



# INFORMATION TECHNOLOGY

## 2017 END OF YEAR REPORT

### Accomplishments

- Network Infrastructure enhancements for performance and security
- Security Management system for physical and video security upgraded
- New and additional physical and video security solutions were installed at various city facilities
- A new Building Maintenance electronic work order system was brought into service
  - ArchiveSocial for social media retention was launched
  - Completed a major upgrade to the Document Management and Archive System
  - Network enhancements establishing interconnectivity of all utility SCADA sites
    - New internal wireless network installed in city facilities
  - Public internet site now available for Recreation Department programs and activities
    - WebEOC software solution for Emergency Operations
  - Implemented new version of Web filtering/content management system called Forcepoint
    - New servers and software brought online for SCADA operations at Water Plants
      - A new and expanded network client endpoint security system
  - Workers Compensation cost accounting review realized a savings of \$142,000 to the City



### Statistics

- Information Technology completed over 1,000 technical work orders for daily operations
  - GIS/Security Center completed over 500 work orders and projects
- Media Services produced over 50 live official City meetings, and produced or supported over 50 other governmental or community events or projects

### 2018 Goals/Projects

- Next-Generation Network Firewall Protection
  - Enhanced SQL Database services
  - Fiber Optic Network Expansion

