# Information Technology

2018 Annual Report

1/3/2019

# Information Technology

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# The City of Wooster

## INFORMATION TECHNOLOGY DIVISION

*DIVISION PERSONNEL*

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Information Technology Manager

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System Technician

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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*

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

# *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 via Google Hangouts)**

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 are needed throughout the year.

**There were 642 Support Requests completed in 2018**

**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. An additional server room was added with the new Safety Center.

### Disaster Recovery

An off-site backup server room is also located at the City's Safety Center. 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 Safety Center. The most important servers are backed up nightly; less critical servers are backed up weekly.

### Fiber Runs

All but one of the city departments are connected to the network by fiber optic cable. The city owns all of its fiber runs with the exception of Fire Station3, Safety Center, and WARCOG connections. These fiber connections are leased from MCTV. Distribution and Collections division is connected via RF network connection.

### Phone System

In 2018, the IT division migrated the City departments off the older Mitel phone system to a new VoIP system (Asterisk). The older Mitel phone switch has since been turned off *because the migration had been completed.* Since putting in this new asterisk phone system and implementing an automated AVR response menu for the non-emergency calls to police and fire, dispatch has had to handle 27,000 less calls.

## 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.

There was a Verizon 3g phase out that began in October where we upgraded 33 devices to 4g at no cost and were able to disconnect 14 lines at a savings of approximately $378.82 per month.

## Security Planning and Testing

The IT division has instituted a cyber security training program for the city's employees.

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, 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.

# Web Help Desk Support

811   Support requests completed in 2016

706   Support requests completed in 2017

642   Support requests completed in 2018

The number of support requests completed in 2016 was from a 15 month timeframe when the implementation of the Web Help Desk ticketing system was setup through the following year; the 2017 and 2018 support requests completed were from a 12 month timeframe.

**Support Requests by Department for 2018 were as follows:**
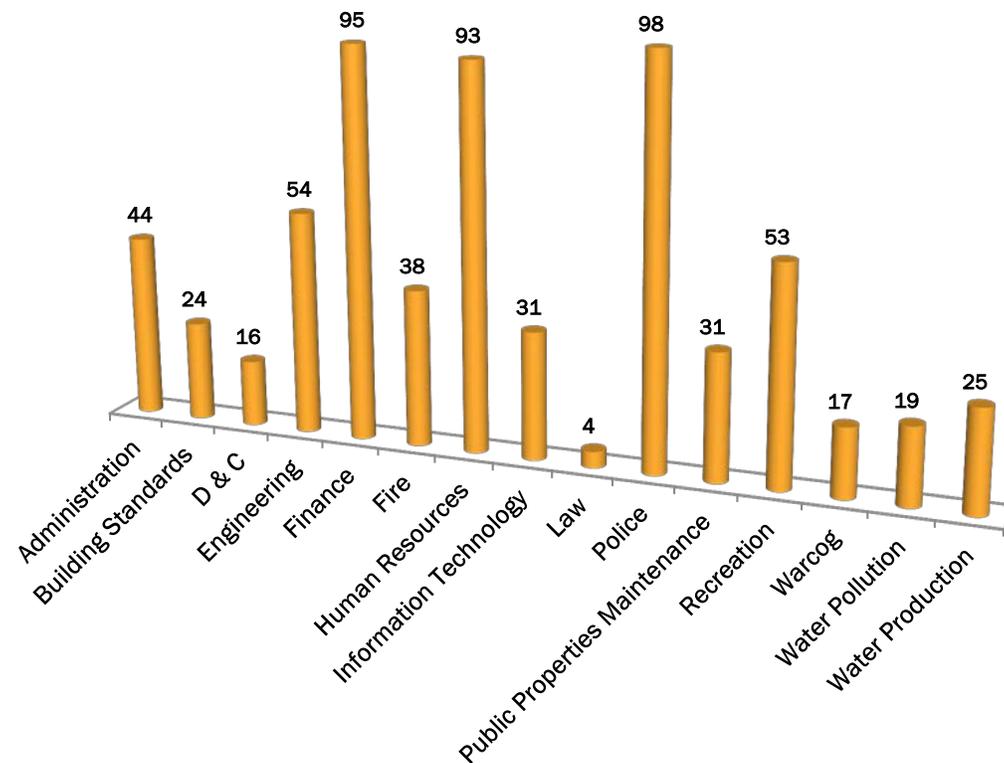
# WARCOG Support

The IT division provides technical assistance to the WARCOG, sets up testing workstations and space for applicants, and completes new hire training of IT supported systems that includes network login, shared drives, email, timesheet, and IT helpdesk support.

For the Wayne County Fair we setup an emergency operations center in case they had to evacuate residents because of flooding for that location.

# Web

### Internet

The City's Public website was transitioned from one created and is maintained by IT staff run on internal serves 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.

### 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.

# 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.

2018 New Hire Trainings – City:  12      2018 New Hire Trainings – WARCOG:  3

### Hosted Training

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

### Testing

*At times the training room is used to conduct testing for potential new hires and for in-house promotional purposes.*

There were 22 assessment testing's for WARCOG in 2018.

### Conference Room setup

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

*Trainings in 2018 were for the New World Preparations.*

## 2018 Project, Goals and Objectives Obtained

**Network Monitoring**

**Retired Cisco 6509**

**Employee Cyber Security Training**

**Transitioned Disaster Recovery equipment to Safety Center**

**Reverse 911 System**

**Located & migrated non-user phone lines to new phone system**

## 2019 Projects, Goals and Objectives

**RF network coverage of City**

**10G network link upgrade for City Hall and Safety Center**

**WPCP network upgrades**

**Downtown and Parks Security Cameras**

**MS Deployment Toolkit setup**

**Next Generation Endpoint Security**