



2006 Year in Review

Improvements Made

We had a busy 12 months, with a number of projects and process efficiency initiatives scheduled. As discussed in last year's report, the IT Department committed to delivering the following improvements:

- Partnered with neighboring communities to create Colorado Wireless Communities, a group dedicated to bringing wireless technologies to our communities.
- Replaced an aging internal computer network infrastructure with a state of the art, secure system.
- Continually enhanced the City and Community Web site, allowing for "one-stop shopping" for employees, citizens and community partners winning another Digital Cities top 10 Award.
- Implemented "Notify Me" as a service to citizens and customers on the City and Community web site.
- Re-wrote the City's Police website with a focus on recruiting, www.arvadapd.org
- Supported the Arvada Fire Protection District technology needs by assisting with over 140 help desk calls, new server installations and multiple system upgrades.
- Assisted Building and Inspections to automate parts of the Permit System.
- Delighted customers with printing services and had a record volume year at the Print Shop.
- Created, documented and tested a Disaster Recovery site at the Indiana Shops for Financial System Applications and communication systems to include email, voicemail and Blackberry.
- Started implementation of COPLINK, an interagency computer system designed to link criminal justice information, amongst several partner agencies.
- Worked with Human Resources to select, procure and implement a new online employee recruiting system.
- Worked to re-organize the IT Department and re-write job descriptions so that employee skills best fit the needs of the organization.
- Replaced the Xerox DocuTech with a faster, cost effective mass printing system, saving the City over \$27,000 annually.
- Replaced all Minolta departmental copiers with Panasonic copiers, and increased functionality with faxing and scanning while saving the City over \$8,000 annually.



2006 IT Project Accomplishments

The IT Department has accomplished much this fiscal year in the way of projects. These projects are in addition to regular day to day duties of staff. All IT projects align with Council's Community Goals. The majority of IT's projects fall under the following Community Goals:

- Responsive and Well-Managed Government
- Culture
- Public Safety

General IT Management

- Budget - Reviewed newly loaded 2006 Funds for accuracy
- Completed the 2007 - 2008 IT Budget Process
- Completed employee Reviews and Development Plans
- Hired Police Systems positions from 2005 Tax Initiative
- Rewrote Job Description and Hired vacant Technical Project Manager Position
- Assisted EMT with NOT creating a Big Hairy Audacious Goal – BHAG – need to in 2007
- Assisted with the Arvada Center and the Indiana Shops Expansion project
- Assisted in reconfigurations and moves as a result in the Police Tax Increment
- Visited City Departments, assigned liaisons, IT Visit
- Updated Strategic Plan, Business Plan and Standards Plan, placed on City web site

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

Print Shop and Mailroom

- Investigated and Replaced mailing stuffer
- Investigated and Replaced postage meter required due to mandatory postal requirements for 2007.
- Convenience Copiers and production Print Shop Copier replaced with higher functioning units
- Increased Postage Savings for other departments
- Implemented a service charge for design work – Arvada Report and City Annual Report and Calendar
- Replaced folder at Print shop

Phone System

- DS3 line installed from QWEST – creating redundancy and future T1 costs savings for organization
- Phone Operating System upgraded all sites
- Assisted with building expansion efforts at the Arvada Center and Indiana shops for both phone and data connections and systems
- VOIP – Voice over IP - moved to 2007



Security

- Installed Iprism – A hardware/ software internet filtering system
- Installed and deployed then- removed Spyware solution on computer workstations
- Researched remote access via Citrix or VPN solutions – “Bird Flu” potential
- E-DIRECTORY upgraded for Password enforcement / Identity Vault
- Investigate and pilot Single Sign-on software – moved to 2007
- Investigated the use of biometrics devices for login access – more work in 2008 with new workstations
- Started City wide rollout of security awareness training

Network Systems

- Completed Phase 2 of Network Hardware upgrade
- GroupWise Upgrade to 7.0 & Training – on hold until 2007 waiting on PDA standard change to blackberry
- Helpdesk Software process evaluation and help desk survey – completed process eval, need to do survey
- Enhanced use of Zenworks NetWare Application Launcher (NAL) – needs continuous work
- Implemented Zenworks Remote Control
- Wireless – standards and deployment – moved to 2007
- Upgraded Netware Operating System to v6.5 on all servers
- Investigated Disk space and storage options for 2007 budget
- Completed Annual Monitor replacement
- Investigated Computer Room UPS options for 2007 budget
- Finished policies and procedures for utilizing the Enterprise tape backup system
- Annual Printer replacement, now done upon failure of old printer

Arvada Fire Protection District Systems

- Install GroupWise email system for Arvada Fire Protection District – on hold due to budget
- Investigate options for VPN's (Virtual Private Network) – more will need to be done in 2007
- Completed database upgrades and cleanup
- Server Upgrades – hardware and software completed
- Clean up Login and security issues – more will need to be done in 2007

Finance and HR Applications/Upgrades

- Upgraded to Oracle 11.5.10 and installed family packs
- Completed Year end patch management
- Upgrade Oracle 10g database – This will happen in 2008
- Created and Evaluated Request For Qualifications for Utility Billing consultant
- Continued work on creating City Budget Tracking in Oracle



Web Sites

- [Completed Total www.arvadapd.org re-write](#)
- [Completed City site www.arvada.org content manager training and site fine tuning](#)
- [Total re-write of the www.Arvadacenter.org site . Due to be complete January 2007](#)
- Potential site re-write for AEDA – Moved to 2007 1st quarter

GIS

- Investigated space needs for data – created 5 year plan
- Installed ESRI components as determined by Geo Data Services Division
- Assisted with internet GIS capabilities as needed

DOCs Open – Document Management System

- Need to negotiate Support with Clerk's office and Trast Consulting – moved to 2007
- Upgraded Server
- Configuration Planning – storage issues
- Install in IT to learn and promote product – moved to 2007

Arvada Center Systems & Tessitura –Ticketing and Education System

- Completed Upgrade 1 Tessitura
- Completed Upgrade 2 Tessitura
- Completed procurement for Microsoft .NET vendor augmentation
- Completed Web API to automate online purchases and payments

Permits – Online and phone Permit tracking system

- Software changed/upgraded IVR
- Oracle 10g database upgraded

Disaster Recovery

- Installed Novell E-directory server and GroupWise server for file, print and email services
- Installed Internet T1 line for redundancy in case the City Hall line is down
- Reviewed and implemented Phone and voicemail system Disaster Recovery options
- Police Department Planning, Budgeting with funding for 2007 – submitted and funded
- DR Management Software review to manage and keep DR plans current – reviewed – too pricey for now
- Completed DR Test twice for Utility Billing and Sales Tax
- Completed DR Test twice for Oracle Financials

Police Systems

- Completed Radio reprogramming
- Completed Patrol Car Configuration
- Completed Radio Console Replacement
- COPLINK Project – early stages of implementation with various agencies
- Radio System Rebanding – moved to 2007
- Radio System Base Station Upgrade – moved to 2007
- Radio System Microwave Replacement – completed T1 link – moved remainder to 2007
- Animal Management Reporting



- Continued implementing Field Reporting
- Completed CAD workstation replacement
- Started Replacement of Radio user equipment
- Started Mugshot System Replacement
- Completed Livescan Fingerprint System Replacement
- Bid the potential replacement of the Radio Service provider – moved until 2007
- Beta test voice recognition software in PD records with Dictaphone – moved until 2007

WasteWater Systems

- Installed and utilized wireless access in Bays, possibly in the field also
- Oracle 10g database upgraded

Water Treatment Systems

- Assisted with RFP process and planning – no movement on this project to date that needs IT support