

# Information Technology Division

## General Services Department

May 3, 2018

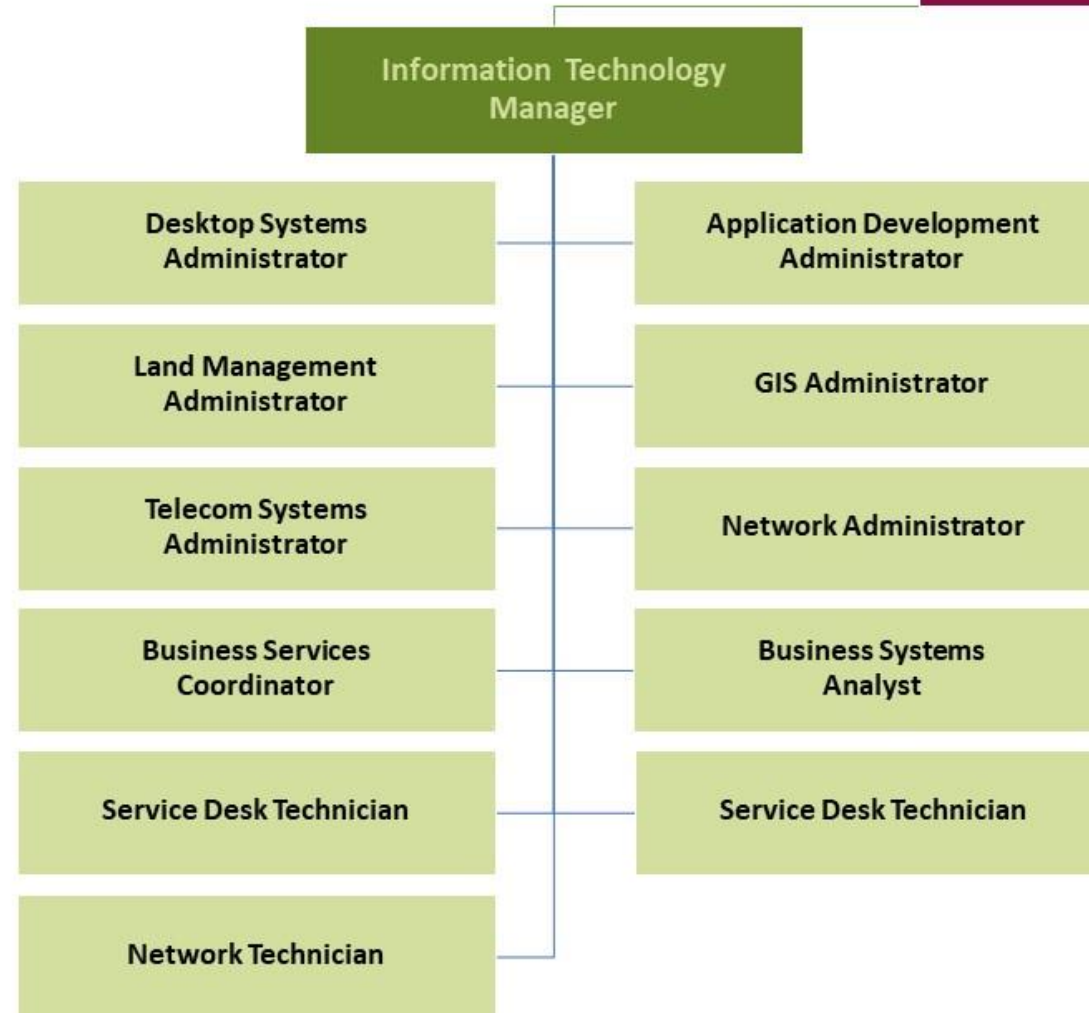
City Commission Meeting



# Information Technology Division

## FY 2018 Organizational Chart

Director



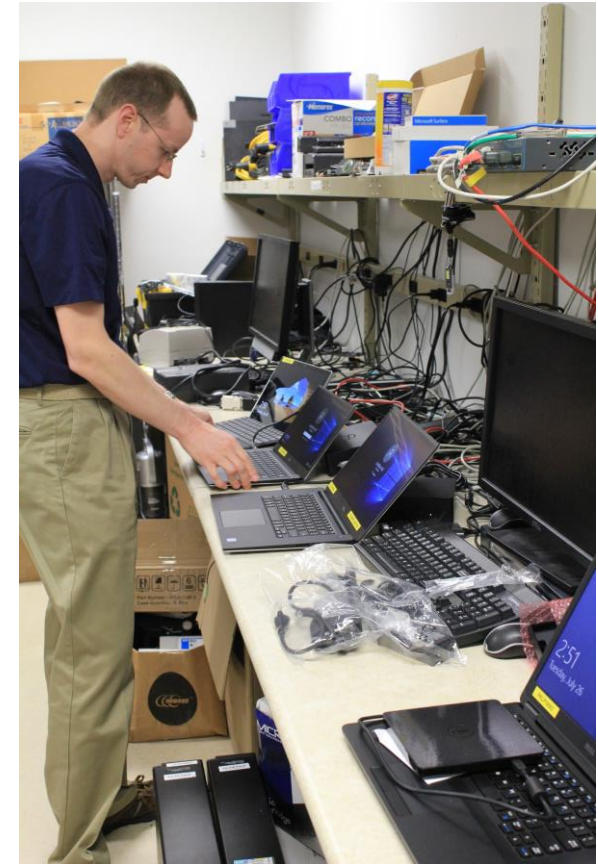
# Goals

- To develop technology solutions that improve our external customers' ability to interact with the City
- To provide access to information that allows for better decision making and strategic planning
- 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
- Project Management
- PC deployment and management
- Geographic Information Systems (maps) and Land Management
- Business systems, reporting, and analytics
- Business Process Reengineering



# Our Strengths: Who are we?

- Creative, knowledgeable and effective staff
- Responsive customer service
- We want citizen access to resources
- We provide reliable, performance-based infrastructure
- We are working toward significant automation
- We aim for data transparency
- We provide project management
- We are open to thinking differently





# Accomplishments

- Placed 9<sup>th</sup> in the 2017 Digital Cities Survey!
  - National recognition program through the Center for Digital Government that recognizes cities using technology to enhance citywide projects, programs, and services.



# Accomplishments

- Infrastructure Upgrades:
  - Fire Rescue Station 85
  - Expanded Internet Bandwidth
  - Improved Audio/Visual Equipment and City Commission meeting streaming
  - Enhanced video surveillance at City facilities and parks
  - Mobile expansion
  - PC replacement citywide
  - Enhanced our GIS system
  - Fire Emergency Phone System
  - Fire and Police Department cabling



# Accomplishments

- Check processing for North Port Utilities' Central Cashiering
- Legal System upgrade
- Electronic Plans Review by NDS
- Anti-phishing cybersecurity software
- Business systems migration





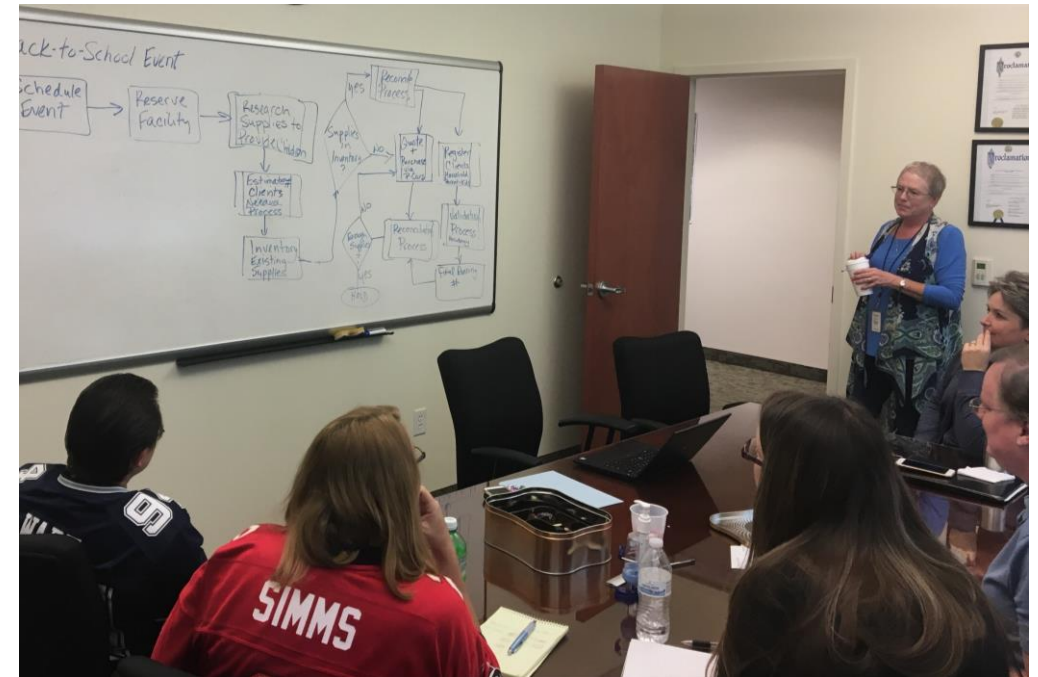
# Outreach

- Regional GIS Day at the new Shannon Staub Public Library
- Cyber Security Information Campaign
  - Public Event
  - Employee Event



# Business Process Reengineering

- Hired a Business Systems Analyst in FY2018
- Working with departments and divisions to enhance workflow processes and find efficiencies through technology
- Assisted Social Services Division with online registration/application process
- Working with Neighborhood Development Services to document and revise their business practices in preparation of TrakIT
- Working with the Clerk's Office to enhance workflow and management of public records requests



# What's Coming?

- Public records management system
- TrakIT application for Neighborhood Development Services
- More video surveillance at facilities and parks
- Enhanced mobile device management
- Police datacenter upgrades
- A digital onboarding process for new employees for Human Resources
- Enhanced facility door security
- Document Management System



Questions?

