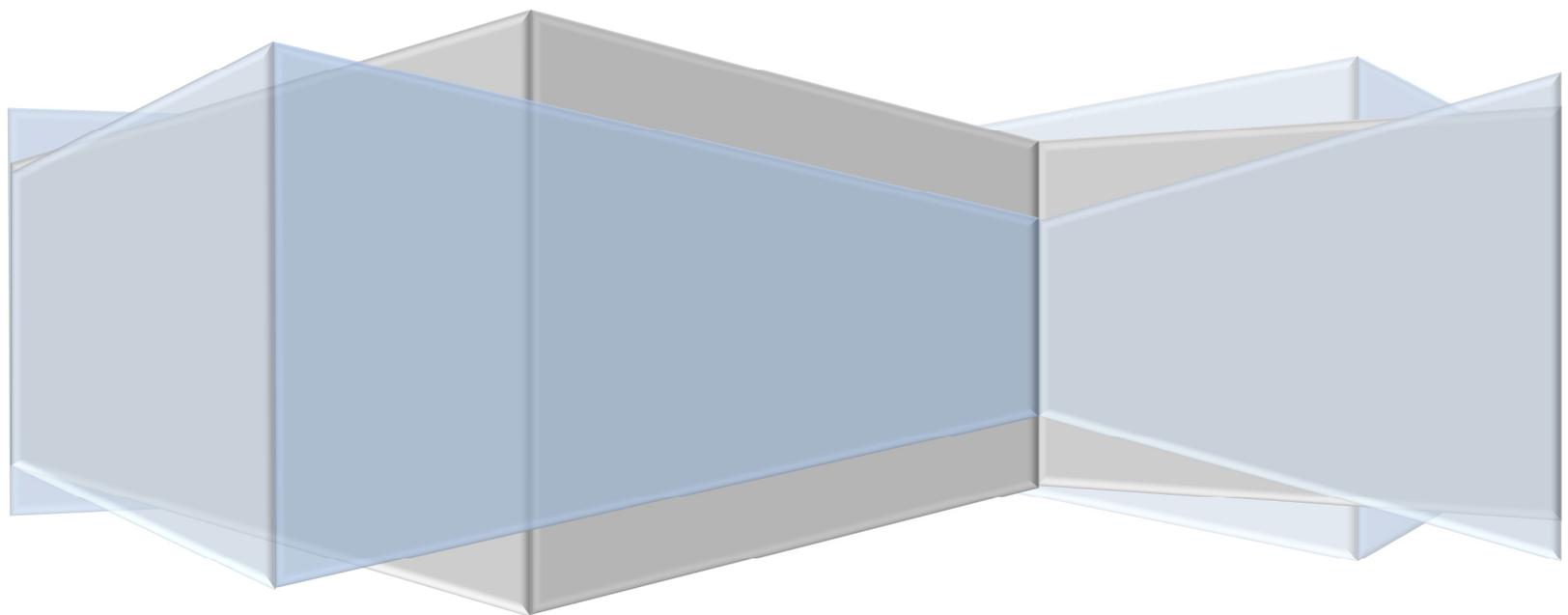


Information Technology

2015 Annual Report

Robert Eshelman



Information Technology

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The City of Wooster

INFORMATION TECHNOLOGY DIVISION

This division includes the following 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.

WITS

WITS - **W**ooster **I**nformation **T**racking **S**ystem. A web-based application created in-house by the IT Division to track support requests throughout the year.

In Dec 2015, IT implemented a new IT work order system to replace WITS. The new system is SolarWinds Web Help Desk.

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, permissions, and files associated with their individual logon (referred to as Roaming Profiles) that is available at any City computer they sign onto.

Network Infrastructure

IT configures and maintains 24 switches, 2 routers, and 3 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. One VMware virtual server is housed in the server room as are the remaining physical servers (with the exception of 1 at the City's Water Treatment Plant, 1 at the City's Water Pollution Plant and 5 at the City's Public Properties Maintenance Building).

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, two backup servers, a DataDomain backup storage array, and the second VMware server.

Off-site Backups

Backups of all servers are created by 2 servers running the Bacula enterprise backup software and written to a DataDomain storage array. These devices are located in 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 the Fire Station 2 connection located on Highland Avenue and a dedicated internet connection. These two fiber connections are leased from MCTV.

Phone System

The city owns a Mitel phone system that the IT staff performs administrative tasks on such as updating extension and voice mailbox information.

IT is in the process of transitioning off the Mitel phone system on to a new VoIP system (Asterisk).

Cellular

Cellular service is currently purchased from Verizon Wireless, but we are testing out T-Mobile.

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.

Prevention of malware infections on PCs and servers and cleaning them if one does get through.

Software Licensing

The IT division tracks Windows Desktop and Server, Microsoft Office, Adobe Acrobat, and 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.

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.

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. Examples of recent vendor conducted training are Ifas and ICIS.

Testing

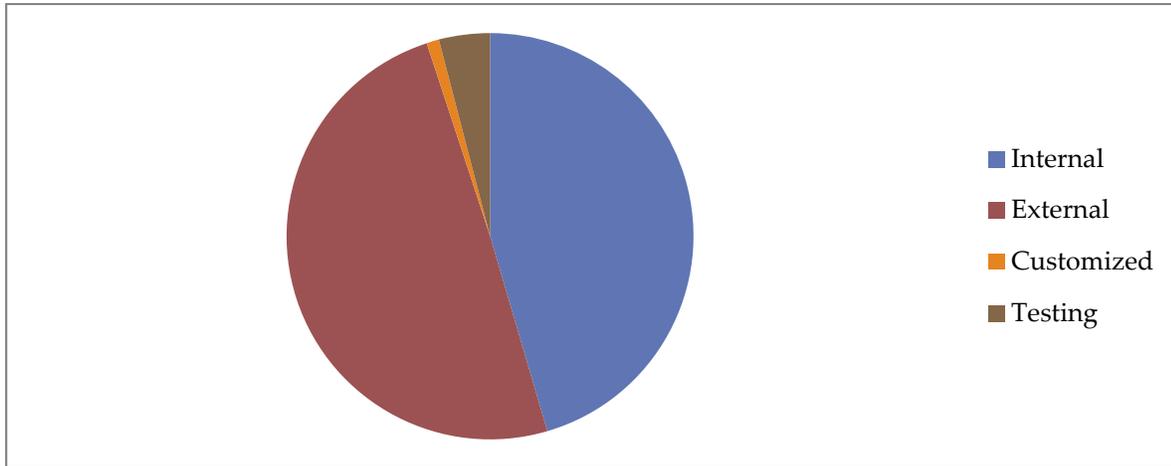
Conduct testing for potential new hires and for in-house promotional purposes.

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 2015 were:

Categories	Participants	
New Hire	20	Internal
Online	2	External
Pool Cashier	3	Internal
Ifas	12	Internal
Webinar	25	External
AC Assessment	4	Testing
ICIS	14	External
SRC	3	Internal
Aclara	7	Internal
Excel	1	Customized
Nimble	8	External
Total	99	

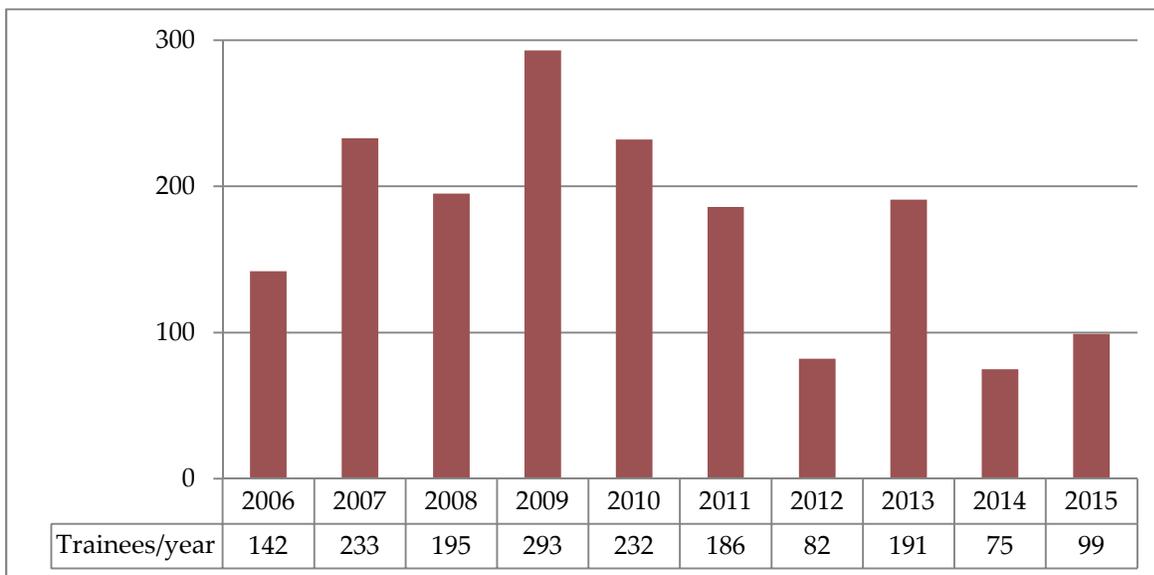


Internal trainings are instructed in the IT training room by either the IT staff or by another city employee.

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

Custom trainings are scheduled internal individualized trainings that occur off-site and / or in the IT training room.

Testing is for potential new hires or for promotional purposes within the city.



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%

Support Requests Completed

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

2015 Project, Goals and Objectives Obtained

Palo Alto
Phones/Asterisks
PD Computers
Nimble
Cameras
DEMM
Iconics
Folder Redirection
Roaming Profiles
PD Network (108)
Short Cycle HVAC
Wi-Fi Freedlander
Group Policy Updates
Certificate Renewals
Woobid
Switches
FD Office move
Traffic
Surface Pros
Lockbox Files
PD Router
Phone Switch
911 Working
Finished XP Upgrade
Upgrade Windows Server 2003
Upgrade ICIS
Vehicle Logs for PD
Started barcoding
Located capital assets
New Shade Tree computer
New Mastermind Program of Surface Pro
On hold music for phone system
Postini Transition to Google Vault
Desktop Card Scanner for HR
Phones upgraded in Police cars
Phone Stipend
Google Numbers and Google Voice
Clean up of Verizon numbers
Various printers
Online Training
Fill-a-ble City Employment application
Fill-a-ble WARCOC Employment application

2016 Projects, Goals and Objectives

- Upgrade Microsoft SQL 2005 servers to Microsoft SQL 2014
- Complete the upgrade of the department network access switches
- Overhaul the current backup system with a newer system
- Complete the new VoIP phone deployment to replace aging Mitel system
- Set up new departmental file servers
- Review and refresh Microsoft Group Policy Server
- Setup new DHCP & DNS servers
- Integrate the Asset Management System with IFAS
- Have each member of the department complete at least one continuing education course.
- Put together a Department Operational Plan