

2021

# Information Technology

Annual Report



# Information Technology

## Table of Contents

Division Personnel	2
Mission Statement / Core Values	3
Technical Support	4
System Integration	5
Infrastructure	5 - 7
Web Help Desk Support Requests Completed	8
Support Requests by Department	8
WARCOG Support	9
Web	9
Training	10 - 11
Inventory	12
Challenges	12
2021 Projects / Goals / Objectives Obtained	12
2022 Projects / Goals / Objectives	12

# The City of Wooster

## INFORMATION TECHNOLOGY DIVISION PERSONNEL

*Robert Eshelman*  
*Information Technology Manager*

*Shawn Urquhart*  
*System Integrator*

*Scott Bodager*  
*Systems Technician*

*Jeff Welty*  
*Systems Technician*

*Deb Varns*  
*User Support Analyst*

## *MISSION STATEMENT*

Our mission is to provide leadership in information technology and systems. We focus on providing strategic direction on technology issues, facilitating reliable, timely, and easy access to information for employees and citizens. We manage the City of Wooster's technology infrastructure, applications, and maintain the highest level of reliable service and support.

## *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 often connect to the computer of the person requesting help using Dameware Mini 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.

### **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 system installations and upgrades**

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, develop 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 resides. 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 Training and Testing**

The IT division has established an annual cyber security training program for the city's employees known as Knowbe4. The training this year was 2022 Common Threats and was completed by 181 employees.

There are no new hardware or software system 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 that we own.

## **Hardware and Software Purchases**

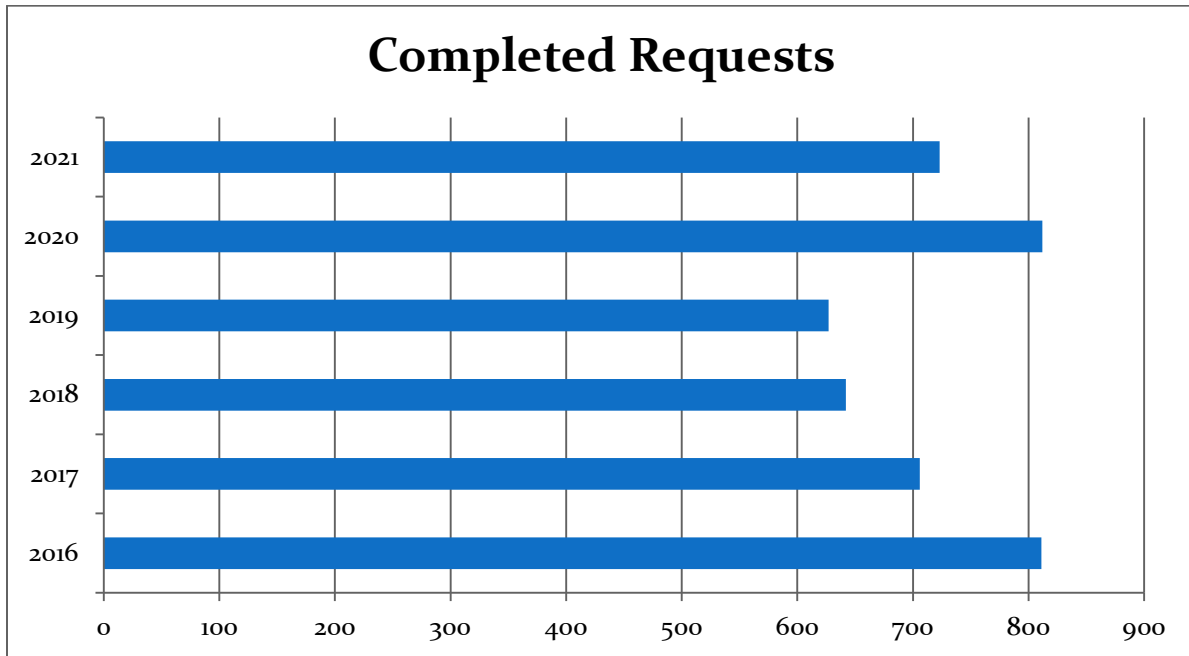
When requested, IT does research, makes recommendations, provides quotes for hardware and software purchases sought by departments, and then places the order/s.

## **Barcode**

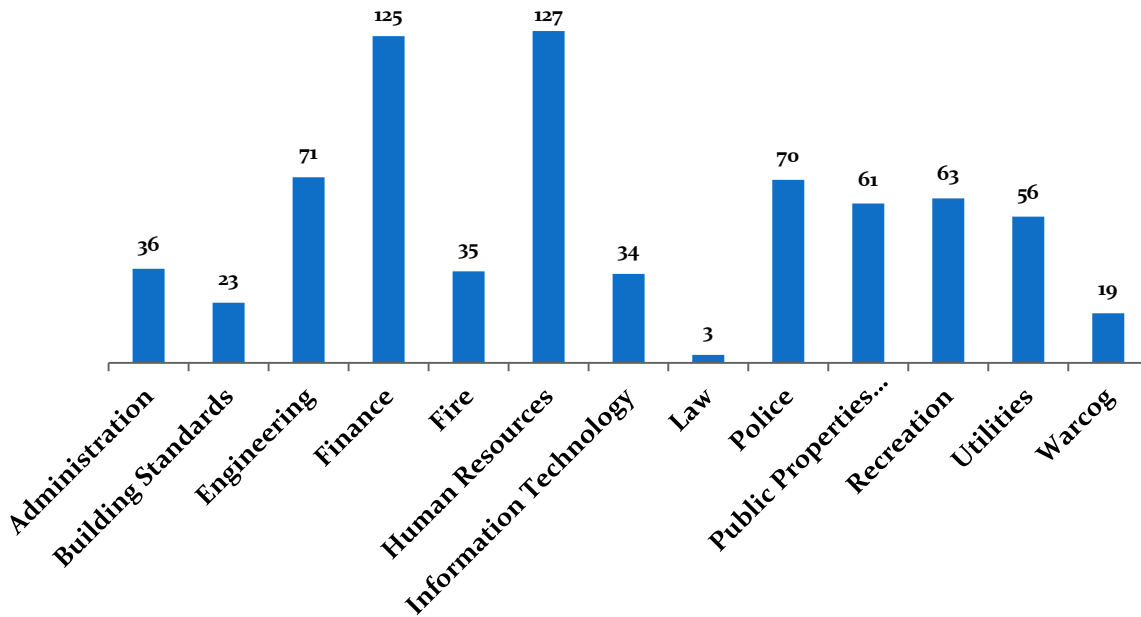
When new purchases are received they are barcoded and recorded into the Web Help Desk system. This also includes WARCOC items.



## Web Help Desk



723 support requests were completed in 2021. The number of support requests completed in 2016 was from a 15 month timeframe of when the ticketing system was implemented through the following year; the 2017 thru 2021 support requests completed were all from a 12 month timeframe.



## WARCOG Support

The IT division provides technical assistance to the WARCOG and completes new hire training of IT supported systems that includes network login, shared drives, email, timesheet, eSuite and the 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 Crossbridge. With the hosted solution using a Content Management System (CMS), departments are making 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 maintained by IT staff and serves as a means of information distribution amongst the city's departments. This internal website allows for the posting of forms, documentation, and other pertinent information.

### **GovDeals**

A public website that assists in the 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.

City full-time	16
City part-time	4
City seasonal	16
WARCOG	3
Total orientations for 2021	39

### **Hosted Training**

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

### **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 the conference calls.

### **Security Training:**

Because of critical infrastructure/systems that the City operates, it is recommended by all security standards that we conduct Cyber Security training annually.

The Cyber Security training scheduled this year was 2022 Common Threats and was completed by 181 employees.

## Staff Training

### Scott:

Administering a SQL Database Infrastructure  
Critical Thinking and Decision Making  
Organizational Culture and Leadership Training  
Project Management Essentials  
Asterisks Class  
Creative Problem Solving

### Shawn:

Project Management Essentials  
Critical Thinking and Decision Making  
Organizational Culture and Leadership Training  
Asterisks Class  
Creative Problem Solving

### Jeff:

Project Management Essentials  
Creative Problem Solving  
Critical Thinking and Decision Making  
Organizational Culture and Leadership Training  
Asterisks Class

### Bob:

Project Management Essentials  
Creative Problem Solving  
Critical Thinking and Decision Making  
Organizational Culture and Leadership Training  
Asterisks Class

### Debbie:

Organizational Culture and Leadership Training

## Inventory

The collected inventory listing of data was imported into the asset portion of help desk (Solarwinds).

## Challenges in 2021

Supporting department employees securely, efficiently, and cost effectively while maintaining proper health safety standards during the pandemic.

## 2021 Project, Goals and Objectives Obtained

Sierra Modems  
Palo Alto  
WiFi Architecture  
Configure WARCOG Recorder SSL Security  
Update MDTs  
Cameras

## 2022 Projects, Goals and Objectives

- Configure and install routers in City Hall and the Safety Center.
- Upgrade/replace some of the older systems, increase redundancy and decrease cutover times to increase overall business continuity for the departments we support.
- Continued focus on achieving 99.9% uptime of all mission-critical systems and providing support services to our end users within accepted service level agreements.
- SCADA project at WPCP
- Upgrade and install cameras at Wastewater Plant.
- Continue to provide employee new hire orientations and cyber security training.