

Information
Technology

2016

Annual Report

Information Technology

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The City of Wooster
INFORMATION TECHNOLOGY DIVISION

DIVISION PERSONNEL:

Robert Eshelman
Information Technology Manager

Scott Bodager
System Technician

Jeff Welty
System Technician

Deb Varns
User Support Analyst

MISSION STATEMENT

Our mission is to serve the citizens of Wooster by diligently supporting all departments of city government in their use of information technology products and services.

CORE VALUES

The IT department strives to daily meet the City's Core Values of Accountability, Continuous Improvement, Leadership & Management, Respect & Communications, Honesty & Integrity, Stewardship & Trust. All of these Core Values are essential qualities to be successful in providing exceptional customer service.

AREAS OF SERVICE

Technical Support

In Person

IT personnel visit the work areas of the person requesting help. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Network-based

IT personnel connect to the computer of the person requesting help using Dameware remote control computer management software to any PC on the city network. They assess the problem, apply corrective measures, and verify that the problem has been resolved.

Chat (Instant Messaging)

A web based instant message option through Google mail. Employees frequently ask quick questions or request support through this alternative.

Phone

Many times a question or problem is addressed by speaking with the employee requesting help over the telephone (Ext 307). The same support steps apply; assessing the problem, applying corrective measures, and verifying that the issue has been resolved.

Web Help Desk

IT implemented a new work order system from SolarWinds called Web Help Desk. This system tracks support requests, equipment checkout, network, printer, and phone issues as well as hardware, software, and training requests, user administration, and asset information that is needed throughout the year.

811 Requests were completed in 2016.

Hours of availability

This division maintains a 7 am to 5 pm daily support as well as a 7-day per week before and after hours support by means of cell phones.

Systems Integration

Hardware and software systems installation and upgrade

Research the problem and short list a small set of solutions. Apply the solution within the city in a test environment, document the results, analyze the results, implement the solution, and document key steps.

Software application development

Analyze user requirements, propose solutions, design the solution, and implement the solution.

Infrastructure

Windows Domain

All city personnel receive a Windows logon that enables access to different network resources based on their group memberships and the permissions configured for their account. IT creates and manages user accounts and permissions associated with their individual logon that is available at any City computer they sign onto.

Network Infrastructure

IT configures and maintains switches, routers, and firewalls to provide optimum network speed and reliability to the City of Wooster computer users.

Wireless Network Infrastructure

IT configures and maintains 2 wireless networks, 1 guest wireless network, and 1 internal wireless network to provide convenient mobile access to city data and the internet.

Virtual Infrastructure

This technique allows for costs savings in actual physical server purchases, support contracts, cooling, and power consumption. Virtualization allows for more efficient management of existing servers and faster deployment of new ones.

Wiring Closets

Each department hosts a wiring closet and it contains the department's network access switch, connected to a battery backup, and network cable termination panel.

Server Room

IT maintains a server room at City Hall in which the fiber connections for each department connect to a central switch. This is where most of the physical hardware for the servers, network storage, and core networking equipment reside. It has environmental controls to allow the equipment housed to perform optimally throughout its lifespan and power backup to keep system up and running when the facility power is out.

Disaster Recovery

An off-site backup server room is also located at the City's Public Properties Maintenance Building. This location is connected by a separate fiber connection to City Hall and houses a second Domain Controller, backup servers, a backup storage array, and the second VMware server.

Off-site Backups

Backups of all servers are created by the enterprise backup software and written to a SAN storage array. These devices are located in the server room in City Hall and the backup server room at the City's Public Properties Maintenance Building. The most important servers are backed up nightly; less critical servers are backed up weekly.

Fiber Runs

Each city department is connected to the network by fiber optic cable. The city owns all of its fiber runs with the exception of Fire Station 2 and 3 connections. These two fiber connections are leased from MCTV.

Phone System

The IT department is in the process of migrating the City departments off the older Mitel phone system to a new VoIP system (Asterisk). For ease in the migration there is a connection between the older Mitel phone switch and the new Asterisk VoIP phone switch. This allows users to dial extensions on either system with the same 2 digit dialing they are used to. The IT staff performs administrative tasks on such as updating extension and voice mailbox information when needed.

Cellular

City owned cellular phone service is currently purchased from Verizon Wireless. The City is using cellular data services mostly with Verizon, but we are testing out T-Mobile cellular data services for the traffic controllers.

Security Planning and Testing

No new hardware or software system is created or installed without the evaluation of security factors relevant to that system's operations as well as how they will affect the security of systems that are already in place; securing the City's digital assets from hackers and other undesirables.

The City has security appliances and software in place to try and prevent malware and virus infections on PCs and servers.

Software Licensing

The IT division tracks Windows Desktop and Server, Microsoft Office, Adobe Acrobat, and various other software licensing to ensure our installed systems are within the number of licenses we own.

Hardware and Software Purchases

When requested, IT does research, makes recommendations, provides quotes for hardware and software purchases sought by departments, and then places the order/s.

Barcode

When new purchases are made they are barcoded and recorded into the Web Help Desk system. This also includes WARCOG items.

WARCOG Support

The IT division provides technical assistance to the WARCOG. Items we assisted with in 2016 include:

- Server room and network design for the new dispatch facility
- LEADS connection installation and support
- WAN connections selection, installation, and ongoing support
- Servers & Workstation selection, purchase, configuration, installation, and ongoing support
- Setup testing workstations and space of applicants
- New hire training of IT supported systems (network login, shared drives, email, timesheet, and IT helpdesk support)
- Payroll entry and support (this was just to help them get started and assist while they worked through personnel shortages).

The IT division spent 700.25 hours of support for WARCOG in 2016.

Metrics

Equipment Uptime (Servers, Network Devices, Phone System)

2008	Average: 99.738%
2009	Average: 97.735%
2010	Average: 99.972%
2011	Average: 99.913%
2012	Average: 99.978%
2013	Average: 99.813%
2014	Average: 98.279%
2015	Average: 99.046%
2016	Average: 98.691%

Support Requests Completed:

WITS

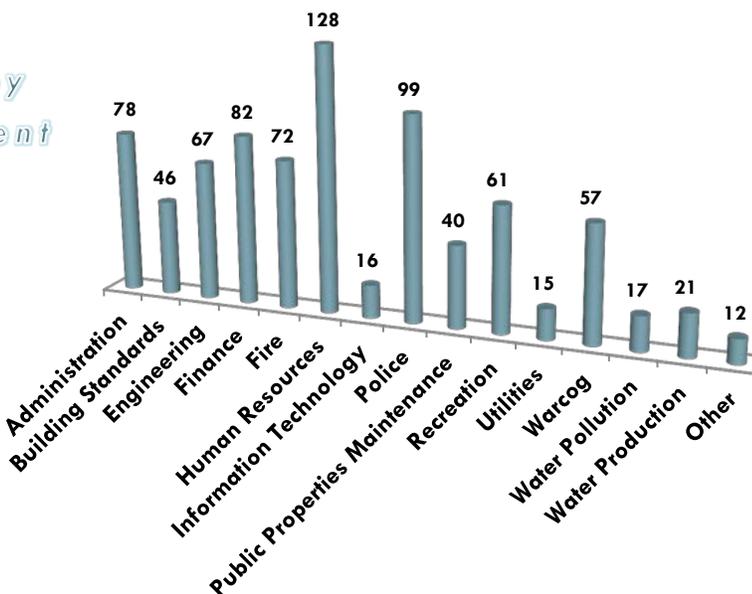
2009	238	Information requests
	2137	Work requests
2010	17	Information requests
	955	Work requests
2011	30	Information requests
	1003	Work requests
2012	25	Information requests
	890	Work requests
2013	27	Information requests
	949	Work requests
2014	6	Information requests
	1117	Work requests
2015	58	Information request
	1374	Work requests

Web Help Desk (WHD)

2016	811	Work requests
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Note: The total number of tickets is not directly comparable between WITS and WHD. In WITS if something in addition was added to a request it generated another ticket, where in WHD it is added to the same ticket. Also in WHD, tickets for the same thing can be merged where they couldn't in WITS. So in general, WHD will have few tickets for the same requests and resulting work.

Tickets by Department for 2016



Web

Internet

The City's Public website was transitioned from one created and is maintained by IT staff run on internal servers to a new content management system hosted by Birdeye. With the hosted solution using a Content Management System (CMS), departments are able to make changes to their department pages on their own as easily as working on a Word document. This gives each department more ownership of their pages.

Intranet

The City's internal website was created and is maintained by IT staff and serves as a means of information distribution amongst the city's departments. This allows for the posting of forms, documentation, and other pertinent information.

Woobid

A public website that was created and is maintained by IT staff that assists in disposal of approved release of unnecessary equipment by auction to the highest bidder.

GovDeals

A public website that assists in disposal of approved release of unnecessary equipment by auction to the highest bidder.

Portal

An internal web application server that provides functionality that is used by various divisions such as Police, Legal, Building Standards, Finance, Utilities, and Engineering.

ArcInfo

Web application server hosting the city's GIS. This is available in both a public and an internal version.

Emergency Notification System

A web-based application created by IT Division to allow authorized City personnel to send out emergency notification to citizens who have subscribed via the City of Wooster's website. This application is also hosted on the portal web application server.

Training

New Hires

IT conducts individualized training for new hires, familiarizing them with the City's network resources, website, email, login/password procedures, and basic software programs.

Hosted Training

The Training Room in the IT Division is often utilized for web-based training, conference calls, or vendor onsite training.

Testing

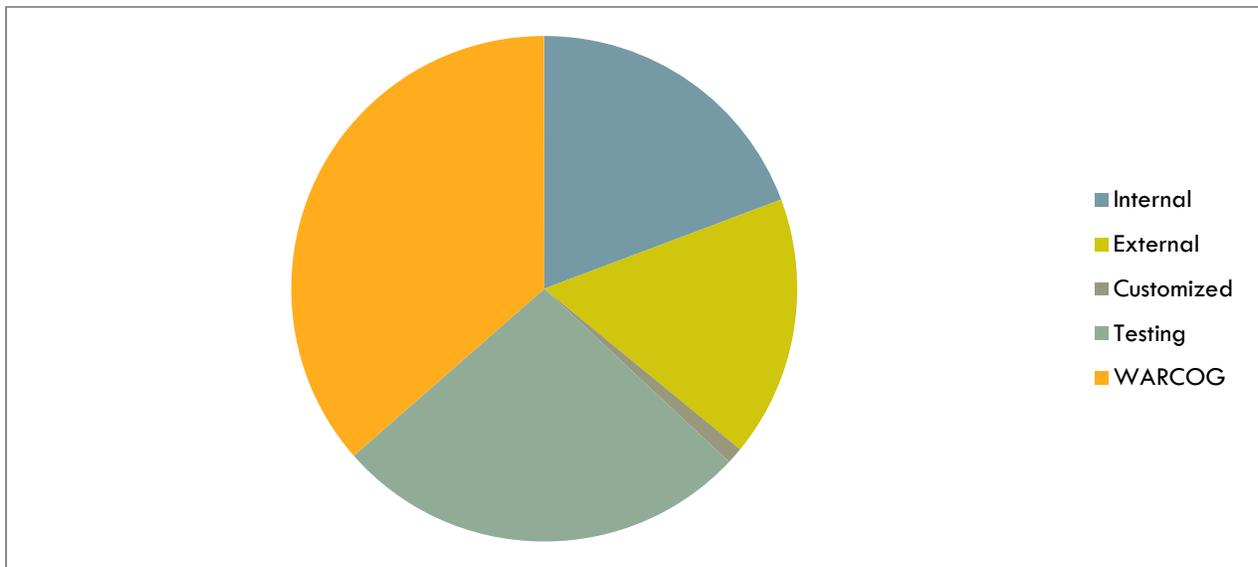
Conduct testing for potential new hires and for in-house promotional purposes.

Conference Room setup

IT often sets up training to be conducted by others in the IT Training Room, as well as in council chambers and Administration and Finance Conference rooms. Such setups usually involve connecting computers, installing software, logging onto conferencing websites, and dialing in to conference calls.

TRAININGS COMPLETED IN 2016

Categories	Participants	
Assessment/Testing	5	City
Assessment/Testing	51	WARCOG
Demo	12	External
Excel	2	Customized
ICIS	6	External
Ifas	4	External
New Hire	18	City
New Hire	19	WARCOG
Solarwinds	3	External
Webinars	2	External
Total	122	



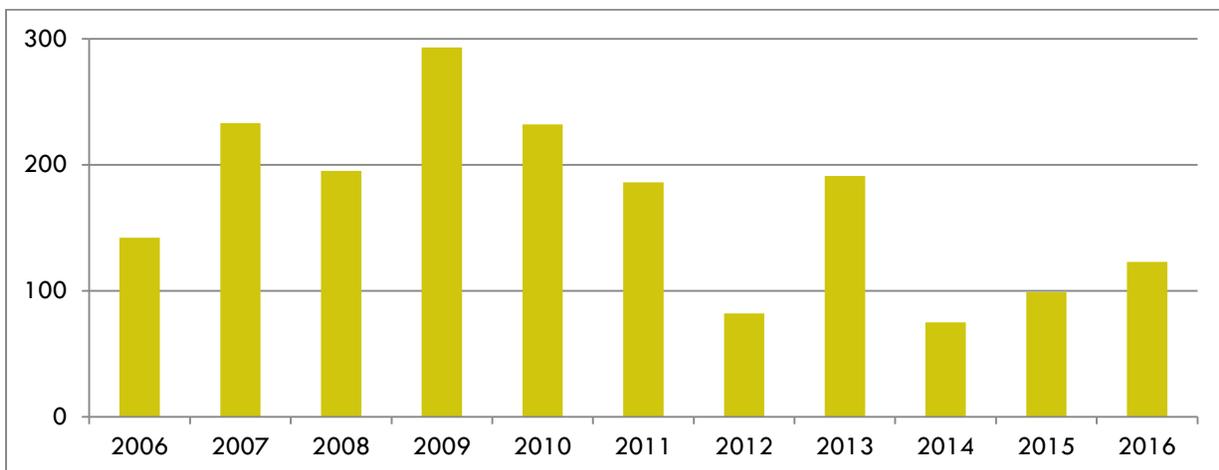
Internal trainings – trainings instructed in the IT training room by either the IT staff or by another city employee.

External trainings – trainings instructed in the IT training room by either an outside vendor coming onsite or by means of webcasts.

Custom trainings - scheduled internal individualized trainings.

Testing - potential new hires or promotional purposes within the city.

WARCOG – assessment training and testing for potential new hires.



2016 Project, Goals and Objectives Obtained

Fire Station 3

WARCOG Dispatch

VoIP Phones

WHD

Barcode

Unitrends

Upgrade AD to 2012

Upgrade Vert VMware

Cloud Gate for PD & Traffic

File Servers

MCTV

Council Chambers

SCADA Project – WPCP

2017 Projects, Goals and Objectives

Safety Center

MOJO Wireless Access

Core Network Upgrade

Cloudgate in Police Dept. Cruisers

Overhaul of Group Policy

Esxi upgrade to 6

Integration of Quasar in WPC