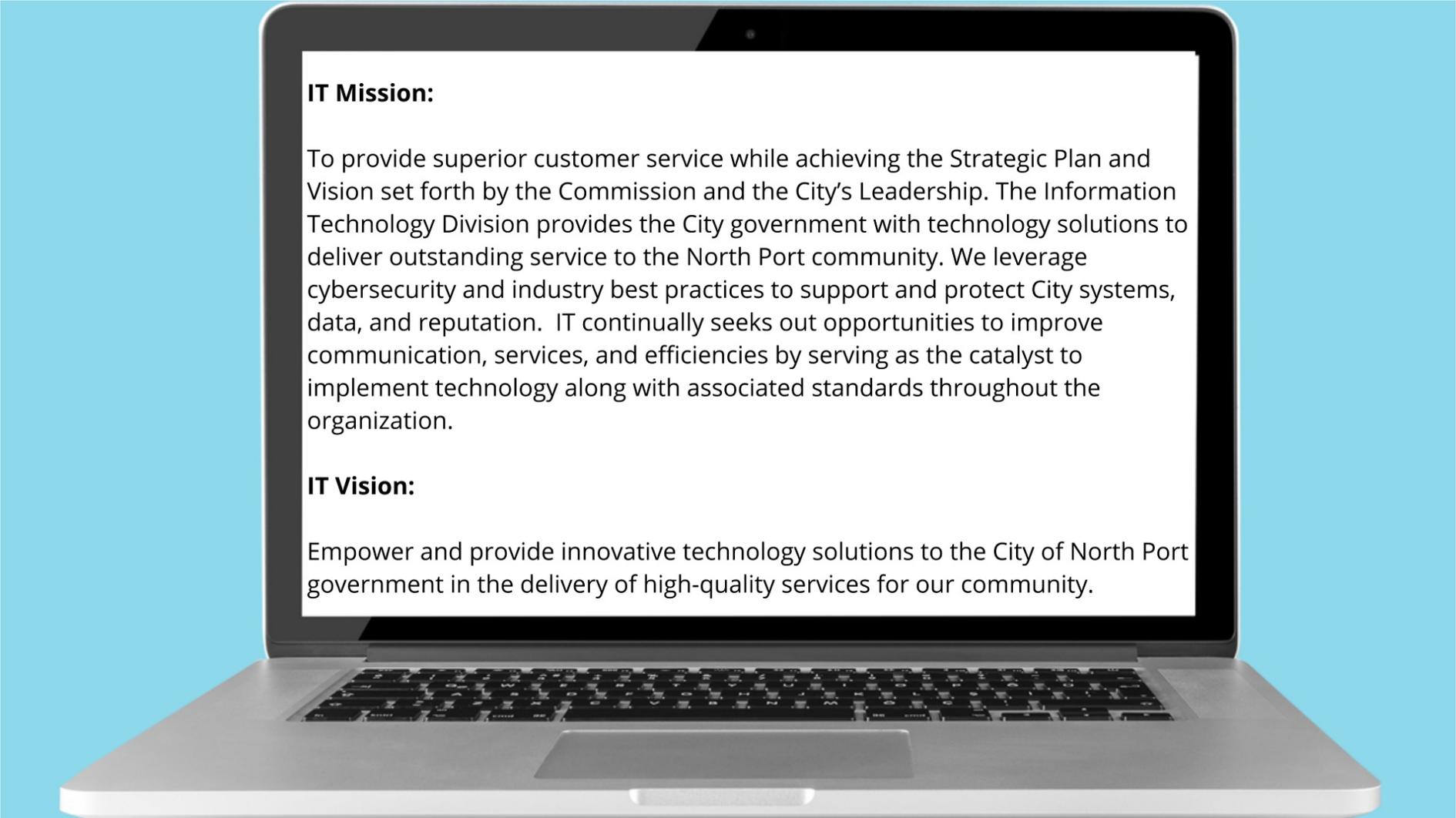




Services we provide

- Network and server administration
- Telecommunications and mobile device administration
- Customer technical training and support
- Managing cloud based resources
- PC & other hardware deployments and management
- Application development and support
- Security administration and training
- Geographic Information Systems (maps)
- Business analysis and systems reporting
- Manage IT CIP projects



A silver laptop is shown from a front-facing perspective, open. The screen displays text on a white background. The laptop is set against a light blue background. The text on the screen is as follows:

IT Mission:

To provide superior customer service while achieving the Strategic Plan and Vision set forth by the Commission and the City's Leadership. The Information Technology Division provides the City government with technology solutions to deliver outstanding service to the North Port community. We leverage cybersecurity and industry best practices to support and protect City systems, data, and reputation. IT continually seeks out opportunities to improve communication, services, and efficiencies by serving as the catalyst to implement technology along with associated standards throughout the organization.

IT Vision:

Empower and provide innovative technology solutions to the City of North Port government in the delivery of high-quality services for our community.

IT Mission:

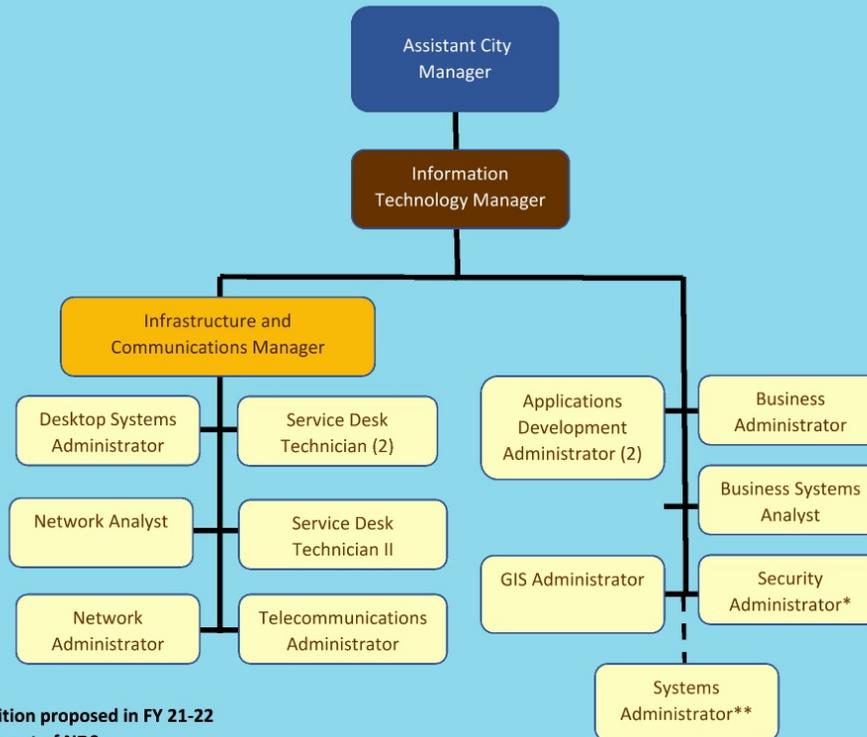
To provide superior customer service while achieving the Strategic Plan and Vision set forth by the Commission and the City's Leadership. The Information Technology Division provides the City government with technology solutions to deliver outstanding service to the North Port community. We leverage cybersecurity and industry best practices to support and protect City systems, data, and reputation. IT continually seeks out opportunities to improve communication, services, and efficiencies by serving as the catalyst to implement technology along with associated standards throughout the organization.

IT Vision:

Empower and provide innovative technology solutions to the City of North Port government in the delivery of high-quality services for our community.



CITY MANAGERS OFFICE INFORMATION TECHNOLOGY DIVISION



*New position proposed in FY 21-22

** Paid for out of NDS

MEET THE TEAM



IT Manager
2 yrs



Application Dev. Admin.
7 yrs



GIS Administrator
16 yrs



Telecommunications Admin.
4 yrs



Business Admin.
18 yrs



Service Desk Tech I
6 mo



Application Systems Admin
1 yr



Service Desk Tech II
2 yrs



Infrastructure & Communications Manager
15 yrs



Network Admin
15 yrs



Desktop Admin.
14 yrs



Network Analyst
3 yrs



Service Desk I
1.5 yrs
(not pictured)



Business Analyst
(Retired)

Service Desk

The single point of contact between the IT organization and the user.



Incident Response

- Computer / Mobile Device Issues
- Printer / Scanner Issues
- Application Issues

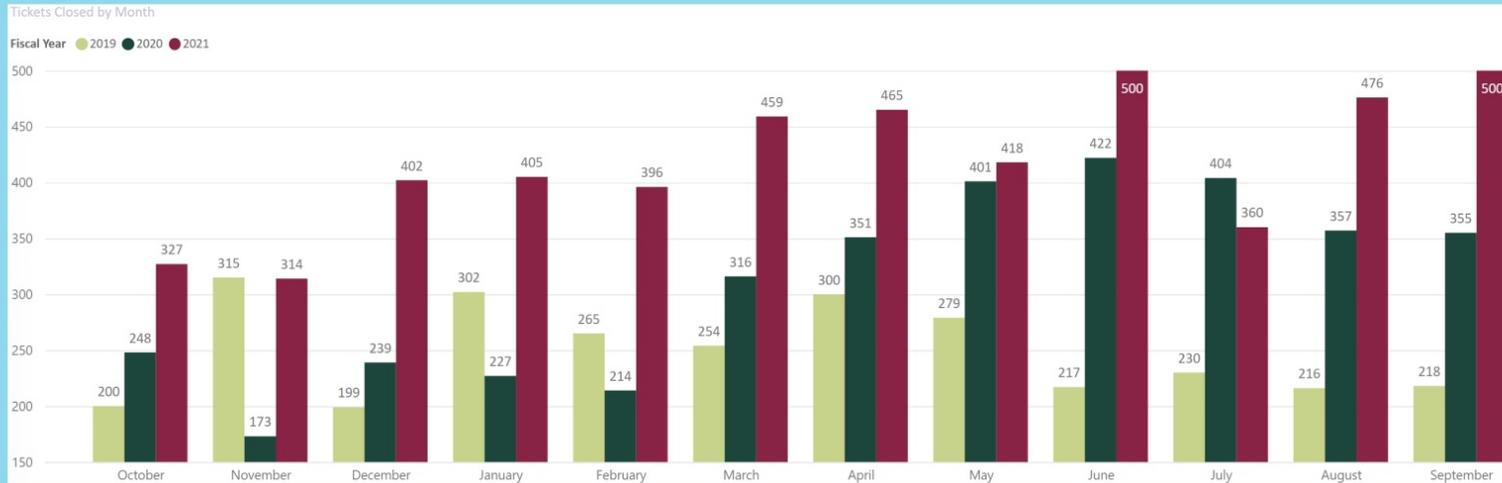
Request Management

- On-boarding / Off-boarding
- Access Management (Files, Apps, etc)
- Tech related acquisitions

Call us at
x7100

Metrics and Accomplishments

- IT received over 3800 calls to the Service Desk last year
- Displaying an upward trend of tickets closed per month

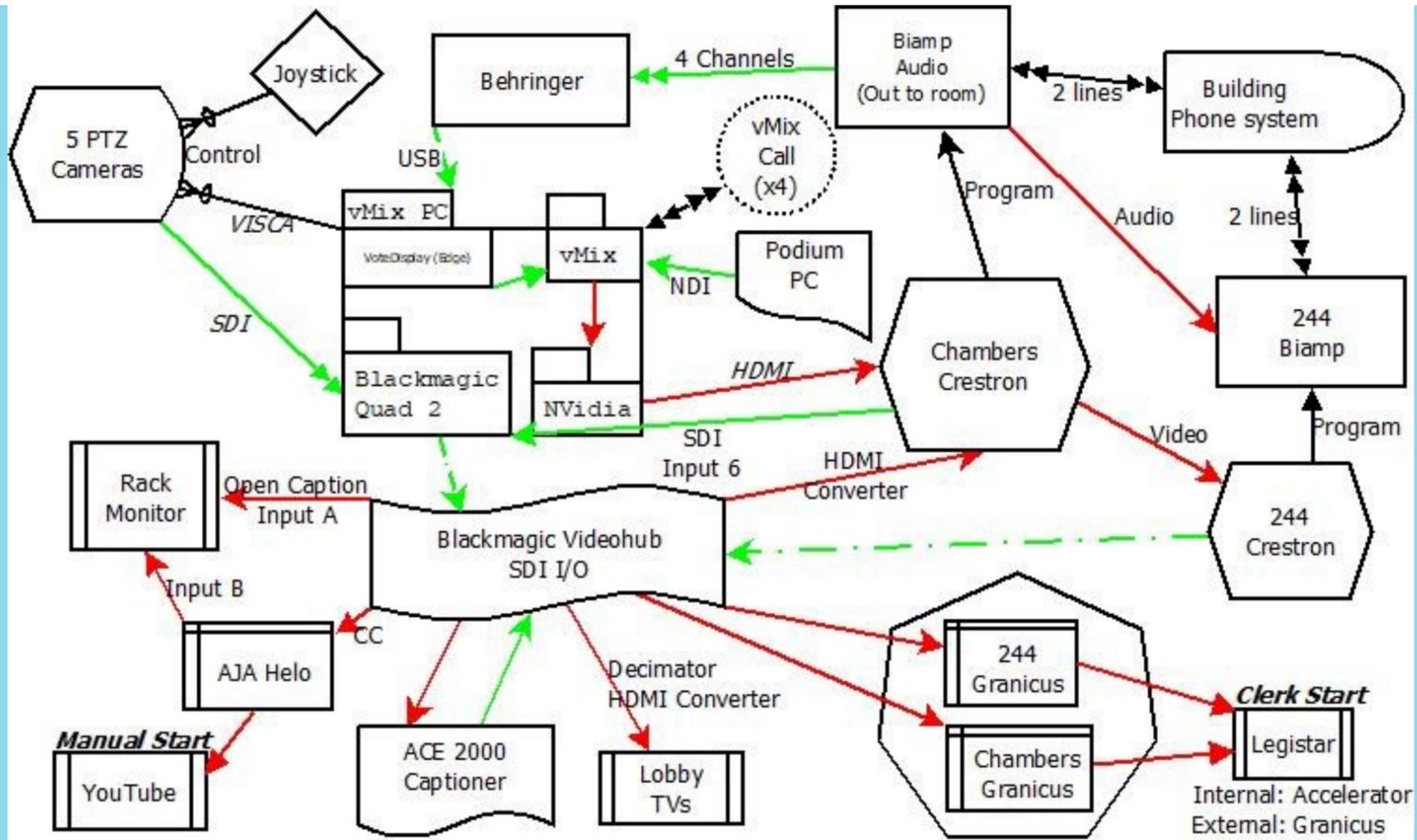


Tickets Closed - Previous Year

Owner Name	Closed Tickets
Aaron Bourquin	23
Chris Gaggero	185
Cindi Starr	605
Dick Murdock	1
Donald Heeter	591
Jaime Sailes	99
Jon Kalfsbeck	98
Jonathan Hall	152
Kory Merchant	88
Philann Prendergast	1403
Rejean Drapeau	3
Riley Jones	1022
Vicki Edwards	79
Wade Gore	82
Total	4431

Tickets Closed Previous Year

Department	Ticket Count
Building	357
City Attorney	134
City Clerk	213
City Commissioners	33
City Manager	182
Economic Development	8
Enterprise & Unassigned	169
Finance/Purchasing	313
Fire Rescue	175
Fleet	71
Human Resources	251
Information Technology	439
Parks & Rec	497
Planning	165
Police	155
Property Maintenance	34
Property Standards	105
Road & Drainage	552
Social Services	71
Solid Waste	43
Utilities	464
Total	4431



How to Contact the Service Desk:

1. Call 429-7100 (x7100 from a Desk phone)
2. Email servicedesk@cityofnorthport.com
3. Use Icon on Desktop to submit a ticket directly to our ticketing system



Don't be like this guy...



Network / Telecommunications / Security

We make sure you are able to access the information you need to



- 70 Wireless access points
- 103 Virtual and physical servers
- 57 Network switches
- 565 Mobile devices
- 555 Desk phones
- 150 Surveillance cameras
- Over 60 TB of data

We make that connection as fast as possible



We make sure you are able to store the info that you need to



We protect the network and information from outside threats



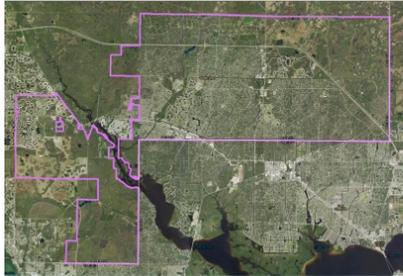
- ViewNorthPort
- Water Sewer Lookup
- Digital Plan Submissions
- Queue Software
- Granicus / E-Comment
- Click2Gov
- NorthRePort

Citizen-Centric



New

Old

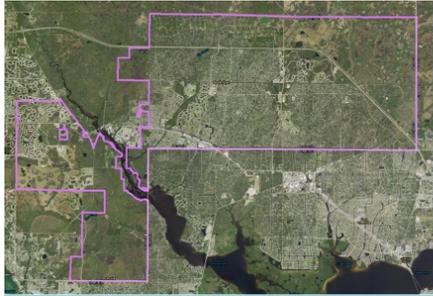


GIS Services

Geographic Information System



- 7 Servers - Includes Web Portal, Enterprise Monitoring, and Data Servers
- The Web Portal provides Web maps, apps, and dashboards that provide up-to-date data for City staff and the Public
- The Data Server has North Port Data and Sarasota County data that is updated through automated Scripts on a weekly basis
- Training - GIS desktop and Enterprise Web portal training to City Staff



GIS Services



Public Web Portal:

A public web map that allows citizens to document invasive species that could potentially harm our ecosystem. People can also record Gopher Tortoise burrows that are protected by the state. This information is used by City staff and State Law Enforcement to assist with protecting the threatened species.

Examples of GIS being used by City Departments:

Solid Waste :

Record Damaged City equipment, road debris (illegal dumping)
Alert staff of safety issues for the Solid Waste drivers and the public
Relay real-time information for yard waste and garbage collection
Keep records of Dumpster rentals

Fire Rescue :

Motor Vehicle Accidents/Brush, and Structure Fires/Smoke Alarm Program/ Public Education Tool

Public Works:

Road Rehabilitation Projects
Storm Water Projects
Flood Tracking
Infrastructure maintenance programs. (road striping, traffic signs, sidewalks, pedestrian & vehicle bridges, and traffic signals)

Planning:

Future Land use/Zoning/Current Development

Utilities:

Inventory of Water and Sewer Infrastructure

Accomplishments

- **Placed 7th in DIGITAL CITIES**
- **Upgraded ESRI GIS Servers**
- **Project proposal governance changes**
- **Naviline HTML5 upgrade**
- **Increased video surveillance at various locations**
- **Replaced City's core network & network switches at various locations**
- **Installed new fiber throughout City Hall**
- **Upgraded audio visual hardware in City Hall chambers & Room 244**
- **Improved our in-house Commission voting app**
- **Migrated our City-wide wireless infrastructure to new cloud platform**
- **Installed dark fiber on Pan American Blvd to interconnect City sites**
- **Covid WFH roll out**
- **Computer lab at Morgan Center for student learning**
- **Cybersecurity enhancements and training**
- **Cost saving of \$55,170 in FY20/21 as a result of team innovations & and creativity**
- **Intranet NPWEB 2.0 launch**

Upcoming

- **Upgrading network switches and connectivity at various locations**
- **Replacing City Hall green space wireless network**
- **Cybersecurity enhancements and increased training**
- **Staffing Laserfiche Developer & Security Administrator**
- **Replacement of City-wide storage**
- **Enhancements to our disaster recovery strategy and backup solutions**
- **Increased video surveillance**
- **Laserfiche enhancements**
- **Digital plans submission**
- **Paymentus**
- **Technology & communications installs at new Fire Station 86/PD substation**
- **Server room battery backup protection replacement**
- **ShoreTel phone system migration to Mitel**
- **Increased endpoint detection and security**
- **Roll out over 150 new computers**

City Commission Presentation

IT Division

December 2021



•
Shutting down

Thank You!
Questions?