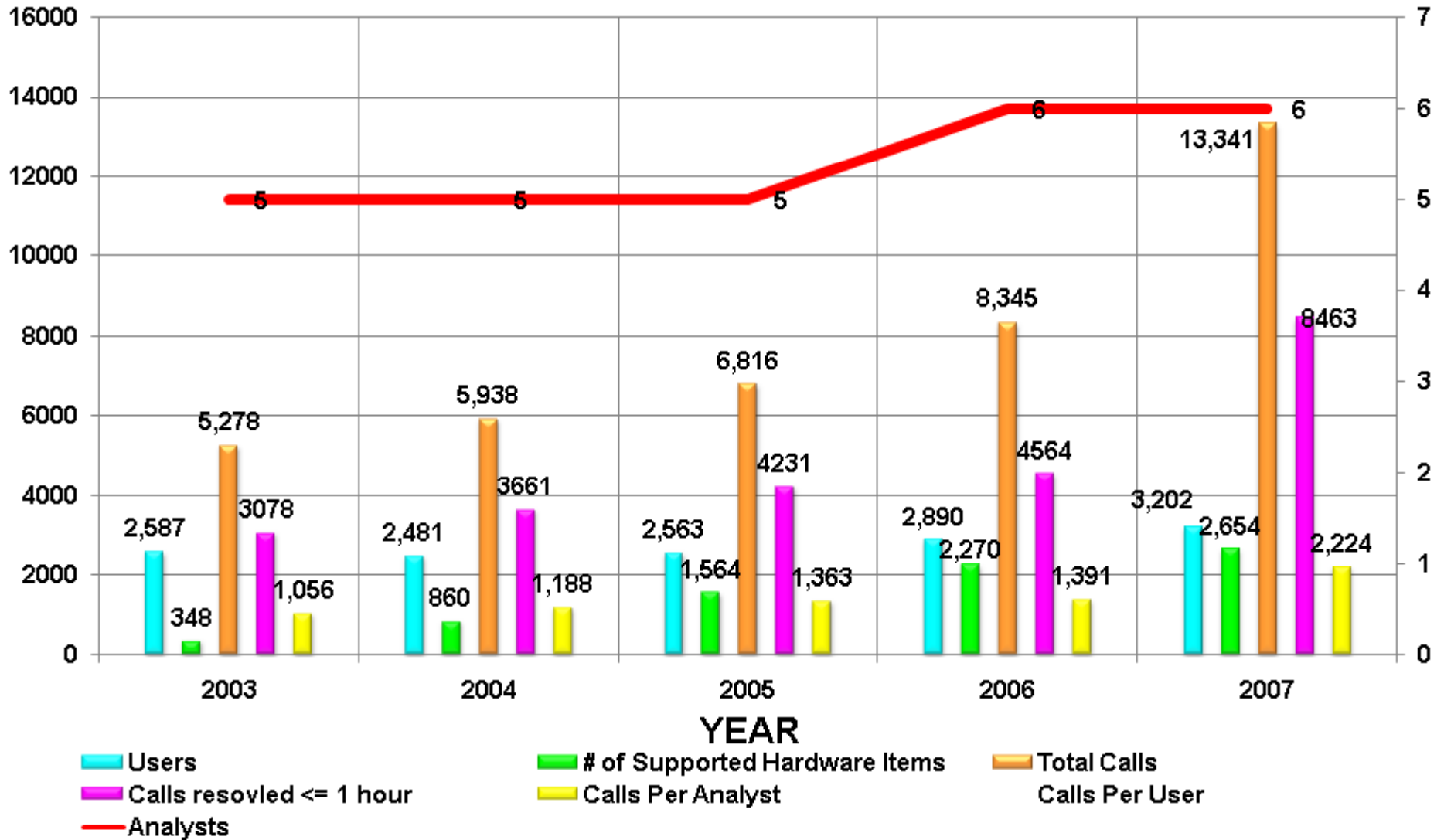


Strategic IT Issues

Ever Expanding Technology Usage by
all departments

HELP DESK TRENDS



What has been done to address issue?

- WSU, Butler and Friends interns used to prepare PC's
- Temporary staff augmentation using contractual funding with local firm.

Options

- Add two Help Desk Analyst I positions to full time staff.
- Continue using interns
- Increase training level of supported departments staff to reduce # of calls.

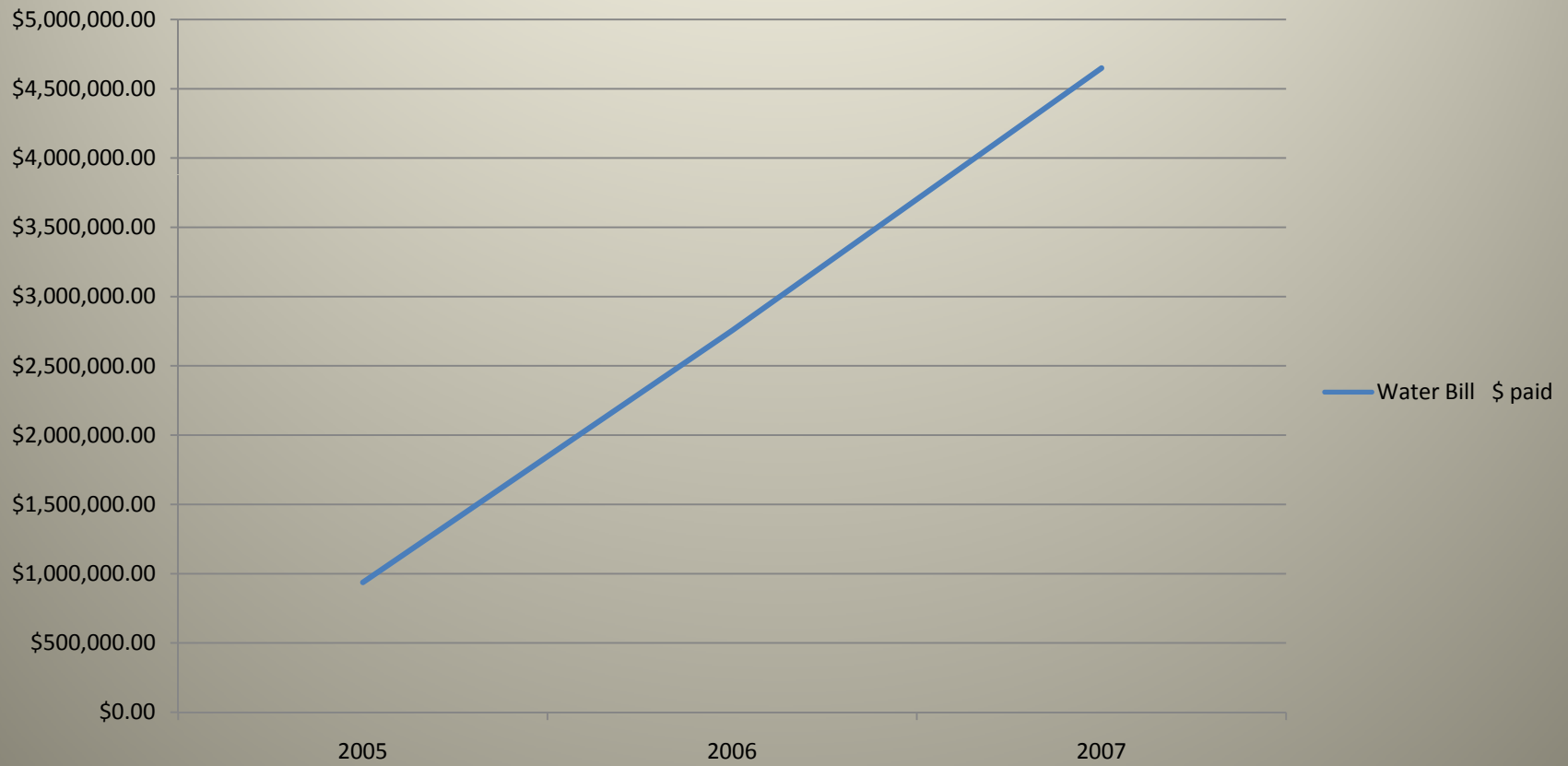
Issue: Web/Programming Development Increases

- 5 Years ago - static pages
- Now –
 - 14 Web Sites
 - 1 Million visits a month
 - On-line bill paying
 - Forms, searches, applications

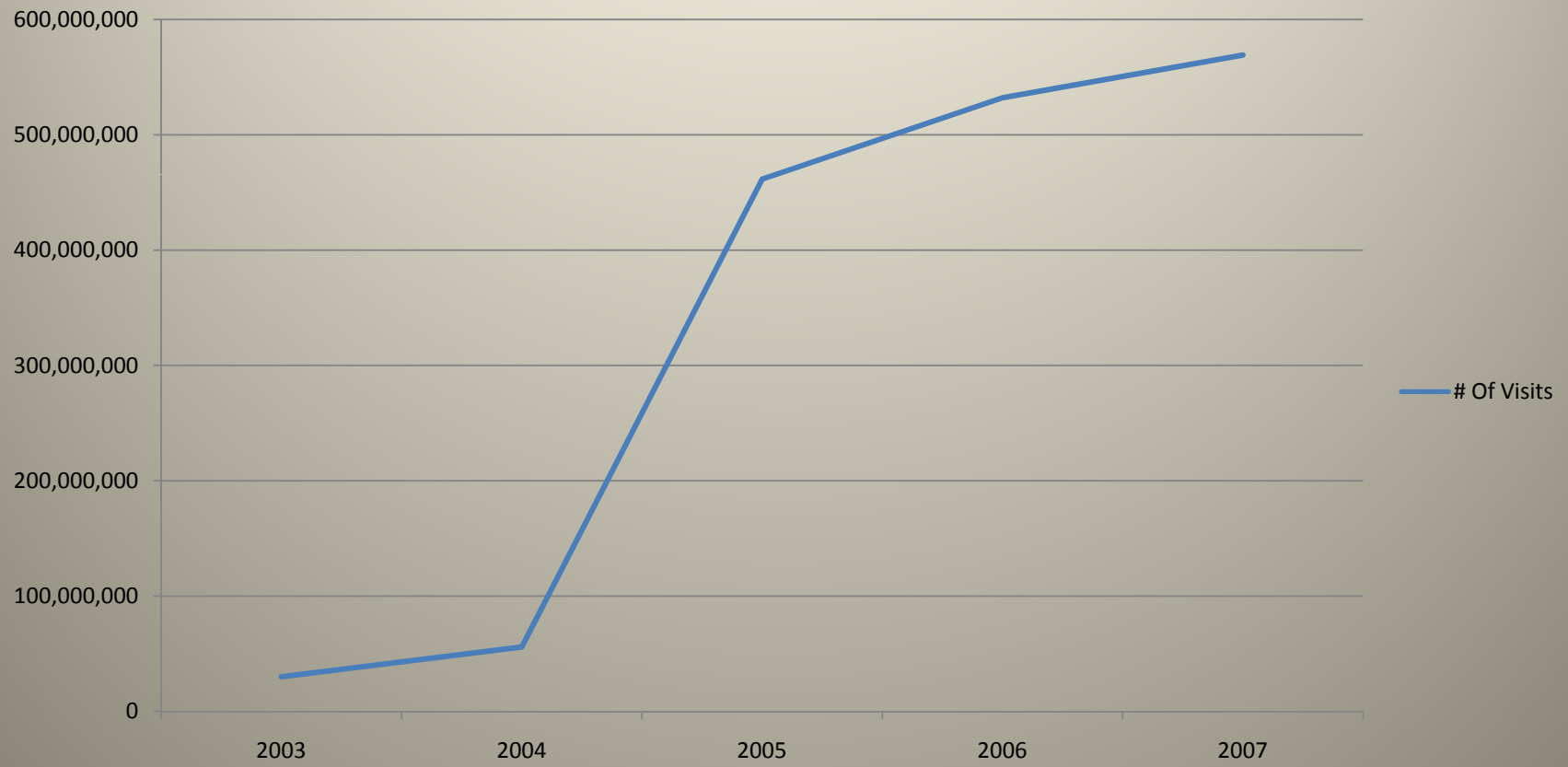
Background

- Web content has grown from a simple thing having static information to having hundreds of active links, processing \$\$\$ daily
- All departments want to expand use of technology – generally this includes a web component.
- City turn over in web programmers is very fast
 - they are a hot commodity.

Water Bill \$ paid



Of Visits



What has been done to address this?

- Centralized software development tools lower time required to do task
- Content management software allows users to do a little web page maintenance
- Finding as many plug in applications as possible that are already written.
 - Plug in(s) are small programs that cost \$100-300 that you customize for your environment.

Options

- Let departments contract for web development with IT helping manage contracts
- Increase # of programmers on staff
- Slow growth of web technology by departments and support with existing staff

Issue: Expanded Network Utilization

Background

- The city network has evolved over the past few years from a rather simplistic design connecting devices within city hall to having connectivity to any and all facilities for the city
- Each city department has identified technology as a method to improve productivity and continue/expand services. This automatically increases need for IT services and increases network criticality.

Background

- The expansion of the network to Cowtown, the EOC and new fire stations has/will add more devices.
- Complexity of the security environment is exponential annually.
- The 24X7 100% availability requirement is now upon us.

What's been done to address this?

- Centralized tools –
 - We can manage almost all devices from one location
 - Error reporting allows us to act on a developing issue rather than react to an outage
- Wireless network will make us far less vulnerable to unforeseen incidents.

Options

- Outsource network management to local firm
- Add senior network engineer to IT staff

Issue: Document Management Sponsorship

- Currently no current city wide policy exists to manage document retention and storage.
- This has resulted in a grass roots effort to establish departmental level policy.

Background

- Laserfiche was adopted as the imaging tool several years ago.
- Currently has over 1,000,000 documents online
- Continues to expand – and it's the right tool

What's been done to address this?

- Cross train 4 people in IT to support Laserfiche users

Options

- Expand IT staff by one Systems Analyst II position to be specifically tasked with Laserfiche support and maintenance.
- Slow growth of Laserfiche utilization to current levels.

Issue: Expanded Thin Client Utilization
/ IT Going Green

Background

- Thin Clients have been in use in the city to a limited extent for several years.
- Used mainly to support outlying locations with bad/slow data circuits.
- Was initially done with very low end devices that resulted in low customer acceptance.

Background

- Saves 50% electricity over PC
- Replacement cycle can be extended (lower per month charge to departments)
- Easier to administer for IT
- Far less susceptible to attacks by virus

What's been done to address this?

- CIO has championed usage with all departments
- IT staff have received advanced training to support the product
- Servers have been upgraded and enhanced clients procured

Options

- Continue Championing of cost saving technologies