



# INFORMATION TECHNOLOGY

2022 Annual Report

# Information Technology

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# **The City of Wooster**

## **INFORMATION TECHNOLOGY DIVISION PERSONNEL**

Robert Eshelman  
Information Technology Manager

Shawn Urquhart  
System Administrator III

Scott Bodager  
System Administrator II

Jeff Welty  
System Administrator II

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**

The Information Technology division maintains a 7 am to 5 pm daily support as well as a 7-day per week before and after hours 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 solution, and implement the resolution.

## 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 server rooms at City Hall and the Safety Center with fiber connections to each department. These are where most of the physical and virtual hardware for the servers, network storage, and core networking equipment resides. The core equipment between the two server rooms is redundant such that if there is a problem in one of the server rooms the other server room can take over. This is done to maintain business continuity. There are 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.

## **Disaster Recovery / Off-site Backups**

Backups of all servers are created by the enterprise backup software and written to a SAN storage array. In the case of a disaster, we have backups located both at City Hall and at the Safety Center. Backup schedules are set to minimize data loss. Some servers have hourly snapshots, daily incremental backups, and weekly full backups.

## **Fiber Runs**

All of the city departments are connected to the network by fiber optic cable except the Distribution and Collections division which is connected via 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**

The City uses cellular broadband service for connecting the PD's cruisers and PPM's traffic controller to the City network. There are also cellular broadband services used to connect several departments' mobile tablets to the Internet. Most of this is purchased from Verizon Wireless, but we have a few T-Mobile cellular data service connections in a few of the traffic controllers.

The City also has cellular phone service for some employees to use for their job. There are other employees that receive a stipend to use their own personal phones for work-related needs.

## **Security Training and Testing**

The City has security appliances and software in place to try and prevent malware and virus infections on PCs and servers. 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.

## **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**

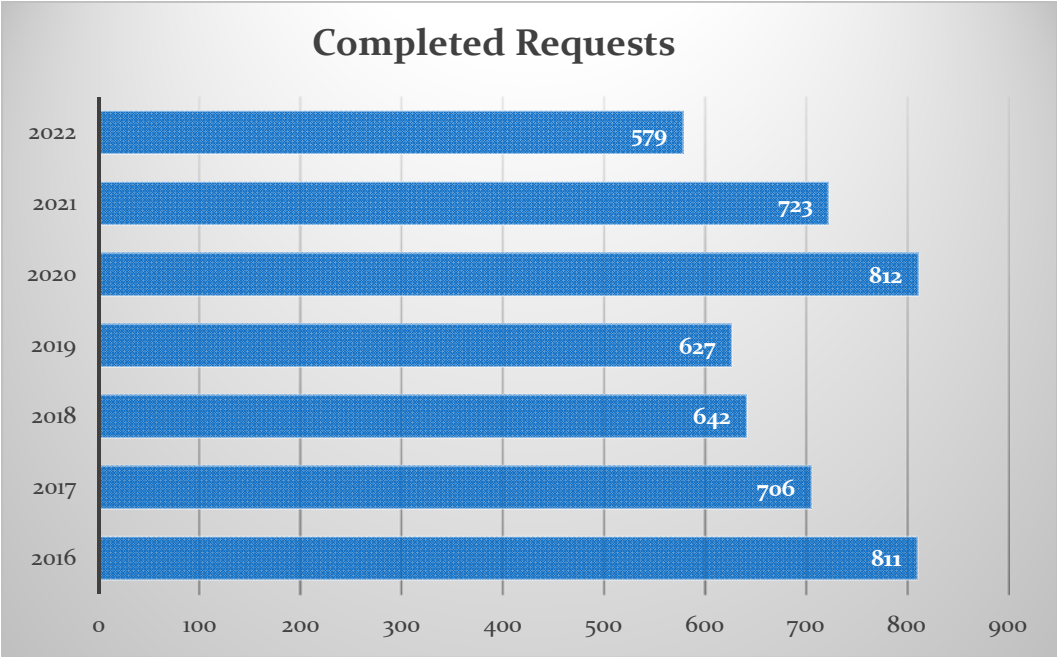
When requested, IT does research, makes recommendations, provides quotes for hardware and software purchases sought by departments, and then places the order/s.

## **Barcode**

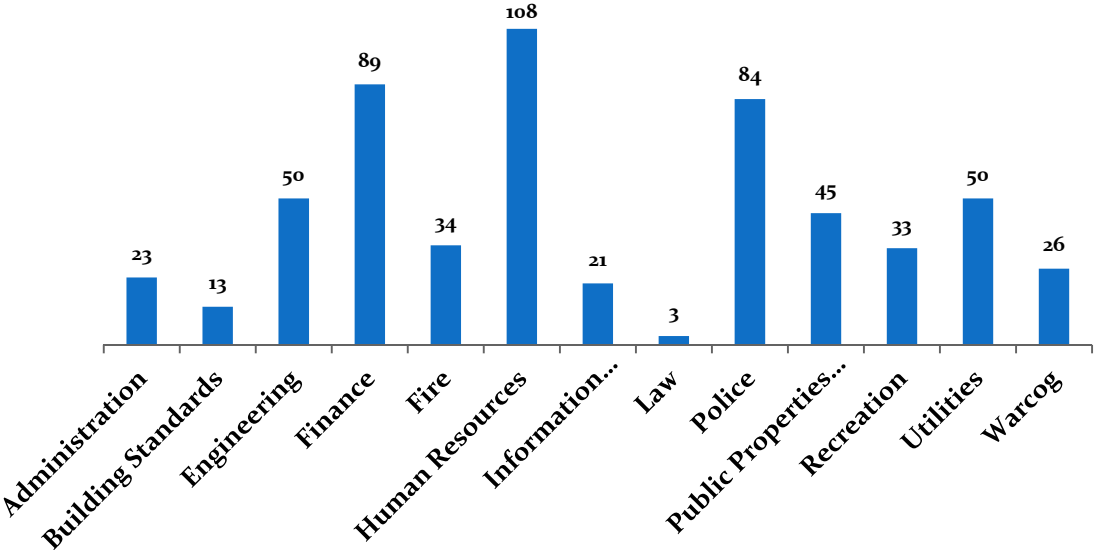
When new purchases are received they are barcoded and recorded into the Web Help Desk System. This procedure also includes WARCOG items.



## Web Help Desk Requests



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 2022 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 orientation of IT supported systems that includes network login, shared drives, email, timesheet, eSuite 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 Crossbridge Marketing. 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.

### **ArclInfo**

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, acquainting them with the City's network resources, website, email, login/password procedures, and basic software programs.

City full-time	22
City part-time	1
City seasonal	17
WARCOG	4
Total Orientations for 2022	44

### **Hosted Training**

The Training Room in the IT Division is utilized for web-based training, conference calls, or vendor onsite training. The old lunch room at City Hall is under renovation to become the new training area/conference room. The IT Training is going away.

### **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. The IT division has established an annual cyber security training program for the city's employees known as Knowbe4.

The training this year was "2023 Your Role: Internet Security and You". The training was completed by 203 employees.

## Staff Training

### Scott

Cyber Security Best Practices Virtual Training  
VMWare Training  
Diversity / Harassment/ Active Shooter Training  
Ethics Training  
2023 Internet Security & You

### Shawn

Cyber Security Best Practices Virtual Training  
Cisco – CCNP Core Training  
MS 100 & MS 101 - Sys Admin Training  
Diversity / Harassment/ Active Shooter Training  
Ethics Training  
2023 Internet Security & You

### Jeff

Cyber Security Best Practices Virtual Training  
MS 100 & MS 101 - Sys Admin Training  
Diversity / Harassment/ Active Shooter Training  
Ethics Training  
2023 Internet Security & You

### Bob

Cyber Security Best Practices Virtual Training  
Cloud Computing  
Leaf-spine Architecture  
Diversity / Harassment/ Active Shooter Training  
Ethics Training  
2023 Internet Security & You

### Debbie

Cyber Security Best Practices Virtual Training  
Diversity / Harassment/ Active Shooter Training  
Ethics Training  
2023 Internet Security & You

## **Challenges in 2022**

To support department employees securely, efficiently, and cost-effectively while maintaining proper health and safety standards.

## **2022 Project, Goals, and Objectives Obtained**

Implementing a new Cyber Security Event and Incident Management System

Pipelogix upgrade

MITS document scanning

Asset Inventory Import

## **2023 Projects, Goals and Objectives**

- 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.
- Establishing a new facility access system.
- Establish City network and phone connectivity to Christmas Run Park & Pool.
- Establish City network and phone connectivity at the old D&C for Fire Department use during the FS1 renovations.
- Continue to provide employee new hire orientations and cyber security training.