

Technology Committee Meeting

November 14, 2016



Tonight's Agenda

- Legal Discussion
- Introductions
- Session Objectives
- Ground Rules
- Role & Scope of the Committee
- City Departments - Quick Overview
- City's Shared Vision
- Current State & Systems Architecture
- Current Projects
- Future Needs / Best Practices
- Action Items



- **Introductions**
- **Session Objectives**
- **Committee Role and Scope**

City Services / Departments

- Elected Officials
- City Clerk
- City Treasurer
- City Manager's Office
- Finance
- Fire Department
- Human Resources
- Library
- Planning and Building Safety
- Police Department
- Public Works
- Recreation and Parks

Shared Vision – City Goals

- Enhance Customer Service and Engagement
- Develop as a Choice Employer & Work Force
- Support Community Safety & Preparedness
- Develop Quality Infrastructure & Environment
- Engage Technology

Current State of the City & System(s) Architecture

- **IS Primary Service Functions:**
 1. Support & Training
 2. Infrastructure
 3. Applications
- **Lacking a City-wide process/policy for Technology Governance & Acquisition**
 1. Systems that are Department specific
 2. No IS input
- **Staffing & Governance**
 1. Managed by a “User Group”
 2. IS Staff & Open positions

Core Shared Business Applications

Application	Business Functions	User(s)	Hosted
Eden	A/P, A/R, Payroll, Billing	City-wide; All Departments	On-Site
Class	P.O.S., Recreation Enrollment	City-wide; Nearly All Departments	Off-Site – P.O.S. On-Site – Rec
Laserfiche	Document Imaging & Management (Paperless)	Clerk, PD, Planning (Potential for All Departments)	On-Site
Muni	Permit Application & Information	Planning & Building, PW, Fire	On-Site
City Website (CIVICA)	Website	All Departments & Public	On-Site
LicenseTrak	Business License	Finance, (Police & Fire access for information)	On-Site

Department Specific Applications

User	Applications
Police	File on Q (Evidence Barcode); CrossRoads (Traffic collision & Analytics); Duncan (Parking Citation); CopLogic (On-Line Reports); CopLink (Information Database); Multiple informational Databases
Fire	FireHouse (Records Management); CERS (Digital Health Information); EPCR (Digital EMS); Wittman (Transportation Billing); Target Solutions (Fire Suppression Training software)
Library	Axis 360 & Overdrive (E-Book Platform); Envisionware (Public Computer access & Printing); Archivalware (Archive software); Innovative (Library Catalogue system)
Public Works	Sems (Backflow Tracking – Water); Insight (Facility Maintenance Ticketing); AutoCad (Engineering Design)
Recreation & Parks	Granicus (ES TV Video Streaming); Adobe Creative Cloud & Final Cut Pro (Photo and Video Editing), PCS (Lighting schedule); All Pro League (Leagues & Tournament Scheduling)
Human Resources	NeoGov (Online Applications)
Finance	License Trak (Business License); HDL (T.O.T. tracking)
City Treasury	Tracker (Investment tracking)

Primary Hardware Systems

- **City –**
 - Cisco Core Switch (Fiber, IDF Interconnectivity, etc.)
 - Multiple Cisco POE Switches (Desktops, VoIP Telephone, Station Video systems)
 - Cisco Router (VoIP)
 - Palo Alto and Cisco Firewalls
 - Dell Blade System (Physical & Virtual Servers)
 - Cisco Wireless Controller & Access Points (WiFi)
 - Multiple Hitachi SANs (Virtual Servers, Desktops, File Servers, Back up, etc.)
 - Dell Tape Back up system (Iron Mountain)
 - Granicus Video Encoder Server (Dell)
 - ZeroClients (Desktops)
- **Police –**
 - Cisco Core Switch (Fiber, IDF Interconnectivity, etc.)
 - Multiple Cisco POE Switches (Desktops, VoIP Telephone, Station Video systems)
 - Multiple Cisco Firewalls
 - Cisco Routers (External connections e.g. LASD, Tiburon, West Covina, JDIC, CLETS, CCHRS, etc.)
 - Cisco Wireless Controller & Access Points (WiFi)
 - Dell Blade System (Physical & Virtual Servers)
 - Multiple Dell SANs (High Speed video, Virtual Servers, Back up, etc.)
 - Dell Tape Back up system
 - L3 Communications In-Car Camera Video & Body Worn Camera systems (Dell Equipment)
 - Spectrum & AMX NetLinx (Video Wall system)
 - Dell Desktop Computers

Current Primary Projects

- **Fiber Optic Network Expansion
(Handout)**
- **City Website Redesign**
- **Microwave Connection to The Point**

Additional Projects



- **Numerous Software Upgrades, Additions & Replacements**
 - ✓ *CAD/RMS, P.O.S. (Class)*
 - ✓ *Agenda management, Personnel Scheduling, Eden (ERP), Muni, GEO Cortex, PW Bid management, etc.*
- **Public Safety Digital Trunked Encrypted Radio System**
- **Regional City-wide Fixed Camera (ALPR) System**
- **Audio / Visual Upgrades – Several Facilities**
- **Library Patron System**

Future Needs & Best Practices

- **Shared Ownership**

- **Technology Governance** – Management overview, leadership & reporting structure, City's use of information, etc.
- **Service Delivery** – Providing and tracking customer service, Internal & External
- **Business Technology Applications** – Management, acquisition, support and training of applications

- **IS Ownership**

- **Infrastructure** – Acquisition, utilization, maintenance, operating systems, etc.
- **Security** – Policies, user conduct, software tools (filters, monitoring), etc.
- **Administration** – Budget, maintenance agreements, licenses, etc.

Action Items

- **Select Chair & Vice Chair**
- **Sub-Committee Assignments**
 - **Tech Committee Bylaws**
 - **Project(s) Research & Recommendations**

Committee Member Comments

Staff Comments

Next Meeting

Adjourn

