

Technology Resources

TECHNOLOGICAL RESOURCES



Programs:

- Capital Accumulation - \$88,200
- Information Management- \$864,600
- Network/System Management - \$754,100
- Office of the Administrator - \$207,000
- Public Safety- \$246,300

THE NEW 311

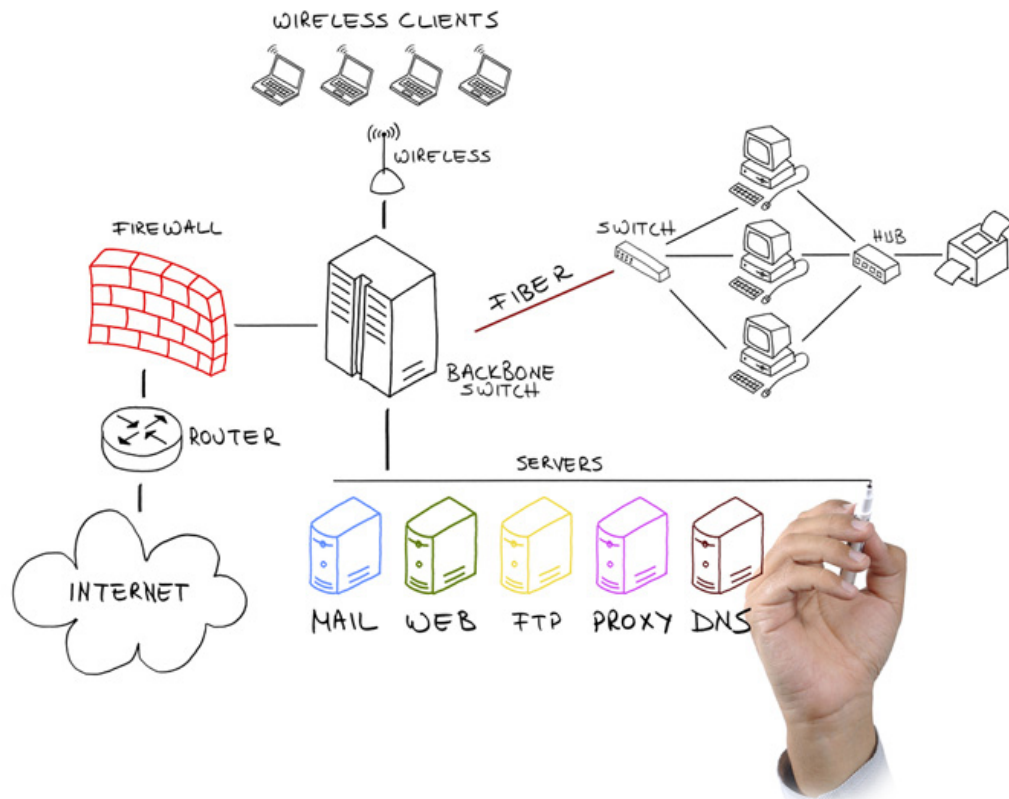
REPORT ISSUES AND REQUEST
SERVICE ANYTIME, ANYWHERE.

PHONE
WEB
MOBILE



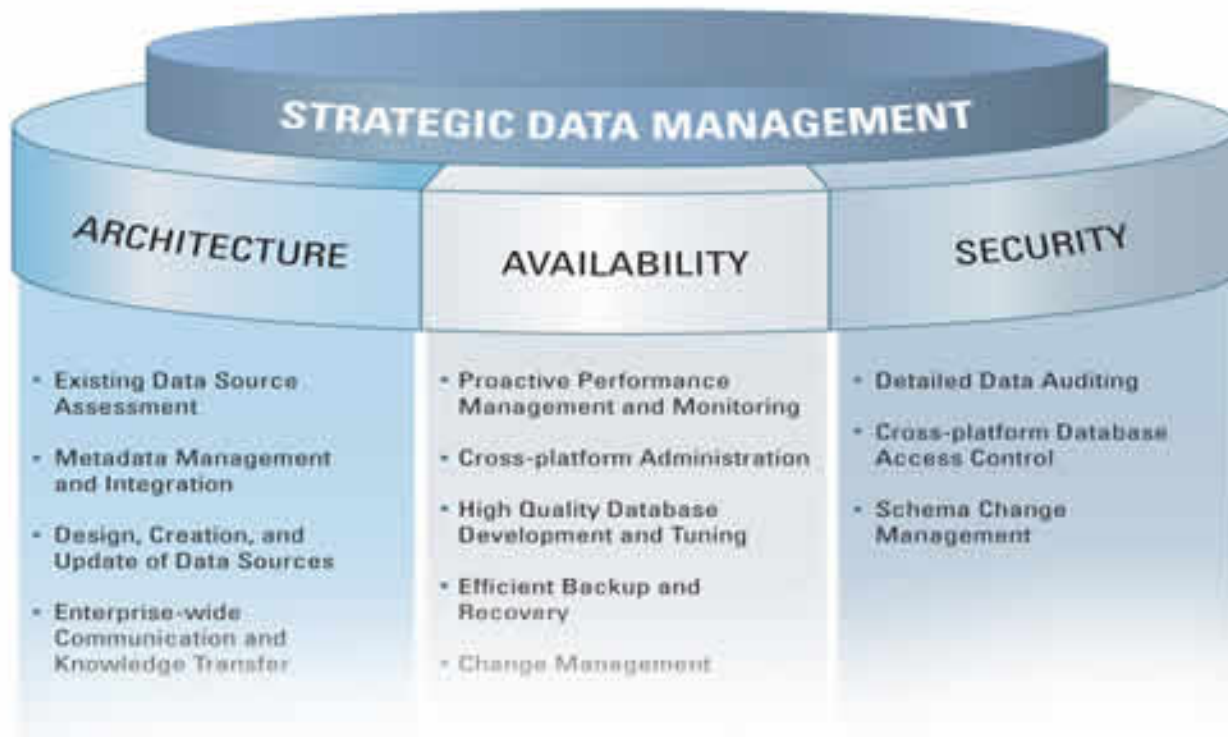
Capital Accumulation - \$88,200

This is the 3rd year of a 5 year lease on the network infrastructure equipment required to replace and upgrade the City's aging and issue ridden technology infrastructure. This upgrade provides the City with a robust and highly available network to support our mission critical technology infrastructure.



Information Management - \$864,600

Perform enterprise application management, database management, business analysis, system administration, software maintenance/support, report creation/administration, systems analysis, and vendor management.



Information Management (continued)

Results

- Began process automation – Contract Tracking
- New – Airport Safety Operations/Compliance System (ASOCS)
- New – call recording system
- New – Police payroll system (in process to be completed by years end)
- New – Council voting system
- 6 enterprise system upgrades or enhancements
- 2 new Neighborhood Resource Centers
- iPad incorporated functionality for Housing Software
- New City Intranet Site (in process to be completed by years end)
- New City Website
- GIS - New Aerial Photography, City View, Westside Housing Survey, Mobile Address Tool, Fire routing upgrade and Intern projects



Information Management (continued)

2015 Initiatives and Objectives

- Respond to all requests for support with 30 minutes
- Score 4.0 or higher on satisfaction survey
- Resolve request for service within 24 working hours.
- Provide reports and data analysis upon requests from users
- Evaluate each department's technology usage for improvement opportunities
- Each team member is to introduce an improvement idea
- Continually advance the concepts of E-Government
- Perform at least one citizen-based web access/usage survey



Information Management (continued)

2015 Initiatives and Objectives

- Continue document scanning process
- Initiate efficient methods of document management
- Implement phase 2 - GIS system centered on City owned properties
- GIS team to work with Public Safety to provide mobile and graphical information as needed
- Establish performance measures and critical success factors
- Achieve 90% on-time completion of all projects



Network/System Management - \$754,100

Program responsible for engineering, supporting, and maintenance of the City's entire technology infrastructure including networks and communication systems. Additionally, this program manages Technology Resources' service desk, which provides a single source for all City-wide service or information requests.



Network/System Management - (continued)

2014 Results

- Maintained and tested all backup systems
- Maintained systems uptime to goal of 99.99%
- Installed new email archiving system for public records compliance
- Virtualized 4 additional City servers
- Implemented bi-monthly security vulnerability testing and audit
- Implemented intrusion detection and threat protection system
- Upgraded all virus software (in process to be completed by years end)
- All PC's upgraded to Windows 7 (in process to be completed by years end)
- Tech refresh of 110 PC's and added 10 new PC's
- Implemented new ITIL based service desk processes
- Scored 4.81 on overall customer satisfaction survey



Network/System Management (continued)

2015 Initiatives and Objectives

- Maintain network infrastructure to realize 99.98% uptime
- Monitor City staff's data and voice communications requirements and recommend changes based on ROI
- Provide system updates/patches within 48 hours
- Notify users 48 hours before any maintenance
- Maintain system performance at baseline or above
- Perform at least one Disaster Recovery test
- Establish all security policies and procedures
- Provide security awareness training to all City staff



Network/System Management (continued)

2015 Initiatives and Objectives

- Respond to all help desk calls within 30 minutes
- Communicate all help desk ticket statuses to incident submitters in a timely manner
- Achieve at least a 4.5 on satisfaction survey
- Resolve service requests within 24 working hours
- Advance the concepts of E-Government
- Establish performance measures and critical success factors for all infrastructure projects
- Achieve 100% on time completion of all projects



Office of the Administrator - \$207,000

Program responsibilities:

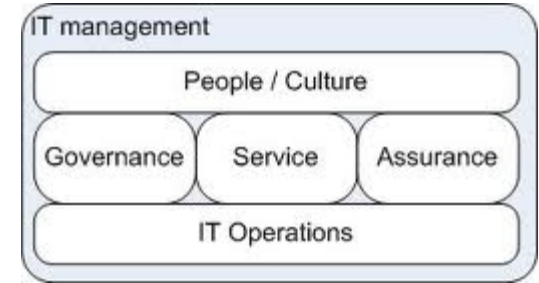
- Managing the day-to-day operations
- Strategic planning
- Prioritize and manage IT projects
- Budget creation and management
- Communications
- Financial stewardship
- Innovation
- Security
- Customer Satisfaction
- Continual Service Improvement



Office of the Administrator (continued)



IT Management



2014 Results

- Completed Strategic Plan
- Established admin, technical, and security policies/processes
- Completed phase II of ITIL management best practice
- Established goals and performance baselines
- Provided security awareness training to all City staff
- Planned and implemented City cyber security programs
- Provided ITIL training and certification for all TR staff
- Implemented project management methodologies
- Established culture of security awareness and service excellence



Office of the Administrator (continued)

2015 Initiatives

- Long-term strategic planning, short-term tactical planning, to ensure a secure and vital network.
- Manage division based on measurable goals/objectives
- Provide cost analysis for all technology projects
- Implement MS enterprise software agreement
- Evaluate the City's technology replacement program
- Evaluate virtualized desktop environment
- Implement better use of mobile technologies
- Enhance City-wide process and technology usage
- Implement phase 3 or ITIL
- Continue to build a strong positively motivated team
- Achieve 90% on-time completion of all projects



Public Safety - \$246,300

Program responsible for the management of all technical aspects of the City's Public Safety departments including Police and Fire. Responsibilities include: application support, security management, database management, datacenter management, system administration, service desk support, and information management.



PENSACOLA
POLICE

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PENSACOLA
THE UPSIDE of FLORIDA

Public Safety (continued)

2014 Results

- Wi-Fi based patrol car video downloads
- 911 system upgrade (in process to be completed by years end)
- Datacenter upgrades including servers and UPS
- Fire system enhancements via SmartCop
- New backup system implemented
- Evaluating new technologies for officers
- All PC's upgraded to Windows 7 (in process to be completed by years end)
- New camera system installed – Interrogation room
- Installed Veri-Pic
- Moved from Sprint to Verizon air cards
- Upgraded liveScan system



Public Safety (continued)

2015 Initiatives and Objectives

- Provide bimonthly training for super user support group
- Provide at least 2 training sessions per year
- Coordinate with both Fire and Police to bring a least 2 GIS base technology enhancements next year
- Establish performance measures / critical success factors
- Establish self service support depot
- Implement at least 3 Smart Cop enhancements
- Respond to all help desk tickets within 30 minutes
- Perform 2 security audits to verify CJIS compliance



