



## 2008 Projects and Accomplishments

The IT Department has accomplished much this past year in the way of projects. These projects are in addition to regular day to day duties of staff (we had over 3,200 helpdesk calls).

The 2009 IT projects are now being input, monitored and tracked in a Microsoft Access database and in Oracle Time sheet software, so the format next year will be a bit different, but much easier to sort, manage and report on.

We started 2008 with 91 projects. Over 50 projects were 100% complete; 33 were started and continued into 2009, the remaining were canceled. Here are the highlights:

- **Computer Replacement** - We replaced all laptops and desktop computers, over 500, with new hardware and with “streaming software” technology. This software allows applications to follow customers from computer to computer and allows for quick fixes if software becomes corrupt. This project touched every department and most employees. Many technical resources and project managers were assigned to it. This project is complete. As a result, Arvada is looked at as a leader in virtual desktops in the region and in green product solutions. The new computers are EPEAT gold certified which means they are the highest level of compliance for green manufacturing of computer equipment. Also, we reduced packaging waste by requiring shipments of multiple computers per box and reduce use of styrofoam.
- **Email Encryption Training** - Trained City employees on the use of an email encryption system.
- **Website Enhancements** - 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. Moving up from 7<sup>th</sup> to 4<sup>th</sup> place. And we finally beat Westminster!
- **New Methods for Projects** - Implemented a new project management methodology in IT to track projects, resources etc. This helped managers prioritize tasks and allocate resources. We tracked both project work and daily work so now we have a better breakdown by job title on how their time is typically spent. We also worked with other city staff to teach project management to the organization and created a project reporting tool on the Intranet.
- **Police’s website, [www.arvadpd.org](http://www.arvadpd.org)** - Per their requirements, we updated the site with some new features and added a few enhancements that had been developed for other city owned sites.
- **AEDA’s website [www.aeda.biz](http://www.aeda.biz)** - Per their requirements, we updated the site with some new features and added a few enhancements that had been developed for other city owned sites.
- **Created a new AC Banquet website** - Completed a new Banquets site per their requirements, <http://arvadacenterbanquets.com/>
- **City’s Website** – We upgraded the tools used to manage the content on the city websites. This was done to make it easier to populate, manage content and share content across multiple sites.
- **Advocacy Center Web Assistance** - Assisted in finding a suitable solution for the Ralston House to create their web site.
- **Utility Billing Software Replacement** - In partnership with the Finance and Public Works Departments we successfully implemented a new system (CIS) to handle all aspects of the Utility Billing service. This was a major effort to replace a very old system. The new application is built with modern tools and will allow us to support this important business function for years to



come. The new application is more flexible in handling issues including water budgets, budget billing and surcharges.

- **Database Creation** - Created several small database driven applications to meet specific organizational needs. Examples include a small application to better manage street light maintenance, a tracking system for the Ralston house, and a work management application for the Wastewater division.
- **Fleet Maintenance Software** - Replaced the Fleet management software system. The new system provides the Fleet Maintenance Department with needed financial data. It has a self service component so departments can request service on-line.
- **Employee Performance Management System** - Assisted with the implementation of a new Oracle employee performance management system, to go live in 2009.
- **Internet Wireless Access** - Installed and secured a WiFi network in City Hall and Annex buildings for staff and guest use.
- **Arvada Fire Protection IT Support** - Supported the Arvada Fire Protection District technology needs by assisting with over 140 help desk calls, new server installations, a dispatch center move and multiple system upgrades until IGA ended in December of 2008. Performed a Business Impact Analysis for AFPD prioritizing their technology systems, presented to senior management.
- **Print Shop** - Printing services had a record volume year at the Print Shop, which resulted in \$40,000 profit bringing up the fund balance. In 2009 that allows us to replace the printing press, it is over 20 years old and parts are no longer made for it.
- **Created PD Disaster Recovery** - Created, documented and tested a Disaster Recovery (DR) site at the Indiana Shops. Several times since implementation, redundant failover to the DR offsite server has assured business continuity for the vital Police CAD system during planned and unplanned outages at City Hall. Prior years include Financial System Applications and communication systems to include email, voicemail and Blackberry. These systems are tested 2 times a year, and documentation is updated. IT DR manuals with policies have been re-written and tested with a table top exercise. The City of Arvada is far ahead of its peers with all of these systems offsite and tested. Vendors are often impressed when they call to sell us a solution.
- **Built Police Department Records Management (I/LEADS) Test System** – to allow for evaluation and testing of upgrades, patches, and new modules prior to actual implementation in this critical system
- **Server Virtualization** - Implemented Virtualization technology on 40 servers. Over the last 2 ½ years physical servers have been consolidated to run in a virtual environment. This technology allows for the combining of servers to one physical computer. This had many benefits, first increased reliability, second the ability to copy these servers to the DR location and in a very short time recreate our environment in a different location in case of a disaster at city hall and third this helped reduce the carbon foot print by reducing the number of physical servers the city has and power consumption.
- **Software Upgrades to the latest version of the following software packages:**
  - Intergraph – Police systems – Computer Aided Dispatch, Records Management System, I/Mobile (in the patrol cars) Required to keep the product current and supported by the vendor



- Transitioned Police Mobile Data Computers to AT&T's new 3G Wireless Data Network giving higher bandwidth to allow for increased mobile computing opportunities
- Adore System Upgrade – Police field Training software system upgrade - keep up with latest version – better serving the training needs of the PD's staffing increase
- Tessitura – Arvada Center ticketing systems, required to keep the product current and supported by the vendor.
- Caterease – This application is an integral part of the day to day operations of the Arvada Center banquet facility. The upgrade was necessary to keep the product supported.
- Oracle Financials - This was necessary to get all servers on to a supported version of the Linux operating system
- Permitting system – Building Inspection - Required to keep the product current and supported by the vendor
- Courts System – Upgraded to latest version which is a web based. The new system has improved functionality and reporting tools.
- **Radio System**
  - Completed work to bring Arvada Fire Protection District onto the Arvada/Westminster increasing interoperable communications between all Public Safety entities serving the City of Arvada
  - Finished programming effort in FCC mandated “Rebanding” of radio system which necessitated making a move to different radio frequencies
- **Miscellaneous:**
  - Continued collaboration with COPLINK, an interagency computer system designed to link criminal justice information, amongst several partner agencies. Adams County will be joining our existing system in 2009.
  - Created a Change Management Process for technology changes. This resulted in better collaboration of system maintenance with IT staff and customers.
  - Created an IT Service Catalog, identifying services provided to internal and external customers and documented service level expectations; this is housed on the City's intranet site.
  - Cable Bid for Data and Telecom – Decreased amount of labor required to install cabling projects, resulting in saving the City money and resources.

#### **MAJOR CHANGES:**

- Assessed department capabilities and found a methodology to increase maturity for technology stability and security, ITIL v3 framework.
- Added one FTE to support Building Permit technology and Arvada Center ticketing and marketing software.
- Re-organized staff by re-grading a position to a management role over the service desk and the front desk staff

A complete list of the 2008 projects can be found in the **Appendix**



## Awards and Recognitions

The City of Arvada IT organization prides itself on providing great technology and great service to our internal organization and the community which we serve. Like a good umpire in baseball, an IT department is doing well when nobody notices they are there, and we do enjoy the silence. That being said, it is nice from time to time to be recognized for your efforts, and over the years our team has been honored from time to time for the hard work they put in on a daily basis. Below is a partial listing of the recognition our team has received.



In 2008 the Alliance for Innovation recognized the City of Arvada as a recipient of it's "Outstanding Achievement in Innovation" award for our CRM system known as "Ask Arvada."



The Center for Digital Government has honored the City of Arvada five times since 2002 as a top ten digital city including a number four ranking in 2008.



The Colorado Government Association of IT Directors (CGAIT) honored the City of Arvada with the "CGAIT Cup" award in the fall of 2008 for the best video promoting your IT organization.



Since 2001, IT staff members have been designated City of Arvada employee of the month 7 times and in 2002 we had a member of our team recognized as the City of Arvada Employee of the Year.



IT Staff received an Innovation and Achievement Award for "Standardization in Outfitting Police Cruisers". This project entailed an integrated retrofit of radio/mobile computing/GPS/emergency lighting in all city police vehicles.



IT Staff and the Police Chief were selected at annual International Chiefs of Police Association technology conference for their project detailing steps that were taken to organize and deploy an innovative multi-jurisdictional Law Enforcement information sharing system, COPLINK.


**APPENDIX**
**2008 Projects**

<b>Project Name</b>	<b>Primary Customer</b>	<b>Type of Project</b>	<b>Business Priority</b>
CIB Interview Room Video Recorder Replacement	PD	2 - Upgrade	1 - Essential
Create IT Council	IT	1 - New Initiative	1 - Essential
Disaster Recovery Testing for Finance - Surprise Test	Finance	3 - Operational	1 - Essential
Upgrade VM Environment and convert stand alone servers to virtual machines	IT	2 - Upgrade	1 - Essential
RFP / Contracting for new radio service provider	PD	2 - Upgrade	1 - Essential
Transcend Implementation Tessitura	AC	2 - Upgrade	1 - Essential
Credit Card Security - PCI Compliance	Finance	1 - New Initiative	1 - Essential
Reconfigure DNS - Redo servers and document	IT	2 - Upgrade	1 - Essential
SAN Failover	IT	2 - Upgrade	1 - Essential
Upgrade VM / Migrate Servers	IT	2 - Upgrade	1 - Essential
New ITIL tool version 3 compliant	IT	1 - New Initiative	1 - Essential
Wireless for Police Hotspots	PD	1 - New Initiative	1 - Essential
Workstation Phase II	IT	3 - Operational	1 - Essential
Expand Wireless	City	1 - New Initiative	1 - Essential
Oracle 12-I Implementation	Finance	2 - Upgrade	1 - Essential



<b>Project Name</b>	<b>Primary Customer</b>	<b>Type of Project</b>	<b>Business Priority</b>
System Security Access/Rights Audit	IT	3 - Operational	1 - Essential
Process to Evaluate what is new for firmware, implement if needed, ensure proper configuration is done and document.	IT	3 - Operational	1 - Essential
Permits Plus Upgrade	PW	2 - Upgrade	1 - Essential
Security Analysis for Tessitura	AC	3 - Operational	1 - Essential
JRE Project	Finance	2 - Upgrade	1 - Essential
CIS Utility Billing Software Replacement	Finance	2 - Upgrade	1 - Essential
Tessitura Upgrade	AC	2 - Upgrade	1 - Essential
Move Permits database to the oradb1 server	PW	3 - Operational	1 - Essential
Move APEX Applications to DB1 Database	City	3 - Operational	1 - Essential
Email Archive - Out of Space Project	IT	3 - Operational	1 - Essential
Cellular Network Upgrade for Patrol Cars	PD	2 - Upgrade	1 - Essential
Tessitura Oracle Interface	AC	1 - New Initiative	1 - Essential
Create rehearsal database for permits plus	PW	1 - New Initiative	1 - Essential
Upgrade Oracle Applications database to version 10G	Finance	2 - Upgrade	1 - Essential
Build I-Leads Test System	PD	1 - New Initiative	1 - Essential
Install New T-1 for AT & T Wireless System	PD	2 - Upgrade	1 - Essential
Workstation Replacement Planning	City	2 - Upgrade	1 - Essential



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Arvada.org refactor	City	2 - Upgrade	1 - Essential
AFPD new CAD System	AFPD	2 - Upgrade	1 - Essential
Cable Bid for Data and Telecom	City	2 - Upgrade	1 - Essential
Oracle Family Pack Upgrade	Finance	2 - Upgrade	1 - Essential
Harden Web Server Security (Software Maintenance Plan)	City	2 - Upgrade	1 - Essential
Inet Fiber Connection to WasteWater	PW	1 - New Initiative	1 - Essential
SAN Firmware Upgrade II	IT	2 - Upgrade	1 - Essential
Update Strategic Plans	IT	3 - Operational	1 - Essential
PD DR Implementation	PD	1 - New Initiative	1 - Essential
2008 - 2009 Budget Process	IT	3 - Operational	1 - Essential
Fleet Maintenance software upgrade	PW	2 - Upgrade	1 - Essential
Workstation Replacement Implementation	City	2 - Upgrade	1 - Essential
Tessitura Upgrade	AC	2 - Upgrade	1 - Essential
Security Passwords	IT	1 - New Initiative	1 - Essential
Email encryption training	City	1 - New Initiative	1 - Essential
Move SDE database to oradb1 server	IT	3 - Operational	1 - Essential
In and Out Notification Software	City	1 - New Initiative	2 - Very Desirable
Sales Tax System Implement	Finance	2 - Upgrade	2 - Very Desirable



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Secure USB Drives	City	1 - New Initiative	2 - Very Desirable
Micros Upgrade	PG&HS	2 - Upgrade	2 - Very Desirable
Animal Management Records Management Module	PD	1 - New Initiative	2 - Very Desirable
Connection to Jefferson County Jail	PD	1 - New Initiative	2 - Very Desirable
Inside Arvada Intranet Re-factor	City	2 - Upgrade	2 - Very Desirable
ITIL V3 - Change Management	IT	1 - New Initiative	2 - Very Desirable
Mobile system for remote building inspections	PW	1 - New Initiative	2 - Very Desirable
Performance Appraisal Oracle implementation	City	1 - New Initiative	2 - Very Desirable
PG&HS Upgraded Website	PG&HS	2 - Upgrade	2 - Very Desirable
Replacement fund revamp to get in sync with actual budget process	Finance	2 - Upgrade	2 - Very Desirable
Sales Tax System RFP	Finance	2 - Upgrade	2 - Very Desirable
Document Management Server Upgrade	City	2 - Upgrade	2 - Very Desirable
Operations Planning Week	IT	3 - Operational	2 - Very Desirable
On Hold Music	AC	1 - New Initiative	2 - Very Desirable
I/MAP Editor Implementation	PD	2 - Upgrade	2 - Very Desirable
SDE Upgrade	PW	2 - Upgrade	2 - Very Desirable
Work at Home Finance - Voice	Finance	1 - New Initiative	2 - Very Desirable
Card Reader Technology for Mobiles	PD	1 - New Initiative	2 - Very Desirable





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Plate Reader Testing and Planning	PD	1 - New Initiative	2 - Very Desirable
I/Informer Design	PD	2 - Upgrade	2 - Very Desirable
Network to Spectra-clock implementation	IT	3 - Operational	2 - Very Desirable
Sterile Internet Provisioning for PD Investigations	PD	1 - New Initiative	2 - Very Desirable
Digital Telephone recording	PD	2 - Upgrade	2 - Very Desirable
AURA Web site	AURA	2 - Upgrade	2 - Very Desirable
Public Works Disaster Recovery Plan	PW	1 - New Initiative	2 - Very Desirable
Arvada Center Web Work, look feel, shopping cart	AC	2 - Upgrade	2 - Very Desirable
Oracle P-Card to P.O. Integration	Finance	1 - New Initiative	2 - Very Desirable
Payroll system review for audit compliance	Finance	3 - Operational	2 - Very Desirable
AP Invoice Automation	Finance	1 - New Initiative	2 - Very Desirable
IT Department Re-org	IT	3 - Operational	2 - Very Desirable
New Press Print Shop	IT	2 - Upgrade	2 - Very Desirable
GroupWise 8.0 training	City	2 - Upgrade	2 - Very Desirable
Digital Imaging Storage for Crime Lab	PD	2 - Upgrade	2 - Very Desirable
Move IT Staff to different server on a different network and put Servers and San on their own Network segment	IT	3 - Operational	2 - Very Desirable
Evaluate and inventory vendor contracts for service and maintenance, update them if needed	IT	3 - Operational	2 - Very Desirable



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Network Support RFP	IT	3 - Operational	2 - Very Desirable
Encrypt Laptop Hard drives	City	1 - New Initiative	2 - Very Desirable
Work at home solution for Finance Data	Finance	1 - New Initiative	2 - Very Desirable
Wastewater System Implement	Finance	2 - Upgrade	2 - Very Desirable
Caterease upgrade	AC	2 - Upgrade	2 - Very Desirable
WinCam	PW	1 - New Initiative	2 - Very Desirable
Full Court Upgrade	Courts	2 - Upgrade	2 - Very Desirable
AFPD Office move	AFPD	3 - Operational	2 - Very Desirable
Advocacy Center Web Assistance	Advocacy Center	2 - Upgrade	2 - Very Desirable
Supercharge upgrade to transcend	AC	2 - Upgrade	2 - Very Desirable
PD Re-factor	PD	2 - Upgrade	2 - Very Desirable
IT Service Desk Re-org	IT	3 - Operational	2 - Very Desirable
TMS Install	IT	3 - Operational	2 - Very Desirable
Wireless project for City Hall and Annex	City	1 - New Initiative	2 - Very Desirable
Password Self Service	City	1 - New Initiative	2 - Very Desirable
Web Security w/Iprism blocking	IT	1 - New Initiative	2 - Very Desirable
I-Mobile Redesign	PD	2 - Upgrade	2 - Very Desirable
Analysis on moving to Accela Automation and enterprise use	PW	2 - Upgrade	2 - Very Desirable



<b>Project Name</b>	<b>Primary Customer</b>	<b>Type of Project</b>	<b>Business Priority</b>
Cell Phone Review / Replacement	City	2 - Upgrade	2 - Very Desirable
Upgrade Internet Bandwidth	City	2 - Upgrade	2 - Very Desirable
Standard Citrix connection from Home	City	1 - New Initiative	2 - Very Desirable
PDA Replacement	City	2 - Upgrade	3 - Desirable
Complete Arvada Incident Management Software project	PD	1 - New Initiative	3 - Desirable
Build I/Mobile Test system	PD	1 - New Initiative	3 - Desirable
Portal for Online Payments for Enterprise	City	1 - New Initiative	3 - Desirable
City Wide Business Impact Analysis	Organization	1 - New Initiative	3 - Desirable
Payroll Costing	Finance	3 - Operational	3 - Desirable
Offsite Media Storage and Database	City	1 - New Initiative	3 - Desirable
Digital Cities at Candelas Development	City	1 - New Initiative	3 - Desirable
Colorado Wireless Communities	City	1 - New Initiative	3 - Desirable
Implement Oracle Applications Table Space Management	Finance	2 - Upgrade	3 - Desirable
Setup a dedicated servers for roaming profiles	IT	1 - New Initiative	3 - Desirable
Develop process for backing up external hard drives ie AC	AC	1 - New Initiative	3 - Desirable
SAN Upgrade - Firmware	IT	2 - Upgrade	3 - Desirable
Oradb1 Test Environment	IT	1 - New Initiative	3 - Desirable
CGAIT Shared Services	IT	1 - New Initiative	3 - Desirable



<b>Project Name</b>	<b>Primary Customer</b>	<b>Type of Project</b>	<b>Business Priority</b>
Update Business Plan	IT	3 - Operational	3 - Desirable
Update IT Standards	IT	3 - Operational	3 - Desirable
A/V Equipment Redo - Support Model	City	2 - Upgrade	3 - Desirable
Artifax Event calendar for AC and City	AC	1 - New Initiative	3 - Desirable