



2005 Year in Review

2005 Information Technology (IT) projects:

These projects are in addition to regular day to day duties of staff. All IT projects align with Council's Goals. The majority of IT's projects fall under Responsive and Well-Managed Government, others are in Culture and Public Safety.

General Management

- **Budget Review** - Newly loaded 2005 Funds for accuracy – completed and monitored monthly
- **Budget Management Process**- Divide IT G/L funds out fund into IT Projects – completed and monitored monthly
- **Setup Replacement Fund Project Funds** – completed and monitored monthly
- **Complete the 2006 IT Budget Process** – Completed and submitted. Changes include reclassifying 2 employees to current duties with title changes –
 1. Communications Specialist (Jule) to Project Administrator
 2. Print Shop Technician (Steve) – to Creative Services Designer
- **Employee Reviews and development plan** – still behind in some cases, working with managers to keep these current.
- **Hire SAS/SSS positions** – completed – The System Support Specialist is a shared position with AFPD and has been very successful. The System Application Specialist is a temp employee in place at the Arvada Center
- **Plan and implement 2006 Budget process also start on Performance Measures and outcomes City Wide** – This was a temporary assignment and has been taken over by the Deputy City Manager. Performance measures will be part of the new 5 year plan presented to EMT in the Fall of 2005.
- **PR in Departments, IT Visit** – Done with the larger customers, more work will need to be done in HR, Public Works and the outlying areas in 2006.
- **IT Taskforce** – set up meetings, change format – The IT task Force met once, its future use needs to be evaluated in 2006 as IT moves towards being “business liaisons” with each department.
- **Enterprise technology prioritization** – procurement etc as new technology projects come on line – some work was done on this, a flow chart was created and reviewed by the parties involved. I'm working on fitting this into the budget process somehow and will work with Jim McCarthy on this in 2006 for the 2007-2008 budget process



- **Update Strategic Plan** – Completed and posted on the City web site. Also created and posted an IT Infrastructure plan for standards and updated the IT Business Plan. All plans can be viewed at :

http://www.arvada.org/government/departments.php?div_id=8

Print Shop and Mailroom

- **Inventory Print Shop** – Completed each December for stock on hand
- **Inventory Mail Room** – Completed each December for postage
- **Copiers Replace/upgrade** – This project stalled because the vendor Panasonic decided to franchise its local branch. We are working with the new owner to now get copiers in place early in 2006.
- **Postage Savings software implementation and training** – completed the Pitney Bowes software implementation and saves postage on Utility bills each cycle. The cost dropped from 35.5 cents to 28 cents per piece. Work is being done in 2006 to save postage on other large mailings for city customers.
- **Implement a service charge for design work** – This has been done sporadically, but in 2006 the Arvada Report will be done in house and this will save the City money and transfer what is required to produce this report to the print shop approximately \$18,000 per year. More work will need to be done in 2006 to capture additional revenue.

Phone Systems

- **Call Pilot server replacement and Disaster Recovery Server installation** – An additional Call Pilot server was purchased and installed at the Indiana Shops. This would allow voicemail to be operational in the event City Hall was inoperable. Data would be lost from exiting voicemail. Work will be done in 2006 to remedy that.
- **DS3 line install from QWEST** – In progress now. The DS3 line is a large “pipe” into the city in which we can utilize T1 service to any City site in Arvada for a reduced cost. Qwest delayed the project, but it should be operational for voice and data in the first quarter of 2006. This also allowed for a redundant line in the building at a different entrance point for high availability.
- **Phone Operating System upgrade all sites** – completed and tested

Call Accounting education and training for organization – this product was installed. More work will need to be done in 2006 to determine the best way for managers to access the long distance call logs. City long distance bills are less than \$400 monthly.

Security



- **SUS server setup for desktop and server update software deployment** – System Update Software allows IT to remotely update Microsoft patches to servers and workstations. A very labor intensive and manual process now. ZenWorks software was chosen instead of the Microsoft solution for ease of management.
- **Install Virus Update Server** – This server is installed and in place. It automatically updates servers and workstations as new virus signatures are released.
- **Investigate Enterprise Spyware** – Spyware is a LARGE problem. A solution was investigated, tested and purchased to implement on all workstations. This will be completed the first quarter of 2006
- **Security Training using SNORT, NISSUS tools** – No training has been done yet. Staff relies on vendor expertise when a security issue occurs. The threats change so quickly staff felt it best to utilize vendors who stay on top of security issues.
- **E-DIRECTORY upgrade for Password enforcement** – A solution was chosen to implement an “identity vault” and staff went to training and setup servers. This project is complex and will be completed in 2006.
- **GroupWise Encryption & Training** – Work was done with HR on HIPPA issues. More training is needed on HIPPA compliance.
- City wide rollout of security awareness training – The security policies were reviewed by HR and Legal but have not been implemented yet. This will start in February 2006

Network Systems

- **Network Hardware Upgrade** – replace all edge equipment and investigate wireless solutions – This was a large project. A Team was assembled to review and procure the best solution. All network equipment has been replaced and the network is now state of the art and easy to manage.
- **Helpdesk Software upgrade** – software was investigated, but it was determined that the current software fits the current needs. The market needs to mature a little more first.
- **Conduct Helpdesk Survey** – Questions were developed and discussed, more work will need to be done on this in 2006.
- Enhance use of Zenworks NetWare Application Launcher (NAL) – This software remotely installs applications to workstations. Many NAL’s were created and launched in 2005. A huge time saver to going and installing software independently on each workstation.
- Implement Zenworks Remote Control – installed and working
- **Wireless – standards and deployment** – standards for hardware were created for internal building use. Wireless access will be deployed in 2006
- ContactWise Pilot for Citizen Request Tracking – This software pilot project was conducted and it was determined that ContactWise was not the right software for the business need.
- LakeArbor/ Westwoods/ WasteWater Server consolidation – Completed and updated in the Computer Replacement fund.



- Handheld PDA standardization – Many software solutions were tested. Many are not mature and ready for the market for citywide PDA management. The current supported standards are an IPAQ from HP and Blackberry handhelds.
- Replace all mother boards in new workstations as part of a recall. – Done a very tedious and unanticipated task
- Investigate Service Pack2 for windows XP – investigated and installed where needed
- Investigate, procure and install Enterprise tape backup system – A system was investigated, procured and installed Q4 2005. Full system use and cutover will take place Q1 2006.

Finance HR Applications/Upgrades

- **Investigate, procure and install HR Recruiting** – An RFP was conducted and a solution was selected. The software will be implemented in 2006.
- **Investigate, procure and install Account Receivable testing for Oracle** – Completed and working
- Upgrade to Oracle 11.5.10 and install family packs – Delayed until 2006
- **DR Test the Oracle and ST/UB applications twice in 2005** – Completed and documented.
- **Investigate and if feasible rollout Self Service HR** – This project will be started after HR recruiting is working and in place, possibly 2007.
- **Work on creating City Budget Tracking in Oracle** – Work was done to allow for input of current work programs, environmental scans, targets and budget requests. More work will be done in 2006 as the Budget process evolves
- **Negotiate with Oracle on Software Licensing** - This project stalled many times over the last 2 years because contacts kept changing in Oracle. Negotiations are underway to determine licensing needs. Purchases will be done for application software licenses. Database licenses should be minimal because of the City's decision to pull processors out of servers with minimal impact to utilization.

WEB

- **Total www.CI.ARVADA.CO.US rewrite** – completed now called www.arvada.org The web site placed in the top 10 for the Digital Cities award and really showcases the City's vision statement of "Continuing to Build a Great Community."



- **Migrate web database to new Database server** - completed
- **Teleworks server upgrade for on line payments** – completed.
- **Work with a vendor on a re-write of the www.Arvadacenterbanquets site.** PG&H decided to use an outside vendor to host and create their site. IT assisted where needed.
- **Potential site re-write for AEDA** – AEDA postponed this project until 2006, but the IT Department is one of 2 finalists.

GIS

- **Install Database Server** – completed and running
- **Install ESRI components** – completed and running, this includes the ArcIMS software package that allows for web based mapping as showcased on www.arvada.org
- **Assist with IT Task Force** – Brian is helping as necessary

DOCs Open – Document Management System

- **Negotiate Support with Clerk’s office and Trast** – This project continues to fail because a lack of commitment from City clerk personnel. The Deputy City Manager has been made aware of the issue and will help to resolve it in 2006.
- **Upgrade Server** - completed
- **Configuration Planning – storage issues** – some work was done, more needs to be done as we get “back to the table” on this.
- **Install in IT to learn and promote product** – A few workstations were installed in IT, but this project also stalled out. More work will need to be done in 2006.

Tessitura – Arvada Center Ticketing and Education System

- **Upgrade 1** - Completed



- **Upgrade 2** - Completed
- **Web API to automate online purchases and payments** – FINALLY completed, but in early 2006. This project has been fraught with problems stemming from issues with a bad vendor.

Permits – Online and phone Permit tracking system

- **Software change/upgrade/IVR** – Web portion completed as showcased on www.arvada.org more work will need to be done in 2006 on the phone portion.
- **Migrate to New DB Server** - completed

Disaster Recovery

- **Install Novell E-directory server** - completed
- **Internet T1 move for redundancy** - completed
- **Police Department Planning, Budgeting and implementation** – In progress, the “bomb scare” incident in 2005 highlighted the need for this but also showed us how far we have come on this project. The PD servers need to be redundant at the DR site at the Indiana shops and should be in 2006.

Police Systems

- **Migration of wireless data communications system from CDPD to Cingular EDGE network** – Completed with savings to the City
- **Installation and implementation of Netmotion Mobile Computing Middleware System** - Completed and fully functional for smooth operation of software in the cars.
- **Acquisition and installation of upgraded Mobile Data Computers (MDC) in Police and Animal Management vehicles** - Completed
- **Installation of dual server Citrix System integrated with new wireless data system** – completed and tested
- **Designed, tested, trained staff and put into production Arvada PD's first MDC based Field Reporting System** – completed and in use



- **Migration to Windows based, upgraded radio system Communication System Director (CSD) software** - completed
- **Tied City radio system into Stargate and Network First Denver Metro radio interoperability platforms** - completed
- **Work with multiple jurisdictions on COPLINK project to utilize information from all agencies** – This project has been in process 3 years and has finally started to come together in 2005, more work on initial data sharing collaboration will be done in 2006
- **Built stand alone, I/LEADS test lab system** - completed
- **Assist with implementing Field Reporting then transitioning staff to IT** – Field reporting pilot in progress, Staff moves negotiated and will be completed in 2006

WasteWater Systems

- **New software installation** – Hansen software was selected in an RFP process, installed and is live. Its purpose is to track assets and manage calls for service.

Water Treatment Systems

- **Assist with RFP process and planning for replacing old software and hardware that manages water flows and levels.** This is underway, more work to be done in 2006.

