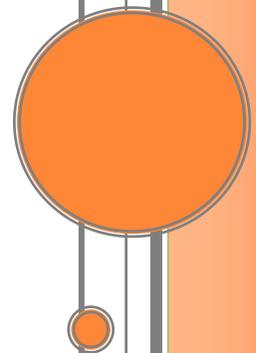


INFORMATION TECHNOLOGY

2013 Annual Report



Information Technology

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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.

The City of Wooster
INFORMATION TECHNOLOGY DIVISION

This division experienced staff changes in 2013 and the following staff members working in the division at the end of the year were:

Adam Griffith, IT Manager

Ramesh Naidu, System Integrator

Deb Varns, User Support Analyst

The 2013 Annual Report for the City of Wooster's Information Technology Division is contained in the following pages. This information summarizes the roles and responsibilities of this division for the year ending 2013.

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)

Web based instant message through Google via E-mail. People frequently ask quick questions or request support through this convenient medium.

Phone

Many times a question or problem is addressed by speaking with the person requesting help over the telephone. The same support steps apply; to assess the problem, apply corrective measures, and verify that the issue has been resolved.

Hours of availability

This department maintains a 7 am to 6 pm daily support as well as a 7-day per week after hours support via the Manager's cell phone.

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.

Web

Internet

Public website that was created and maintained by IT staff that served as a means of information distribution to the public.

Intranet

Internal website that was created and maintained by IT staff and serves a means of information distribution amongst the city departments. This allows for the posting of forms, documentation, and other pertinent information for our employees.

Woobid

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

GovDeals

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

Portal

Internal web application server that provides functionality currently used by various divisions such as Police, Legal, Building Standards, Finance, Utilities, Engineering, and Information Technology.

ArcInfo

Web application server hosting the city's GIS. This is available in public and internal versions.

Emergency Notification System

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 is also hosted on the Portal web application server.

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 Cisco 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 7 at the City's Public Properties Maintenance Building).

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, a firewall for backup internet connection, 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 for Police Mobile Data Terminals. These two fiber connections are leased from MCTV.

Phone System

The city owns a Mitel phone system that is supported by Mackay Communications. IT performs administrative tasks such as updating extension and voice mailbox information.

Cellular

Current cellular service is purchased from Verizon Wireless.

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

IT 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, and provide quotes for hardware and software purchases made by departments.

Projects

- Upgrade of the Microsoft office suite from 2003 to the 2010 version.
- Ifas rollover / upgrade to version 7i.
- Utility upgrade preparations to ICIS.
- Automation of banking process for the utilities division in the Finance Department.

Training

New Hires

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

Core Applications

IT conducts individual and group trainings, on-site in our Training Room at City Hall or off-site for customized trainings. These are trainings for the core software programs used by the City of Wooster, including:

Hosted Trainings

The Training Room in the IT Division is often utilized for web-based training, conference calls, and vendor on-site training. An example of recent vendor conducted training was for Ifas in preparation before and after their upgrade).

Conference Room Setups

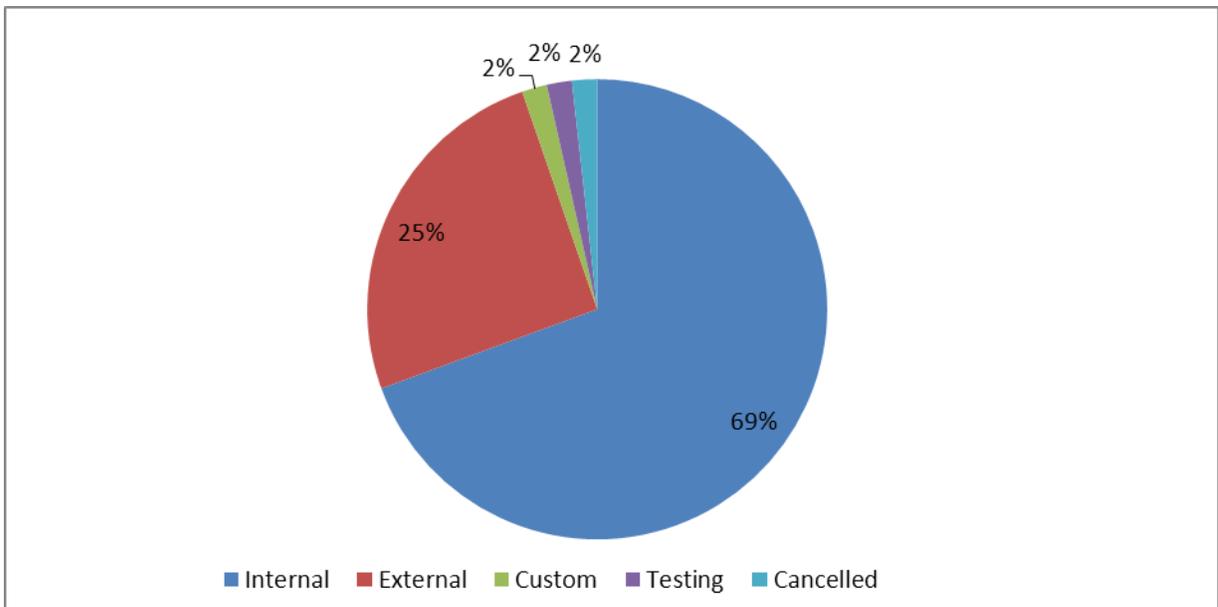
It often set up training to be conducted by others either in the IT Training Room, the Council Chambers, Administration, and Finance conference Rooms. Such setups involve connecting computers, installing software, logging onto conferencing websites, and dialing into conference calls.

Testing

This testing is done for potential new hires, for in-house promotional purposes, and for on-line testing.

Trainings in 2013

Adobe Acrobat X	1
Off-site Individualized	2
GIS	27
IFas	82
Inhance	6
New Hires	24
Safari	2
SRC	11
Testing	3
Webinar	12
Total	170



- 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 webcast.
- Custom trainings are scheduled internal individualized trainings that occur off-site and in the IT training room.
- Testing is for potential new hires or for promotional purposes within the city.