

Update on Information Technology Roadmap

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IT Roadmap

- ▶ Background
 - ▶ 2014 by NexLevel Information Technology
 - ▶ 2015 Council Received Information Technology Roadmap Final Report (May 12 Council Meeting)
- ▶ 27 Projects/Areas Identified
 - ▶ Organization, Infrastructure, Business Applications, Service Delivery and Planning
- ▶ Budget Allocation
 - ▶ FY2015/16: \$750K
 - ▶ FY2016/17: \$500K
 - ▶ FY2017/18: \$250K
- ▶ First step - Hire an IT Analyst

IT Team

- ▶ Director of Administrative Services
 - ▶ IT Manager
 - ▶ IT Analyst
 - ▶ IT Technician
 - ▶ Network Engineer (contract)



Project Status

Completed	Work In Progress / Ongoing	Planning Stage
<ul style="list-style-type: none"> IT Support ticketing system Hardware/software inventory Email system migration Connectivity Major software upgrade Structural cabling Server hardware upgrade Operation system upgrade Storage upgrade Server virtualization Email archiver Phone system Next-gen firewall upgrade UPS replacement Police 911 System Upgrade* 	<ul style="list-style-type: none"> Hardware refreshment Server upgrade/expansion Storage upgrade/expansion ESRI ArcGIS system Superion TRAKiT - Permitting System Document management Cloud computing Backup solution / Disaster recovery Server room clean-up Policies/Procedures Personnel 	<ul style="list-style-type: none"> Superion OneSolution - Finance software Recreation - Program Registration Police RMS (Record Mgmt System) Police CAD (Computer-Aided Dispatch) Council Chamber Audio/Video Change/Patch Management Tactical Plans



Accomplishments

- IT support ticket system \$5K
- Cloud-managed WiFi System \$25K
- Internet bandwidth upgrade \$28K
- Email System + Archiver \$40K/year
- Server upgrade – Nutanix hyperconverged \$120K
- Backup solution (phase 1) \$60K
- Structural cabling \$110K
- Cloud-based RingCentral Phone System \$50K/year
- Next-generation firewall \$60K
- UPS Replacement \$35K

2015-2016



IT support ticket system \$5K



Cloud-managed WiFi System \$25K



Email System + Archiver \$40K/year



2017-2018



Nutanix hyperconverged server upgrade + Virtualization \$150K



Cloud-based RingCentral Phone System \$50K/year

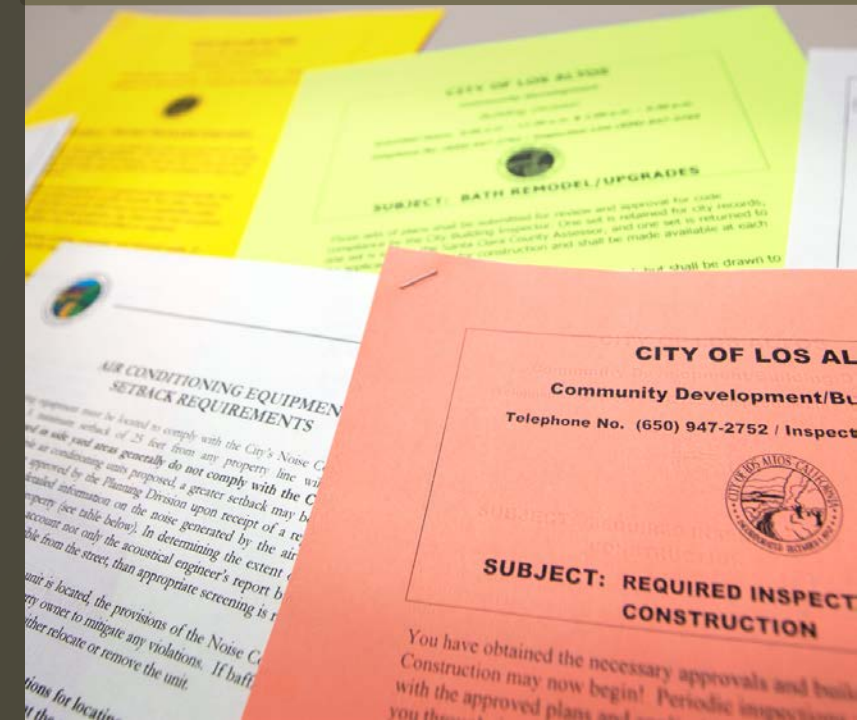


UPS (Uninterruptible Power Supply) Replacement at PD \$35K

Happening Now

- Superior TRAKiT - Permitting System
 - Improve overall business process workflow, reduce redundancy
 - Avoid waiting in line
 - Online service – business license, permit, payment, inspection scheduling
 - Inspection process
 - Transparency
 - Reduce paper

- \$430K
- Go-live: Early 2019



Upcoming Projects

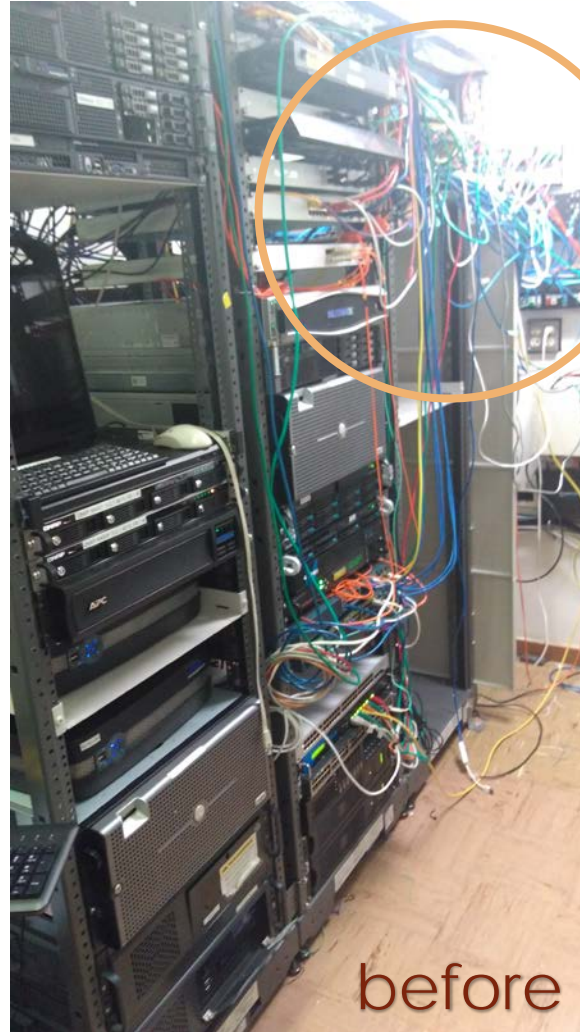
- ▶ Superior OneSolution - Finance/ERP System
 - ▶ Financial Reporting – transparency
 - ▶ Streamlining processes – efficiency
 - ▶ Paperless
 - ▶ Est. cost: \$400-500K

- ▶ Council Chambers Technology Upgrade

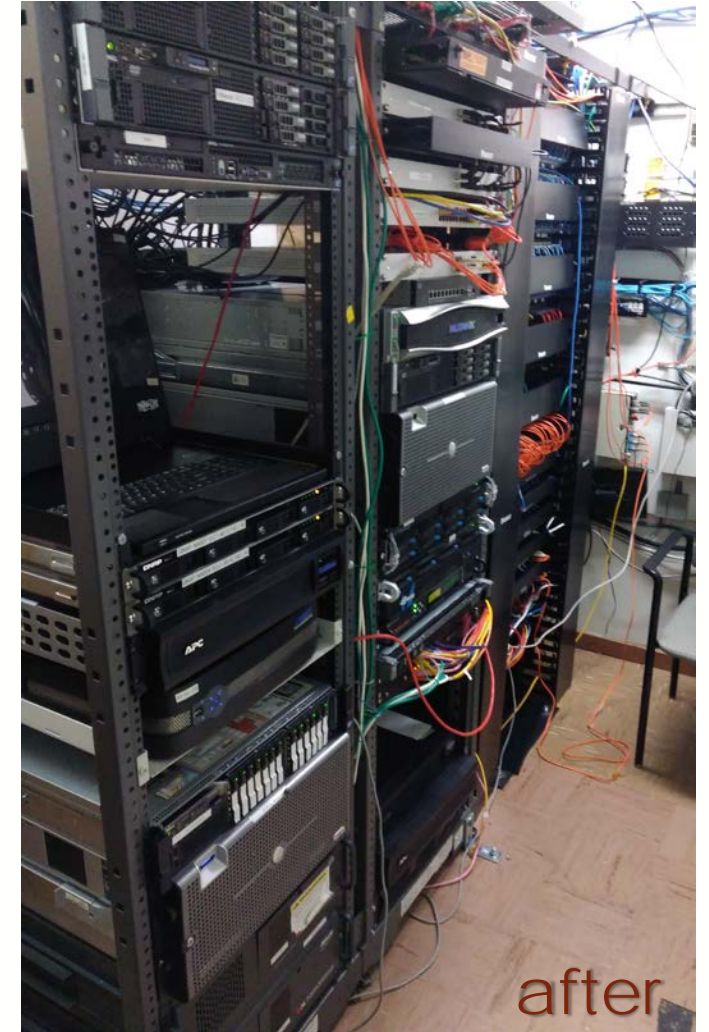


IT's Goals

- Excellent user experience
 - Productivity & Efficiency
 - Security & Convenience
 - Mobility & Flexibility
- Continue progress on the IT Roadmap projects
- Better service to Los Altos Community



before



after



Thank you!

