

INFORMATION SYSTEMS

FUND NO. 672

ACCOUNT NO. 0403

DESCRIPTION

The function of the Information Systems Department is to direct an information technology strategic plan to provide the current and future development of computer technology for the City, to provide computer and computer communication services to all departments in the City, and to perform activities that coordinate computer generated information to other agencies and the general public. Currently, the City systems include two Microsoft Windows 2000 file server networks, internet and e-mail servers, twelve remote network locations, 250 personal computers and 120 printers, some of which are stand-alone devices, and 30 terminals and 40 printers associated with the two AS/400 midrange computer systems.

MISSION

Implement the Information Systems Strategic Plan for the City, and remain technologically current so as to advise, recommend, and assist in the selection, implementation, and maintenance of midrange computer systems, personal computer systems, computer networks, midrange computer application software, and personal computer application software.

GOALS

- ◇ As appropriate, implement first year information technology application, service delivery, technology infrastructure, and decision making strategic plan projects.
- ◇ Actively participate in, and support, the citywide Technology Committee and the technology investment decision-making process contained in the Strategic Plan
- ◇ Maintain and ensure operation of the city's network, internet, and e-mail servers, and personal computers and printers as stand-alone devices or as part of personal computer networks.
- ◇ Maintain, support, and upgrade application and system software on network servers and personal computer systems.
- ◇ Maintain and ensure operation of terminals, printers, and mainframe hardware on AS/400 midrange computer systems.
- ◇ Maintain application and system software computer code on midrange AS/400 systems.

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OBJECTIVES

PERFORMANCE MEASUREMENTS/INDICATORS

Application Projects

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| A1. Implement Help Desk application. | Evaluate, select, procure, and install one of the recommended help desk applications by September, 2003. |
| A2. Implement Parks registration and scheduling application. | Evaluate, select, procure, install and implement a scheduling application that will meet the needs of the Parks & Recreation Dept., by June, 2004. |
| A3. Evaluate and implement records/document management application. | This project is currently in progress, and should be completed before July, 2003. |
| A4. Improve the City's website. | Work with contracted web designer, Technology Committee and departments, in re-developing the City's website by June, 2004. |
| A5. Assist in implementation of automated mapping system (GIS) | Support GIS coordinator in carrying out GIS work plan. |
| A6. Complete NaviLine software implementation. | Complete testing and training, and go live by June, 2004. |

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Service Delivery Projects

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| S1. Implement IT organization and staffing recommendations. | Implement recommendations of consultant identified in IT Strategic Plan. Department head position included in 03-04 budget.. |
| S2. Institute policies & procedures. | Refine existing, develop new, document, and implement formal IT policies and procedures by March, 2004. |
| S3. Setup Help Desk operations. | Implement help desk application by March, 2004. |
| S4. Develop and implement IT training plan. | Work with Technology Committee and departments to evaluate needs, develop program goals and objectives, and establish an employee training program for approval and funding in subsequent fiscal year, by June, 2004. |

Technology Infrastructure Projects

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| T1. Assess and prioritize field automation needs. | Identify and assess field automation goals for City departments, outline approach and prioritize projects for future development and funding, by June, 2004. |
| T2. Expand wireless connectivity in the City with both additional wireless remote site connections, and mobile laptop connections. | Install wireless antennas at one water tower and replace data telephone lines with wireless connections at remote sites, by January, 2004. |

2003-2004 BUDGET HIGHLIGHTS

Implementation of wireless communication systems for remote sites will improve speed, reliability, performance, and reduce dependency on commercial data lines.

Successful completion of objectives are dependent on continuing commitment to implement the IT Strategic Plan.

PC REPLACEMENT AND MAINTENANCE
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PROGRAM

User departments contribute to this internal service which supports the replacement of the City's investment in personal computers, printers, plotters, scanners, servers, network infrastructure, and other peripherals.