

# Information Technology Department Overview

November 6, 2014

Item #140464

# Information Technology Department

## Joining Information, People, and Technology

It is IT's responsibility to anticipate, provide, and maintain the tools that allow staff to serve and communicate with our customers and with each other.

## Overview

- Department History and Structure
- Breadth of Service and Service Territory
- Risks
- Work Drivers
- Increase awareness of impacts on IT department
- Knowledge drain and other challenges
- Major system maintenance needs

# Information Technology Department

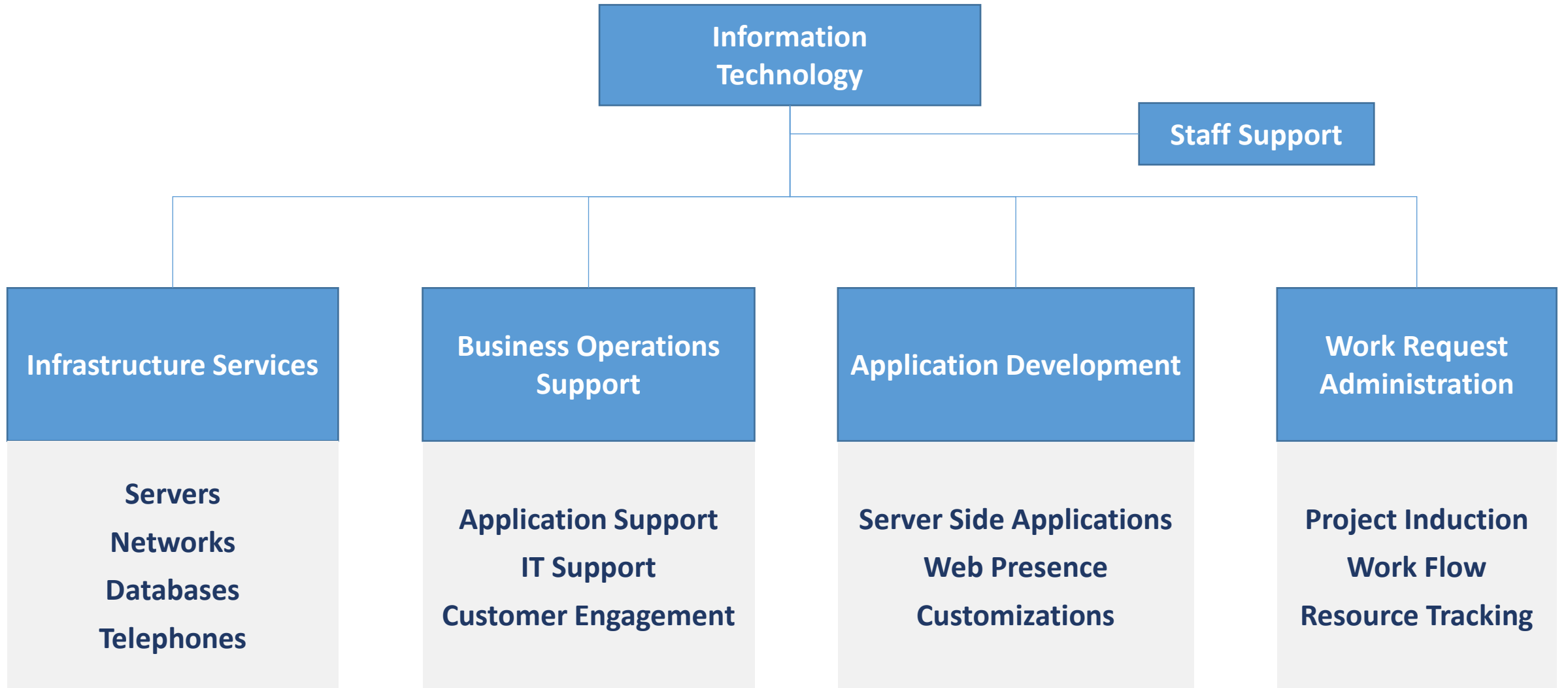
## 1984 GRU formally funded an IT Department

GRU Partnered with General Government to purchase and use an IBM mainframe.

## 2011 GRU and General Government IT departments merge

City Manager and General Manager for Utilities sign memorandum of understanding for IT services

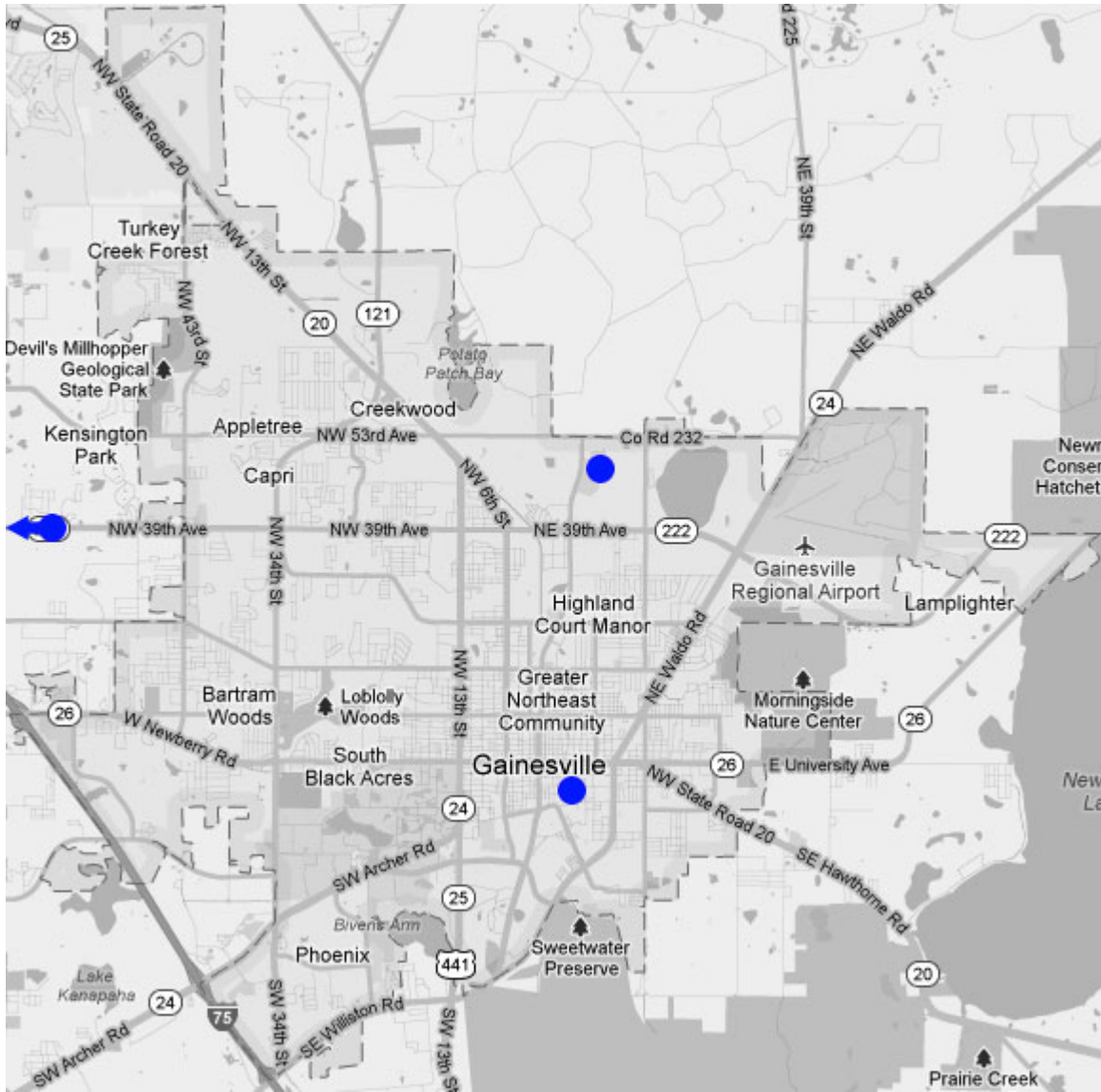
- Currently staffed with 64 employees
- Actively recruiting to fill 7 empty positions
- 4 unfunded positions
- Continuous staff presence at EOC, Old Library, and GRU Administration Building
- Hours of operation from 7am to 6pm Monday – Friday
- 24 hour on-call support



# Locations served by IT

## GRU Administrative

- Admin
- EOC
- Springhill



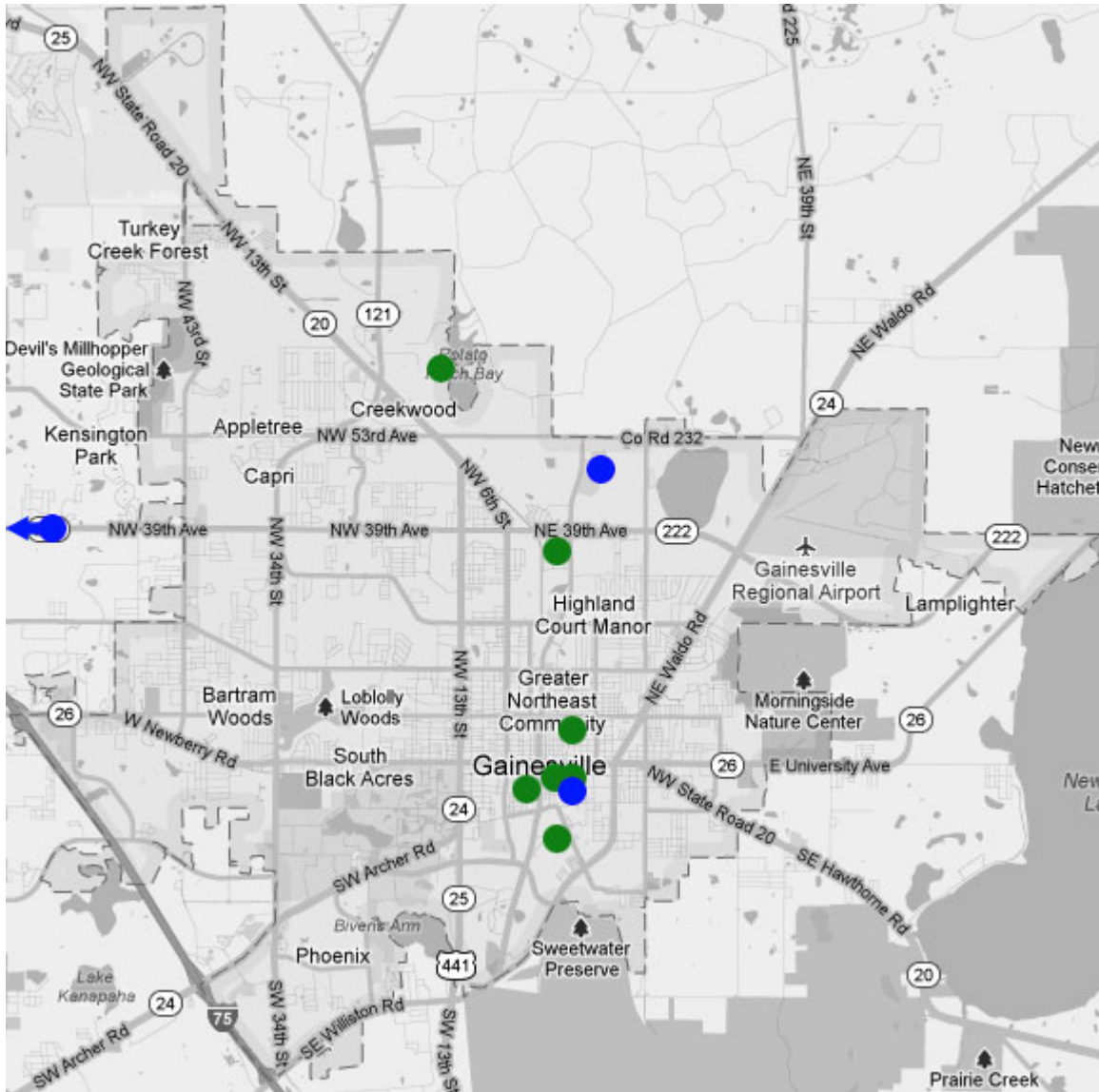
## Locations served by IT

### GRU Administrative

- Admin
- EOC
- Springhill

### GG Administrative

- City Hall
- Old Library
- Thomas Center
- RTS Operations
- Public Works
- CRA



# Locations served by IT

## GRU Administrative

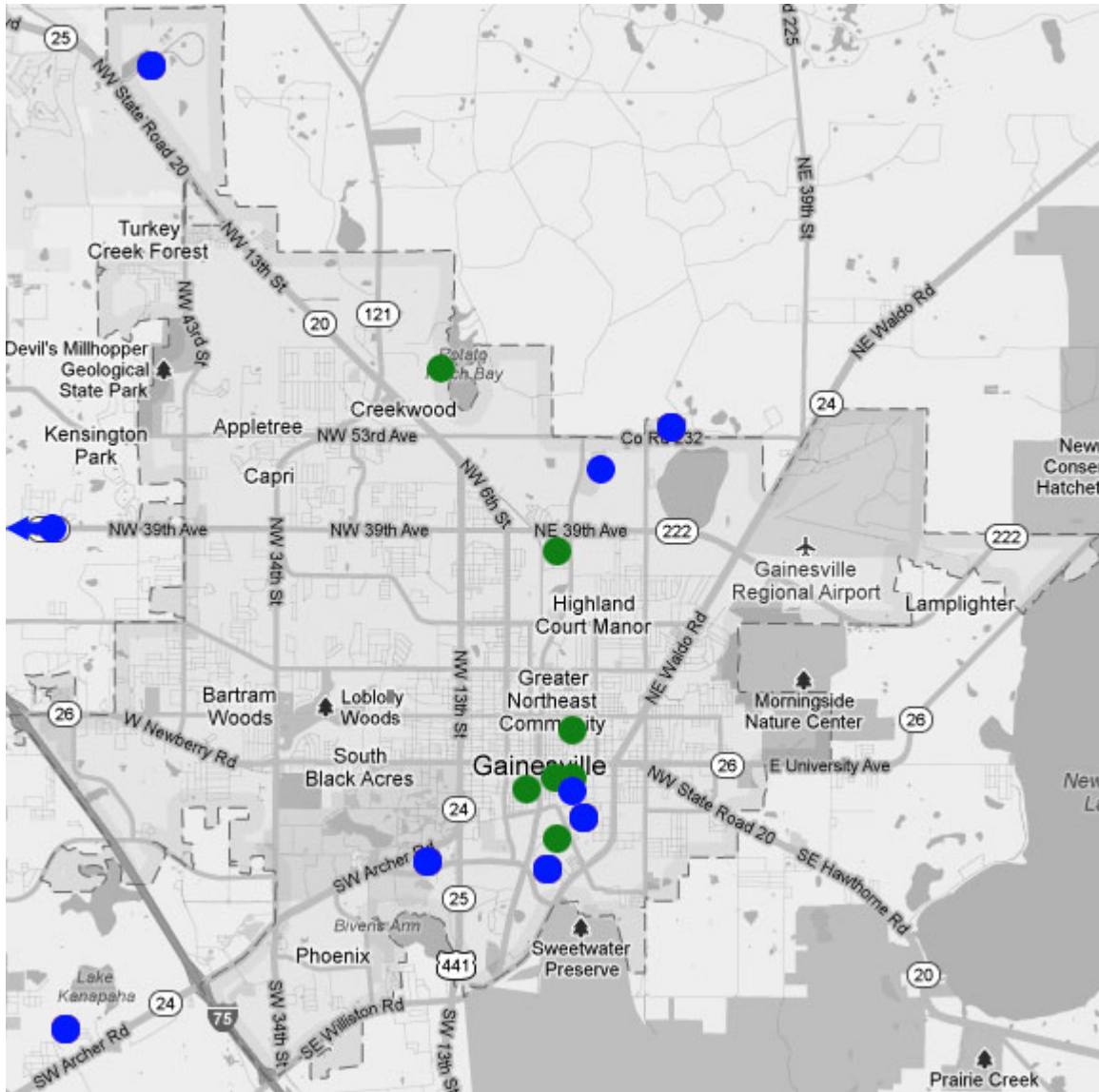
- Admin
- EOC
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## GRU Plants

- Deerhaven
- Main Street
- Kelly
- Kanapaha
- Murphree
- SEC

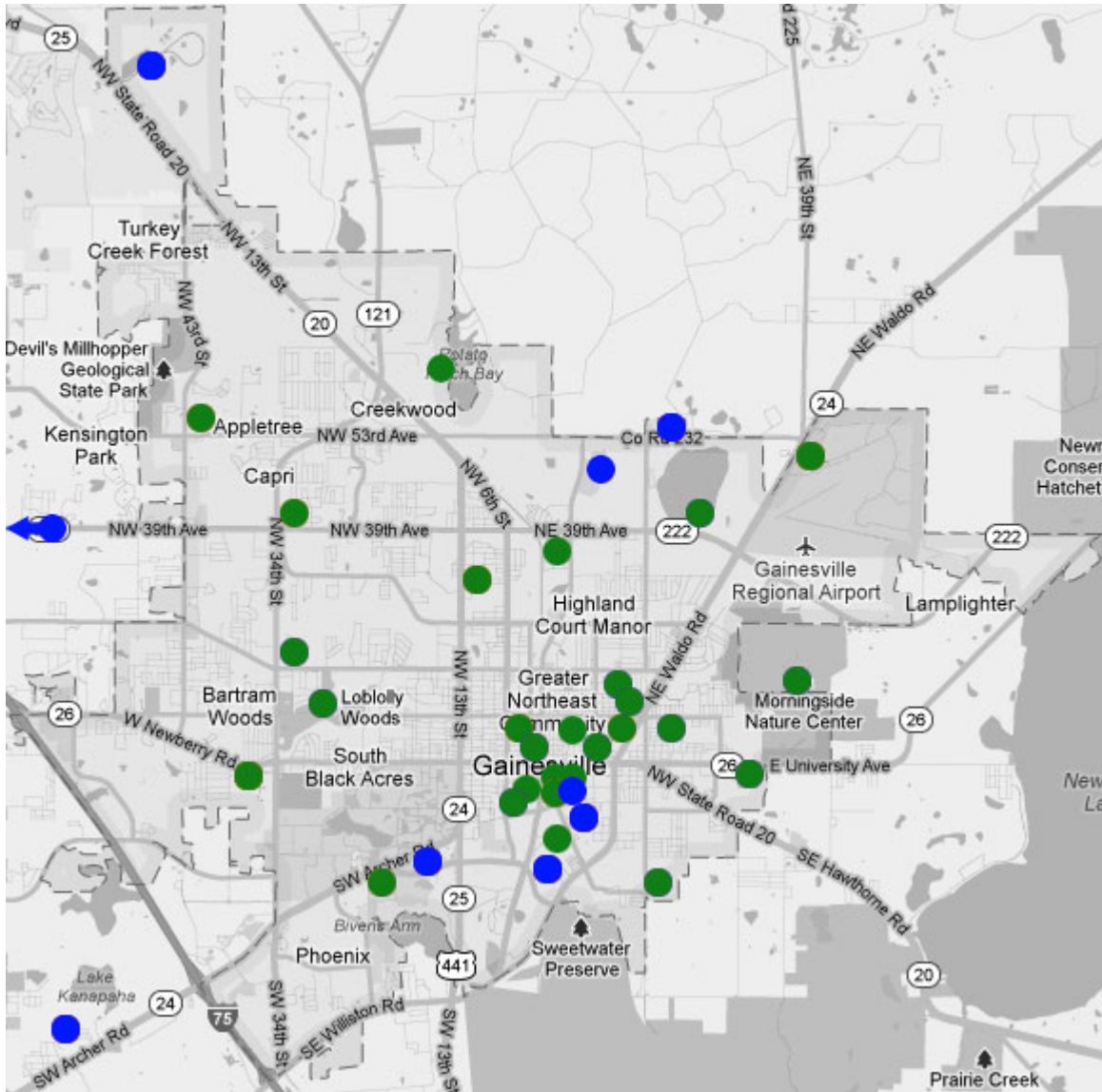
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# Locations served by IT



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## Parks and Recreation

- Ironwood
- MLK
- Northeast Complex
- Morningside
- Cone Park
- Porter's Community Center
- Westside Pool and Park
- Northeast Community Center
- Loblolly
- Rosa Williams
- Mickle Pool

## Police and Fire

- GPD
- GFR Station #1
- GFR Station #2
- GFR Station #3
- GFR Station #4
- GFR Station #5
- GFR Station #6
- GFR Station #7
- GFR Station #8

# IT Service Territory

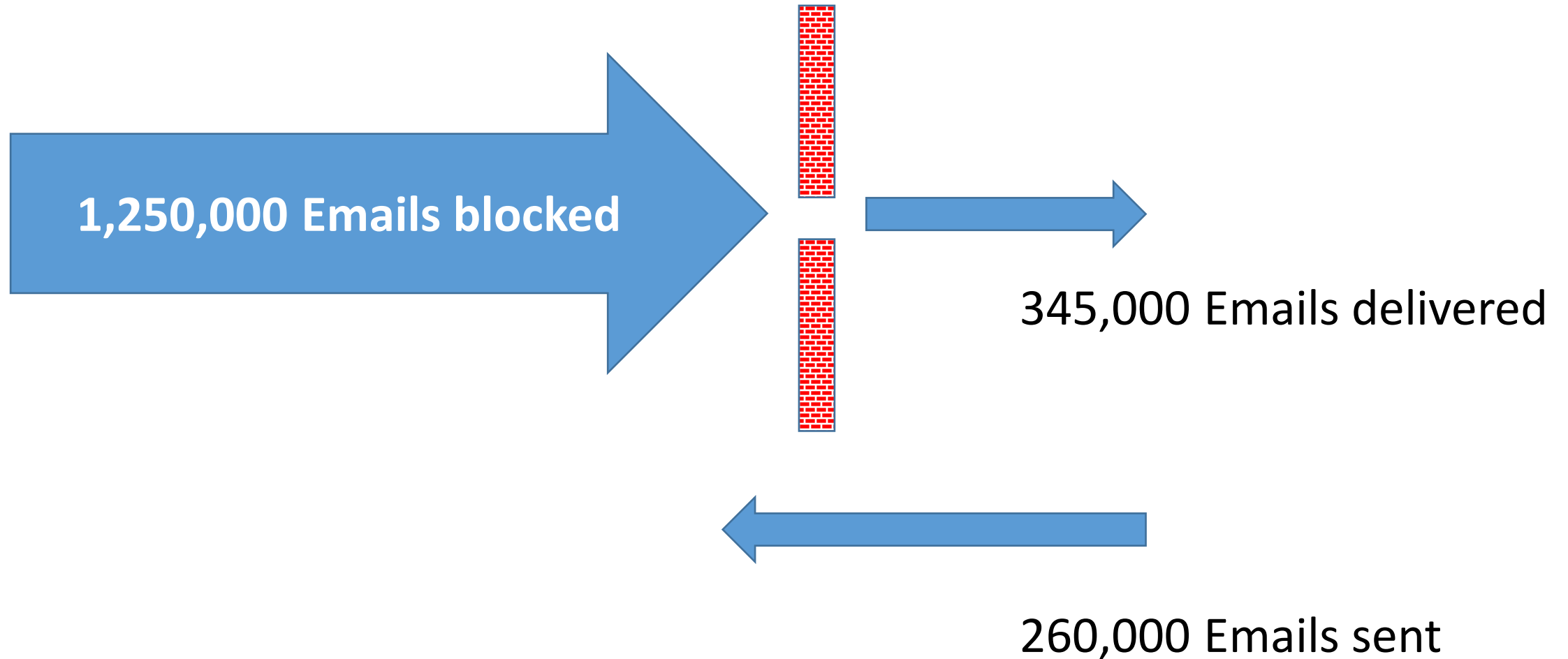
## End User Equipment

- 46 locations
- 2100 customers
- 2300 end user devices
- 1000 printers
- 470 servers
- 2600 phones with 4800 phone numbers
- 220 network switches
- 107 WiFi access points

## A Typical Year

- 15,000 logged requests
- 18,000 telephone calls to the IT Support desk
- 400 User Accounts created
- 800 User Accounts modified
- 320 VOIP phone changes
- 100 active Project requests

## A Typical Month of Emails



## Annual Payroll Processing

- 26 Active Payroll Cycles  
2,250 Active Employees
- 7 Union Contracts
- 12 Retiree Payrolls  
1,500 Retirees
- 2,500 Annual W2s

## Other IT Services

- 6 Websites -
  - [cityofgainesville.org](http://cityofgainesville.org)
  - [gru.com](http://gru.com)
  - [gru.net](http://gru.net)
  - [gator.net](http://gator.net)
  - [GRUPerNet Intranet](#)
  - [General Government Intranet](#)
- Over \$50,000,000 in payments are collected via web services.
- 536,000 Gigabytes of storage
- 110 desktop software packages

## Desktop/Server Applications and Interfaces

7zip	Corel Draw	Google Sketch up	Midnight Reports	SharePoint
Abbyy Fine Reader	Conciliator	Go-Sync	Mozilla Firefox	Snagit
Adobe Creative Suite	Contract Collector	HANA	Navigator	Spark
Adobe Pro	Corvu	Hummingbird GG	NEOGOV	Speedpay
Adobe Reader	Dameware	Hummingbird GRU	Netwrix Password Manager	Solar Kiosk
Arc Reader	Desktop Central	Hypersnap	Optimas	T2 Flex
Advantage ESS	Dictaphone	Infor10	OHM	Time Matters
Advantage Financial	Dreamweaver	Innoprise	Page Scope Operator	uPerform
Advantage HR	DWG TruView	iNovah	PI	Utilisense
Autocad	Dropbox	Interactive Voice Response	Print2Email	Vipre
Autocad LT	ED2	ltron	PROMIUM Element	VisioViewer
Autocad Civil 3D	Enetics	Powertrack	Project Manager	Vista Lite
Autodesk TrueView	Evince	Legistar	Quadrat	VPN
Baruwa	EZlinks	LOTO (Eclipse)	Redwood	Web Usage Reporting
Bex Analyzer	Faster	Mail Meter	Revco Type Listener	Wireless
Box Operator	Fidelity Express	MainMenu	Responder	Wisdom
Brass	Filedrop	MalwareBytes	RightFax	WMC
Bloomberg	Filemaker	MAU	RTE	Work Force Management
Bus Watch	Firstview	Microsoft Office 2003	RTLFirst	Work Mod
Cascade	Fleetnet	Microsoft Office 2007	SAP-CCS	Zoom Scorecard
Cash Cycle Solutions	Gasboy	Microsoft Office 2010	SAP-FMIS	Zoomrec
Cisco Call Manager	Gentrader	Microsoft Office 2013	SCADA	
Cisco NAC Agent	Google Chrome	Microsoft Project	Scansnap	
City Works	Google Earth	Microsoft Visio	Secure Perfect	

# Enterprise Systems and Interfacing Applications

7zip  
Abbyy Fine Reader  
Adobe Creative Suite  
Adobe Pro  
Adobe Reader  
Arc Reader  
**Advantage ESS**  
**Advantage Financial**  
**Advantage HR**  
Autocad  
Autocad LT  
Autocad Civil 3D  
Autodesk TrueView  
Baruwa  
**Bex Analyzer**  
Box Operator  
**Brass**  
Bloomberg  
Bus Watch  
Cascade  
**Cash Cycle Solutions**  
Cisco Call Manager  
Cisco NAC Agent  
City Works

Corel Draw  
Conciliator  
Contract Collector  
**Corvu**  
Dameware  
Desktop Central  
Dictaphone  
Dreamweaver  
DWG TruView  
Dropbox  
ED2  
Enetics  
Evince  
EZlinks  
Faster  
**Fidelity Express**  
Filedrop  
Filemaker  
Firstview  
Fleetnet  
Gasboy  
Gentrader  
Google Chrome  
Google Earth

Google Sketch up  
Go-Sync  
**HANA**  
Hummingbird GG  
**Hummingbird GRU**  
Hypersnap  
Infor10  
Innoprise  
**iNovah**  
**Interactive Voice Response**  
**Itron**  
**Powertrack**  
Legistar  
LOTO (Eclipse)  
Mail Meter  
**MainMenu**  
MalwareBytes  
**MAU**  
**Microsoft Office 2003**  
**Microsoft Office 2007**  
**Microsoft Office 2010**  
**Microsoft Office 2013**  
Microsoft Project  
Microsoft Visio

Midnight Reports  
Mozilla Firefox  
Navigator  
NEOGOV  
Netwrix Password Manager  
Optimas  
OHM  
Page Scope Operator  
PI  
Print2Email  
PROMIUM Element  
Project Manager  
**Quadrat**  
**Redwood**  
Responder  
**Revco Type Listener**  
**RightFax**  
**RTE**  
**RTLFirst**  
**SAP-CCS**  
**SAP-FMIS**  
SCADA  
Scansnap  
Secure Perfect

SharePoint  
Snagit  
Spark  
**Speedpay**  
Solar Kiosk  
**T2 Flex**  
Time Matters  
**uPerform**  
**Utilisense**  
Vipre  
VisioViewer  
Vista Lite  
**VPN**  
Web Usage Reporting  
Wireless  
Wisdom  
WMC  
Work Force Management  
**Work Mod**  
Zoom Scorecard  
Zoomrec



# SAP and Interfacing Applications

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Adobe Reader  
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Microsoft Visio

Midnight Reports  
Mozilla Firefox  
Navigator  
NEOGOV  
Netwrix Password Manager  
Optimas  
OHM  
Page Scope Operator  
PI  
Print2Email  
PROMIUM Element  
Project Manager  
**Quadrat**  
**Redwood**  
Responder  
**Revco Type Listener**  
**RightFax**  
RTE  
**RTLFirst**  
**SAP-CCS**  
**SAP-FMIS**  
SCADA  
Scansnap  
Secure Perfect

SharePoint  
Snagit  
Spark  
**Speedpay**  
Solar Kiosk  
**T2 Flex**  
Time Matters  
**uPerform**  
**Utilisense**  
Vipre  
VisioViewer  
Vista Lite  
**VPN**  
Web Usage Reporting  
Wireless  
Wisdom  
WMC  
Work Force Management  
**Work Mod**  
Zoom Scorecard  
Zoomrec

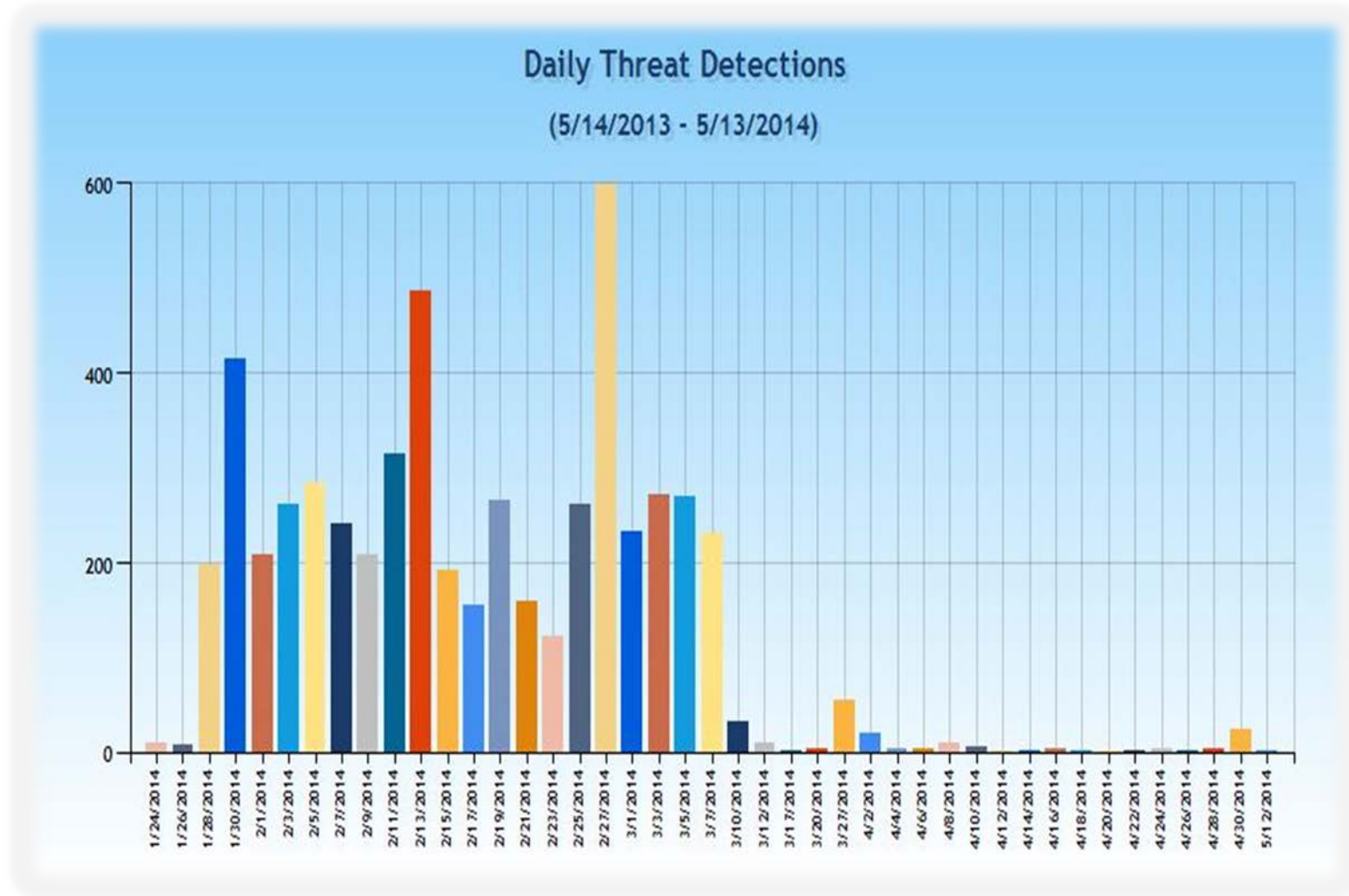




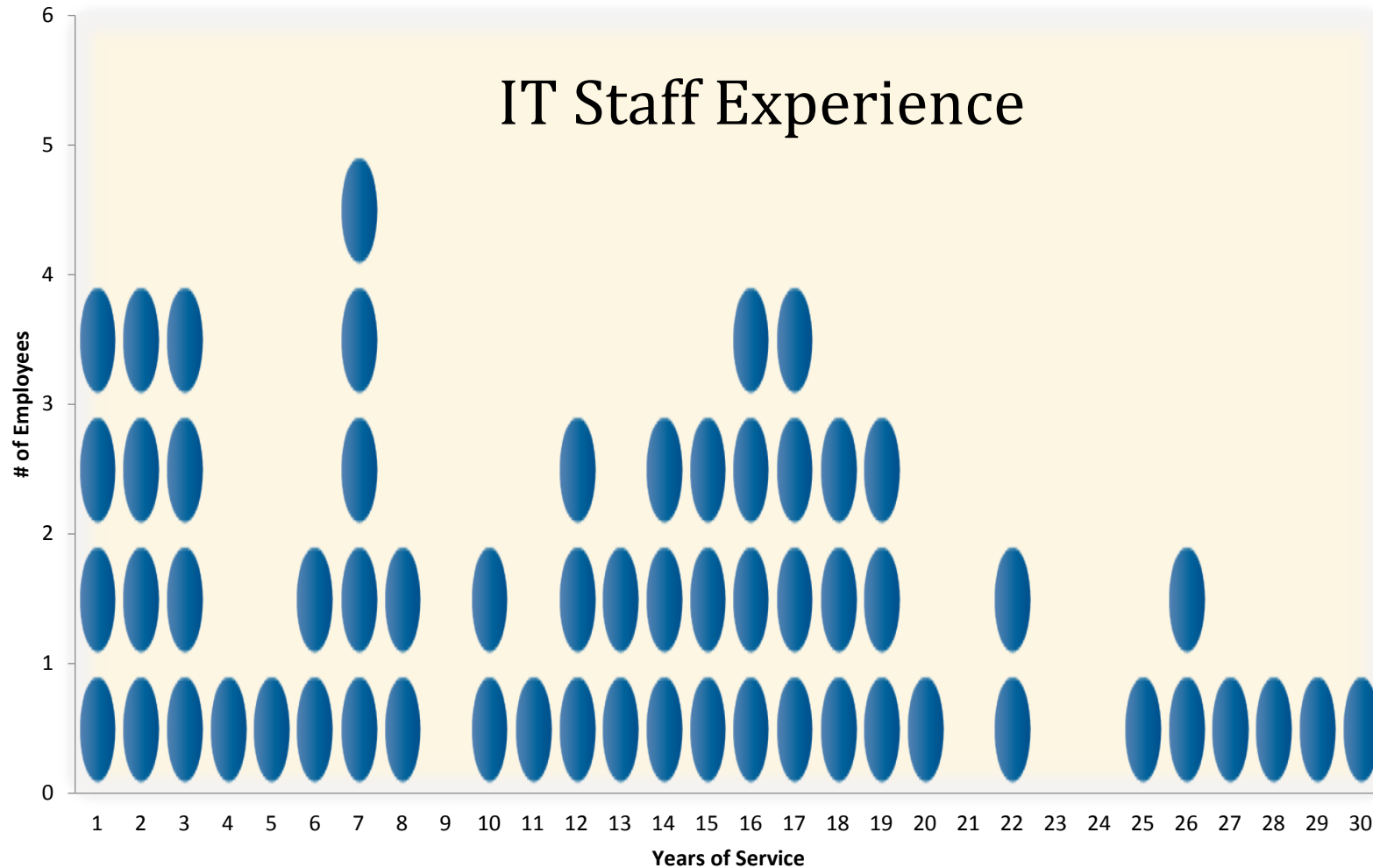
# A Frightening Story



# Threat Detection



# Challenges



# Sources of IT Work

Internal Maintenance and Operations

Business and Organizational Needs

External Requirements

# Sources of IT Work

## Internal Maintenance and Operations

- Preventative maintenance
- Lifecycle maintenance
- Forced replacements due to cost
- More efficient technology



# Sources of IT Work

## Business and Organizational Needs

- Union contracts changes
- Organizational structure changes
- Building reconfigurations and employee moves
- Business process changes
- Surprises and Emergencies

# Sources of IT Work

## External Requirements

- **Mandates**

Fact Act, HIPAA, Ordinances and Initiatives

- **Technology**

IPv6

- **Security**

- **Software Vendor**

- **Public records requests**

- **Audit**

# Recently Completed Projects

- GRU & GG Phone System Upgrade
- GG Phone Survey
- Desktop/Laptop Upgrades to Windows 7 Upgrade
- GG Website Redesign
- GRU Website platform improvements
- Network Redundancy and Security Improvements (in progress)
- Advantage CGI
  - Payroll
  - HR (including payroll)
  - Financials
  - ESS
- Construction
  - Fleet Garage
  - GPD
  - RTS (in progress)
- HANA – in memory database system, Corporate Reporting
- Wireless Improvement and additional sites
- Laboratory Information Management System replacement

# Upcoming Projects

## CGI Advantage

- Timekeeping – RTE replacement

- New Budgeting Module

- BusinessObjects Reporting

## SAP Upgrades

- Document Management

- Office 2013

- GG MPS/Web Apps re-architecting

- Sharepoint upgrade

- GRU Field Services Mobile application upgrade

## Construction

- Kanapaha Dewatering Plant

- Fire Station #1

## WiFi Expansion

- Digital Phone System Expansions

- GRU Website/Bill Payment/Interactive sign up improvements

## Overview

- Department History and Structure
- Breadth of Service and Service Territory
- Risks
- Work Drivers
- Increase awareness of impacts on IT department
- Knowledge drain and other challenges
- Major system maintenance needs

# Challenges

## Balancing Priorities

- Customer
  - Increased access to technology
  - Changing wants and needs
  - Business drive for automation
- Employees
  - Recruiting and maintaining a skilled and trained workforce
  - Competition for resources
  - 512 years of collective IT experience projected to leave GRU by 2020

# Challenges

## Balancing Priorities

- Regulatory Requirements
  - HIPAA
  - Tax changes
  - Ordinances
- Technology
  - Increased security concerns
  - Balancing convenience with security requirements
  - Pace at which technology changes
  - Aging enterprise software systems

