

Information Technology

2019 Annual Report

1/22/2020

Information Technology

Table of Contents

Division Personnel	2
Mission Statement & Core Values	3
Technical Support	4
System Integration	5
Infrastructure	5 - 9
Web Help Desk Support	9
Support Requests by Department	10
WARCOG Support	10
Web	11
Training	11
2019 Projects, Goals & Objectives Obtained	12
2020 Projects, Goals & Objectives	12

The City of Wooster
INFORMATION TECHNOLOGY DIVISION PERSONEL

Robert Eshelman
Information Technology Manager

Scott Bodager
Systems Technician

Jeff Welty
Systems Technician

Deb Varns
User Support Analyst

Kyle Stauffer
PT System Technician Assistant
(August)

Shawn Urquhart
System Integrator
(Dec)

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 627 Support Requests completed in 2019.*

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 systems 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 except the Distribution and Collections division which is connected by a point to point RF network. The city owns all of its fiber runs with the exception of Fire Station3, Safety Center, and WARCOG connections. Those fiber connections are leased from MCTV.

Phone System

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.

Security Planning and Testing

The IT division has established a cyber security training program for the city's employees known as Knowbe4.

Trainings sessions conducted in 2019:

- *15 employees completed an Initial Cyber Security Training session.*
- *19 employees completed a Ransomware Training session.*
- *200 employees completed an Internet Security & You Training session.*

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

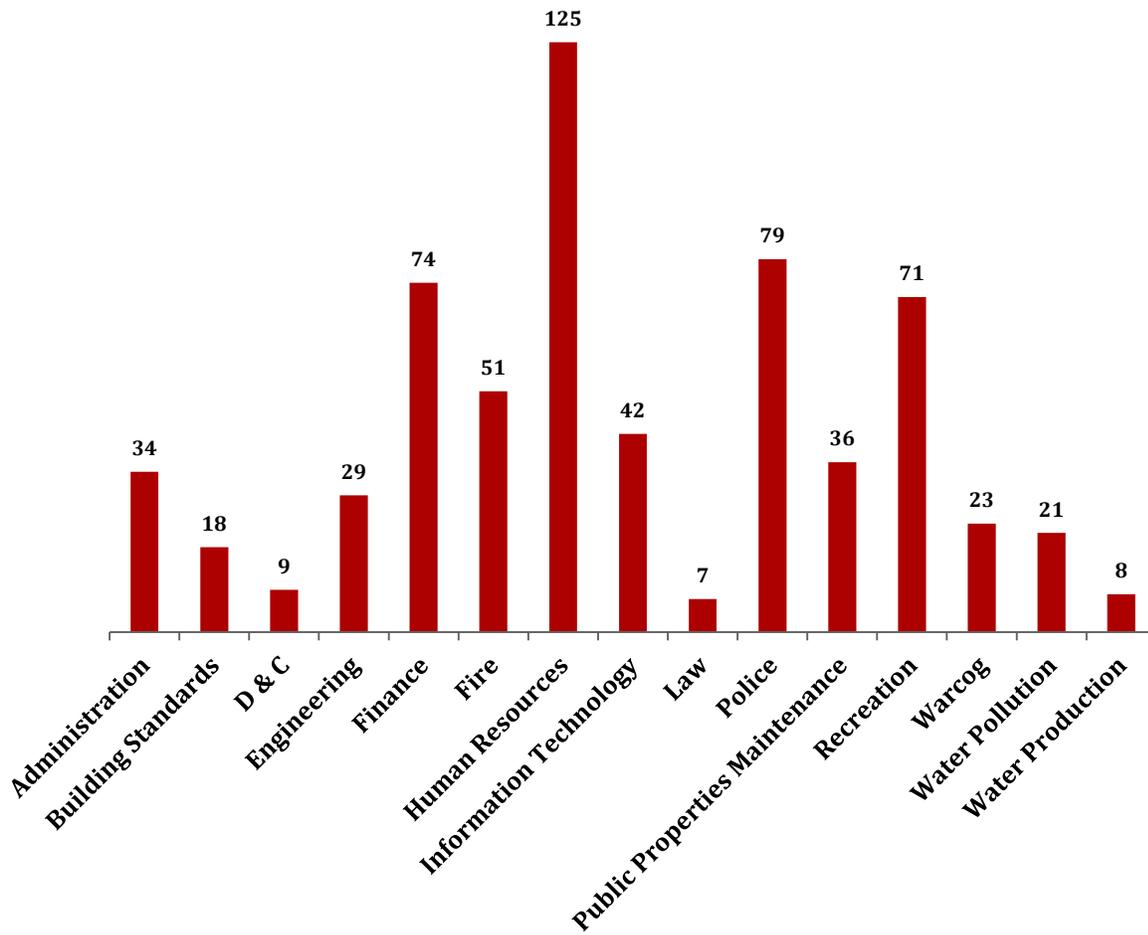
When new purchases are received they are barcoded and recorded into the Web Help Desk system. This also includes WARCOG items.

Web Help Desk Support

811	Support requests completed in 2016
706	Support requests completed in 2017
642	Support requests completed in 2018
627	Support requests completed in 2019

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, 2018, and 2019 support requests completed were from a 12 month timeframe.

Support Requests by Department for 2019 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.

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.

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.

- *5 New Hire Trainings were completed for the City in 2019.*
- *1 New Hire Training was completed for WARCOG in 2019.*

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 7 assessment testing's for WARCOG in 2019.*

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 2019 were for the New World / Tyler Preparations.*

2019 Project, Goals and Objectives Obtained

Axon Fleet Car Cameras

10 GB Network Upgrade to Safety Center

WPCP Network Upgrade

Fiber Loop water and Waste Water

Cameras: Rec Center, Downtown, Christmas Run, Police, Dispatch, Water &
Waste Water

RF network for utility meter collection

Next Generation Endpoint Security Refresh

2020 Projects, Goals and Objectives

VMware ESXi Host replacement

Migration from cellular to RF network for meter collection

Fiber termination modernization

Water and Wastewater SCADA server refresh