2009 and 2010 Projects and Accomplishments

The IT Department has achieved much this past year in the way of accomplishments. Projects are in addition to regular day to day duties of staff (we had over 3,200 helpdesk calls). We spent 65% of our time on day to day work, customer calls, fixing and patching systems, and about 35% of our time working on projects. We normally run 60 / 40 but spent a little more time this year focusing on catching up on needed system changes and documentation.

The Center for Digital Government has honored the City of Arvada seven times since 2002 as a top ten digital city including a number two ranking in 2009 and number seven ranking in 2010. This award is determined by looking at factors such as technology in use for staff, services on the web for customers, management of IT assets and resources and implementation of best management practices and frameworks. We were also selected as a Top Government Website by Juggle.com

MAJOR CHANGES:

- Re-vamped the IT Computer Replacement Fund saving over $200,000 annually
- Reduced the IT operating budgets by 5% and 3%
- Eliminated a job share temporary position at the Receptionist Desk and transferred management to Police
- Re-organized staff by re-grading a position to a management role over the service desk and the front desk staff
- Re-structured a management position to non-managerial to allow for City Council additional CIP funding
- Completed a re-organization of the department, focusing on project groups. Work will continue on a larger re-organization in 2011.
- Restructured financial resources including the computer replacement fund, to save money across the organization.
- Worked with Finance and Police to re-structure main reception desk duties. Expanded service in 2011 will include volunteers, focus on social media and coverage at other city hall entrances
- Enhanced the use of "Ask Arvada" a Citizen Request Management System (CRM) with an iPhone application so information and services are available 24 x 7 for citizens and customers on their mobile devices. So far over 19,000 FAQ's have been viewed and over 3,200 requests for services have been submitted.
- Participated in Colorado Wireless Communities, a group of 10 cities dedicated to bringing wireless technologies to our communities. We renamed the group to Colorado Broadband Communities and applied for Google's opportunity to bring fiber to one US community.
- Created in IT Council so that representation from each department is in place to evaluate and recommend technology investments and implementations for the City.
- Not major- but we did have one staff position turnover – Web Systems Administrator which was hard to fill and we went with contract help until after the election.

PROJECTS: (A list of 2009 and 2010 completed projects can be found in the **Appendix)**

We started 2009 with 82 projects. Over 55 projects were 100% complete; 28 were started and continued into 2010, the remaining were canceled.

We started 2010 with 60 projects planned and 11 new projects added during the year for a total of 71. Of the 71 projects: 37 are 100% complete; 10 are on schedule to be completed by Jan 2011, 6 are in progress, 17 continued into 2011, and 1 was canceled.

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Departmental Accomplishment Highlights:

Organizational Effectiveness	**City Intranet site redesign -**This project entailed a complete re-design of the City Intranet site (Inside.Arvada.org). In addition to a new layout and a revamping of the content, this project included the use of an off the shelf content management system. This project was very successful. We have seen an incredible increase in content on the site and information sharing in the organization is much improved.	**2009**
Organizational Effectiveness	**Credit Card Security PCI Compliance -** The PCI Security Standards Council is an open global forum for the ongoing development, enhancement, storage, dissemination and implementation of security standards for account data protection. The City of Arvada has been looking at PCI standards for the last year and at the end of 2008 we engaged a consulting firm, Coalfire, to facilitate the process of completing necessary assessment documentation. We have completed our assessment and have identified a number of areas where we are out of compliance. We are currently building a program plan of PCI projects to address compliance issues and we will then begin remediation. The program will likely take well over a year to complete	**2009**
Organizational Effectiveness	**Upgrade of website content publishing tools -** Several enhancements were made to the custom software application we developed to manage the information on all City websites. The changes were made to make it easier to publish and manage content and several small look and feel improvements were made. We will make this type of change about once a year. The project has been completed and content managers are using the new software to better manage web content.	**2009**
Organizational Effectiveness	**Migration of Physical Servers to Virtual Servers -** There were many reasons to do this including; server virtualization conserves space through **consolidation;** server virtualization provides a way for the city to practice **redundancy** without purchasing additional hardware; server hardware will eventually become obsolete, and switching from one system to another can be difficult. In order to continue offering the services provided by these outdated systems -- sometimes called **legacy systems** -- a virtual version of the hardware is created to run on modern servers. There are now 91 virtual machines running on just 9 servers. These systems would not all have been possible to set up if it were not for virtualization. Long term cost savings will continue to occur.	**2009**

Departmental Accomplishment Highlights:

Organizational Effectiveness	**Technology Replacement Fund Audit -** All the components of the technology replacement fund were audited for need, replacement costs, replacement dates, and maintenance costs. This process also, cleaned up the charge backs that had occurred to the departments making sure each contributes based on the technology used. Finally, the single fund was split into two funds; one for replacement of technology and one for the maintenance of current technology. There was a substantial savings to the general fund after this audit. Approximately $200,000 a year in the 5 year model.	**2009**
Organizational Effectiveness	**Implementation of an iPhone application -** Called GoRequest, which allow citizens with iPhones to directly enter tickets in Ask Arvada for reporting of common concerns like potholes, graffiti, loose animals et.	**2009**
Organizational Effectiveness	**Transparency -** We have begun to publish volumes of data to our website, some in machine readable format and others in polished applications, all with the intent of providing a clear and transparency view into City operations. Citizens can now access data without having to formally request it from the organization and software developers can build applications based on our public data.	**2010**
Organizational Effectiveness	**City website re-design -** The City website was given a much needed facelift. The navigation was changed to make the site easier to use and several new features including a mobile version of the site, commenting or blogging, and a new community partner section linked to yelp to provide citizens with convenient access to information and services offered in and around Arvada.	**2010**
Organizational Effectiveness	**Awards and recognition -** The City was recognized for the seventh time in eight years as a top ten digital city by the Center for Digital Government. The award is given to organizations who consistently utilize technology to meet citizen demands and do so in a fiscally responsible manner. We were also given the award of Top Government Website by Juggle.com.	**2010**
Organizational Effectiveness	**Service management -** We made significant progress in movement to a more structured approach to service delivery. We are following the principles of Information Technology Service Management (ITSM) and in 2010 we convened an IT Council to help guide strategic decision making, enhanced our existing change management processes, and acquired a software application that will be the foundation for a managed service delivery infrastructure.	**2010**
Organizational Effectiveness	**Financial successes** - In reaction to the continued economic challenges we have been forced to tighten our budget and look to creative options to meet the ever increasing demands. As an example we were able to sell our surplus mobile computers without the use of an auction house, which has long been our practice, and we gained a significantly higher return for the City. We also worked closely with the E911 Authority and secured grants to purchase new mobile computers for	**2010**

Departmental Accomplishment Highlights:

	the police cars and received funding to pay for our annual police systems annual maintenance.	
Organizational Effectiveness	**Oracle 12i upgrade -** This project was completed on time and within budget. We spent approximately $350,000 total and many of our peer organizations are expecting to spend well over $1,000,000. We have gained efficiencies with the new system and should be able to run for several years without the need for a major upgrade.	**2010**
Organizational Effectiveness	**Arvada Center web initiatives** -We were developed an application to support the on-line subscription process for the theatre season, partnered with center staff to create an on-line marketing campaign to support the "Summer at the Center " and developed an application interface to support the "Hearts for the Arts" appeal. Each of these efforts contributed directly and efficiently to revenue generation.	**2010**
Organizational Effectiveness	**System selection -**We teamed with various departments to select new technology solutions that will be implemented in 2011. Examples include the selection of a new and modern Sales Tax system and a state of the art Risk management information system.	**2010**
Organizational Effectiveness	**Voice to Text Software Pilot Project -** Employing a group of PD testers, test software called "Dragon Naturally Speaking", which turns spoken words into text, for utility and accuracy. Successfully lessened backlog of reports awaiting transcription and the associated costs.	**2009**
Organizational Effectiveness	**New Recording Equipment for PD Interview Rooms -** Police Detectives make audio and video recordings of interviews of suspects and witness conducted in the four interview rooms in the Criminal Investigation Bureau. The old recording equipment was malfunctioning and unreliable, and needed to be replaced with more reliable, up to date equipment. A state of the art replacement system was identified, procured and implemented	**2009**
Organizational Effectiveness	**Mobile System for remote Building Inspection -** This project has placed laptop computers in the hands of building inspectors in order to allow them to work more efficiently. They can access key systems from the field to better serve customers. Adoption has been slow but all of the machines are in and functioning. We have a network issue that has limited the value of the process but we are working to correct it. Additionally, lessons learned from this project have given the IT department valuable information on how to deploy workstations to staff in a more efficient manner. You will see similar changes move through the organization in the next 18 months.	**2009**
Organizational Effectiveness	**Network firewall security project -** This effort was aimed at securing protected information and making public information readily available. This project helped us achieve PCI compliance and has strengthened our network infrastructure.	**2010**
Organizational Effectiveness	**Server Virtualization Project -**This project was completed and allowed for multiple efficiencies by utilizing software to put multiple computer systems on shared computer server hardware. This makes the systems more reliable and better prepared for disaster recovery; almost 80% of the City's systems are now	**2010**

Departmental Accomplishment Highlights:

	virtualized.	
Organizational Effectiveness	**Cisco Server Implementation Project -** Because of the increased use of server virtualization new server technology was evaluated. A move was made to Cisco servers to add scalability and reliability for the continuing needs of the City's technology systems.	**2010**
Organizational Effectiveness	**Interface between the police records system and the courts system -** This work has streamlined processing and reduced the need for duplicate entry of data. The work was performed in house at a fraction of the cost of hiring this work out.	**2010**
Organizational Effectiveness	**Radio System Stabilization -** Work with our partners at the City of Westminster to maintain service levels for the City's radio system, a challenging task as the system is nearing end of life.	**2010**
Organizational Effectiveness	**Utilization of existing grants -**Worked with the E 9-1-1 Authority to successfully obtain grants to fund the replacement of the mobile laptops in the patrol cars as well as 1 year of maintenance payments for the Police Intergraph Records and Computer Aided Dispatch systems.	**2010**
Organizational Effectiveness	**Printing Press replacement Project -** Completed procurement for an outdated printing press for the print shop. This provided much needed new equipment and saved in maintenance costs.	**2010**
Organizational Effectiveness	**High speed and convenience copier RFP processes -** Completed a process looking at new departmental copiers and was able to keep existing copiers at a greatly reduced rate. This allowed for less disruption with replacement but also saved the City over $2,500 a month.	**2010**
Organizational Effectiveness	**Cross training of key mailroom personnel**- Brought in and trained additional city employees to be able to stuff and meter nearly 5,000 utility bills a week.	**2010**

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2010 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
Email Management (Archive)	We are looking to stabilize the current e-mail archiving system while evaluating options should the current system need to be replaced.	Essential	Upgrade
Internal DNS Stabilization Project	The City's computer systems rely heavily on a network protocol called DNS. When this service is down most network services do not function properly. This project will upgrade the DNS to a more stable and reliable.	Essential	Upgrade
Expand Wireless	This is a current project to get the remaining wireless Access Points in areas where they will be the most effective.	Essential	New Initiative
Convert UniVerse reports to SQL	Maintenance effort on the CIS system moving key reports from a very old tool to a modern and easy to manage product.	Essential	Upgrade
MDC Replacement	Replacement of 69 Panasonic Toughbooks in Police Cars.	Essential	Upgrade
Move SDE1 DB and SDE to Oradb1 Server.	Move both SDE1 database and ESRI's SDE product to Oradb1 server via Oracle's Transportable Tablespace and SDE installation tools to comply with Oracle licensing.	Essential	Operational
Council Laptop Replacement	Replace laptops for 3 existing Council members and purchase and install 2 laptops for new Council Members.	Essential	Operational

2010 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
Online Payments for Courts	Create a process for citizens to pay court fees online.	Very Desirable	New Initiative
HR Smart Application	This project is a major version upgrade project for the SAAS based recruiting application. It will take about 60 days to complete and will result in an up to date application and it will likely be a much more standard install.	Essential	Upgrade
Oracle 12i Upgrade	Upgrade current version of Oracle Financial / HR software to version 12i to stay current with support and take advantage of new functionality in 12i modules.	Essential	Upgrade
CCIC Messenger Upgrade	CBI is upgrading their message switch system used for Wants & Warrants, DMV information, and Criminal History information. We need to therefore change our networking to them, install new client software, test and train.	Essential	Upgrade
Arvada.org Rewrite	Redesign the user interface (UI) of the arvada.org website.	Very Desirable	Upgrade
Server Hardware Upgrade - Desktop Optimization	Select, purchase, and install upgraded hardware for the network to support Desktop Virtualization and other project requiring Viritual servers for the next 5 to 7 years.	Essential	Upgrade
Vmware Version Upgrade - Desktop Optimization.	Upgrade VM Ware version to support the Desktop Virtualization and other projects requiring virtual servers.	Essential	Upgrade

2010 Completed Projects

Project	Description	IT Priority - Essential - Very Desirable - Desireable	Type of Project - New Initiative - Upgrade - Operational
Risk Management software RFP	The initial stage of the process is to conduct an RFP to select a new risk management software application.	Essential	New Initiative
Oracle 12.1.3 Upgrade Year End Processing.	This project will apply the mandatory Year End Payroll updates for Oracle that are part of the 12.1.3 upgrade.	Essential	Upgrade
Full Court Server Upgrade	Upgrade servers supporting the Full Court system.	Essential	Upgrade
E-Citation Beta and Pilot Project	Partner with vendor, Vision TEK to develop and field test handheld devices for motorcycles officers to use to write and issue traffic citations.	Very Desirable	New Initiative
Performance Appraisal Oracle Implementation.	Implement the self service module of our Oracle suite for performance appraisals.	Very Desirable	New Initiative
Sales Tax System RFP	Conduct RFP to select replacement system for the current legacy Sales Tax System.	Very Desirable	Upgrade
Appstream Application Package Upgrades	Upgrade software versions that are streamed to City Staff using the Appstream packaging.	Very Desirable	Upgrade
Better Utilize DR site with Vmware.	This project is being done to better utilize the DR site by taking advantage of the network infrastructure that has be built as well as the city's network.	Very Desirable	New Initiative

2010 Completed Projects

Project	Description	IT Priority - Essential - Very Desirable - Desireable	Type of Project - New Initiative - Upgrade - Operational
End User Training on Commonly Reported Issues to the Service Desk	This project will include the review of incidents and problems reported to the Service Desk and the creation of a Lunch and Learn training series on commonly reported issues where training can reduce the number of calls and increase employee productivity.	Very Desirable	Operational
Telecom Line RFP	Go out to bid for telecom services for approximately 100 business lines used throughout the organization. The goal is to lower our telecom expenses as part of on-going budget reduction efforts.	Very Desirable	Upgrade
ATMS - Advanced Traffic Management System	We will be supporting the traffic and transportation division as they procure a new traffic management system.	Very Desirable	New Initiative
Paperless Pay Stub	Working with the Finance and HR Departments to eliminate the need for printing of pay stubs.	Very Desirable	New Initiative
Ileads to Courts Interface	In house development of an I/LEADS export to Full Court Import of municipal traffic citation data, thus eliminating dual, redundant entry to two systems.	Very Desirable	New Initiative
iGO Mobile CRM Application	Enabling Ask Arvada for access via i-phone application. we will take our top requests and make them reportable via an i-phone application tied to our CRM system.	Very Desirable	New Initiative
Mobile Command Post	Equipment installation and upgrade to the existing Mobile Command Post vehicle to ensure a deployable Mobile Emergency Operations Center (EOC) and Communications Vehicle to Arvada and adjoining jurisdictions.	Very Desirable	Upgrade

CITY OF ARVADA

2010 Completed Projects

Project	Description	IT Priority - Essential - Very Desirable - Desireable	Type of Project - New Initiative - Upgrade - Operational
Migrate from POP/TMS to WordFly.	Migrate from TMS to Wordfly. This is the new Tessitura Email Marketing system.	Very Desirable	Upgrade
Open Data Initiative	The Open Data Initiative is an iterative project designed to support transparency and to make as much government data available to the public in a wide array of formats.	Very Desirable	New Initiative
Pictometry Aerial Images for Dispatch	This will provide intelligent aerial imagery and the tools to measure distance, height, area, etc and to view objects from four angles for Dispatch.	Very Desirable	New Initiative
High Speed Copier RFP	Complete the RFP process to select a new high speed copier for the print shop. We are working with purchasing to select a new machine or re-lease the existing machine. We have committed to the budget team that we can reduce cost n the print shop and this process will help meet that goal.	Very Desirable	Upgrade
Convenience Copies Replacement RFP	Complete the RFP process to select new high speed multi function copiers for the City. We have committed to the budget team that we can reduce cost n the print shop and this process will help meet that goal.	Very Desirable	Upgrade
Sprint Wireless Data Testing for PD MDCs.	Test Sprint Wireless Service for use with the MDCs in the Patrol Cars.	Very Desirable	Upgrade
Utilities Wireless Infrastructure Project	Consult and coordinate with City Utilities Department as they work with their vendor to construct a citywide wireless infrastructure, initially for utilities equipment control systems	Desirable	New Initiative

CITY OF ARVADA

2010 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
Twitter Integration with CRM	We will be enhancing the CRM "Ask Arvada" system to allow citizens to submit requests via social media tools, specifically twitter.	Desirable	New Initiative

APPENDIX

2009 Completed Projects

Project	Description	IT Priority - Essential - Very Desirable - Desireable	Type of Project - New Initiative - Upgrade - Operational
Upgrade Virtual Server Environment and convert stand alone servers to virtual machines	Upgraded to VMware 3.5. Migrated 20+ physical servers to virtual servers in order to achieve better power savings, redundancy and server management.	Essential	Upgrade
Transcend Implementation Tessitura	Replacement of the payment processing application for the tessitura system with a PCI compliant tool.	Essential	Upgrade
Credit Card Security - PCI Compliance	In 2009 we completed an assessment of our compliance level and created a program to address each area where we were out of compliance. 2010 will be spent doing remediation to come into compliance.	Essential	Operational
IT Department Re-org	This project was completed with the move of one staff member from the Information Systems Division to the Network Systems Division	Essential	Operational
RFP / Contracting for new radio service provider	After issuing an RFP for a radio system service provider to maintain the shared Arvada/Westminster Radio System, a contract was negotiated with Frontier Radio Communications, Inc.	Essential	Upgrade
Service Pack and Firmware Upgrades 2009	This is an ongoing project to keep up all networking devices, servers and applications with required software and hardware patches.	Essential	Upgrade
Workstation Phase II	Phase 2 of the 2008 Workstation Replacement Project. Workstations not replaced in Phase 1 will receive selected software upgrades. Includes documentation of new processes implemented to more effectively manage computer images.	Essential	Upgrade
Internal DNS Stabilization Project	The City's computer systems rely heavily on a network protocol called DNS. When this service is down most network services do not function properly. This project will upgrade the DNS to a more	Essential	Upgrade

2009 Completed Projects

Project	Description	IT Priority - Essential - Very Desirable - Desireable	Type of Project - New Initiative - Upgrade - Operational
	stable and reliable system.		
Arvada Center Subscription Renewal Process	This is an annual process involving the web staff and tessitura support personnel. It was completed with success and record numbers of subscriptions were sold vie the web.	Essential	Operational
Greatwest Life Oracle Interface	This was a small effort predicated by the switch in retirement services providers and it was completed with success.	Essential	Upgrade
Computer Aided Dispatch(CAD) Workstation Replacement	All nine workstation in the 911 Communications Center that run the Computer Aided Dispatch System were upgraded	Essential	Upgrade
GIS Autodesk 2010 Upgrade	Upgraded GIS and other City staff's Autodesk – Autocad versions to 10	Essential	Upgrade
CIS on-line payment processing system upgrade. Payflow Pro	Payflow pro is a software application that is used to secure internet financial transactions. This work was completed with success	Essential	Upgrade
Update of the internal content management system (CMS) used to populate all City websites.	Additional features were added to the CMS to make it easier for content managers to manage data on City websites.	Essential	Upgrade
PCs for Remote PD Office	An office for police officer to use to write reports was opened at Indiana Shops and a computer workstation was connected to the city network and the PD systems.	Essential	Operational
Payment Card Industry Program Roadmap	This is a complex set of projects we will be taking on to come into compliance with the standards set for the by the credit card industry. This effort will take place over the next 18 months.	Essential	New Initiative
Ralston Cops Closure-Equipment Removal	Ralston COPS was closed by PD and computer, phone and copier equipment needed to be salvaged	Essential	Operational

2009 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
Oracle 12-I Assessment	This is the first Major upgrade to the Oracle system in several years and will touch every module of the system. It will be the last big upgrade needed over the next several years.	Essential	Upgrade
Email Management (Archive)	We are looking to stabilize the current e-mail archiving system while evaluating options should the current system need to be replaced.	Essential	Upgrade
Migrate Ardence V-Disks from Ardence to Provisioning Server 5	Ardence was purchased by Citrix which required us to upgrade to Provisioning Server 5. This is the streaming technology which allows for a single OS image to be shared with unlimited number of like physical computers.	Essential	Upgrade
Create Tessirseat and Tessicredit servers in virtualized environment	This work was completed with success and as a result we now have three full environments for tessitura. This will allow us to ensure this valuable system is stable and highly available. It also resulted in reduced operating costs over the previous physical server configuration.	Essential	Upgrade
Convert UniVerse reports to SQL for Utility Billing	Small maintenance effort on the CIS system moving key reports from a very old tool to a modern and easy to manage product.	Essential	Upgrade
2009 Tessitura Annual Upgrade	Annual upgrade of the Tessitura system (Arvada Center Ticket sales). Completed on time and with success	Essential	Upgrade
Oracle Family Pack 2009	This is an annual maintenance process required to keep our oracle financials system running. It was completed with success	Essential	Upgrade
AMAG Security System Client Upgrade to V6.1	Upgrade software on the workstations that access the AMAG building security system. Also part of the project is to get the vendor to follow our change management practices to avoid last	Essential	Upgrade

2009 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
	minute unexpected issues due to work they are performing.		
Inside Arvada website Refactor	Minor enhancements were made.	Very Desirable	Upgrade
Document Management Server Upgrade	This project was completed with success. As a result we now have a very stable and up to date server environment to manage the City document management system.	Very Desirable	Upgrade
Mobile system for remote building inspections	This project was completed with success. All building inspectors now have computers with them in the field.	Very Desirable	New Initiative
ITIL V3 - Change Management	Creation of a formal process to manage changes to IT infrastructure in order to increase stability of systems while managing our complex environment. It will involve the organization in the prioritization and scheduling of significant changes.	Very Desirable	New Initiative
On Hold Music	Simplified the management of the on hold music for the phone but utilizing a USB device to hold the music.	Very Desirable	New Initiative
Replacement fund revamp to get in sync with actual budget process	Worked getting the replacement fund to match the city budget accurately. Also split the replacement fund into two GL account-Replacement and Maintenance - to keep better track of these expenses.	Very Desirable	Operational
Connection to PD systems from Jeffco Jail	A computer terminal was installed at Jeffco Jail and a connection back to Arvada network and the PD system was established so that officers can take prisoners to the jail and book them directly into the PD computer system – great time and effort saver	Very Desirable	New Initiative
Plate Reader Testing and Planning	Police System personnel became familiar with Plate Reader Technology in anticipation of the PD obtain a reader in	Very Desirable	New Initiative

2009 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
	the near future		
Replace Micros Servers and upgrade software (L.A. and WestWoods)	This project was completed with success. The point of sale system at both restaurants is now up to date in terms of software version and with modern hardware.	Very Desirable	Upgrade
Convert Oracle Apps Database to Oracle Applications Tablespace Management (OATM)	This small internal project was completed with success. It was a backend change with no customer impact or added benefit.	Very Desirable	Upgrade
Maps 2.0 - Transparency	Underway with much more to come in 2010.	Very Desirable	New Initiative
Printing Press Replacement -RFI	A product was selected and a new press will be in the first half of 2010. This unit will produce a number of marketing pieces, as well as, all letterhead, envelopes and business cards for City staff.	Very Desirable	Upgrade
P-Card Oracle Interface	This project was completed with success and resulted in a great reduction in data entry time for treasury staff.	Very Desirable	New Initiative
Consolidate the management of all services used to manage servers on the internet DNS, Domain, and SSL Consolidation	This project was completed with success and we now have a uniform process to manage domain names and web security devices across the organization. This work was required in order to switch internet service providers.	Very Desirable	Operational
Increase the City internet bandwidth	This project is to increase current internet capacity, upgrade the traffic shaping appliance, centralize all domain names under one registrar, and centralize DNS management all in order to provide an easy growth path for future internet growth.	Very Desirable	Upgrade

2009 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
CIB Interview Room Video Recorder Replacement	Criminal Investigations Bureau's Video recording equipment was obsolete and becoming problematic to maintain. IT assisted PD in selecting and implementing a new updated system	Very Desirable	Upgrade
AURA Website Rewrite	The AURA Website was redeveloped from scratch and brought into the City management system. AURA staff can now manage content and share information across all City websites.	Very Desirable	Upgrade
Discoverer Upgrade 2009	Upgrade Discoverer Reporting to a more stable version of Discoverer.	Very Desirable	Upgrade
Disaster recovery changes and tests for Financial systems RMAN/Storeserv Recovery Testing	This is an on-going effort to ensure we are managing and protecting valuable financial data.	Very Desirable	Operational
Dispatch Logging Recorder Upgrade	Upgrade to the recording equipments and software for Dispatch.	Very Desirable	Upgrade
Time Clock Synchronization Equipment for Dispatch Center	A new "Spectraclock" was installed in the 911 Comm Center to synchronize all clocks in the various systems so that "time stamps" in all systems are accurate and consistant	Very Desirable	Upgrade
Secure USB Devices	This project will include the selection and deployment of a new City standardized encrypted USB device for the secure transport of computer data by City staff. It will also include the revision of the City's security policy.	Very Desirable	New Initiative
Permits Plus Upgrade	This is a regular version upgrade of this critical business application for Code Enforcement to take advantage of new features and maintain vendor support for the product.	Very Desirable	Upgrade
Web Staging Project	Create a process to better management the release of changes to our web environment. The effort will include formal processes for developing, testing, and	Very Desirable	New Initiative

2009 Completed Projects

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
	implementing changes, fixes and enhancements to this environment.		
Create a social media center on Arvada.org	This work was completed with success. It is a consolidation of all of our social media tools into a single page for ease of use by visitors to our website.	Very Desirable	New Initiative
End User Training on Commonly Reported Issues to the Service Desk	This project will include the review of incidents and problems reported to the Service Desk and the creation of a Lunch and Learn training series on commonly reported issues where training can reduce the number of calls and increase employee productivity.	Very Desirable	New Initiative
Evaluation of Full Court and I/LEADS Interface	Study of options available for streamlining workflow of data input for municipal citations.	Very Desirable	New Initiative
Dragon Naturally Speaking Pilot	IT assisted PD in obtaining, configuring and testing voice to text software which could be a great staff time saver.	Desirable	New Initiative
Enterprise Badging Needs Analysis	Completed Analysis with HR, no interest to go to RFP and implement	Desirable	New Initiative

CITY OF ARVADA

2010 Project In Progress – completed by 1st Quarter 2011

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
PCI DMZ Project	This project will set-up a firewall around City Systems that store and use Credit Card information. Part of the Payment Card Industry PCI Compliance requirements.	Essential	New Initiative
Oracle Position Control	Convert Job and Position Names in the Oracle System to a more user friendly and easy to maintain format for HR and Finance. Also implement efficiencies in the New Job Approval Process and Hire/Termination Process in Oracle.	Very Desirable	New Initiative
Netware Migration to Active Directory - Part 1, Printers	This project effort will be to eliminate the Novell Netware services of network printing to make the support and maintenance of the City's Network more efficient.	Very Desirable	Upgrade
Annex Temporary Move	Move workstaions and phones for all City Staff at the Annex Building during the remodeling process.	Essential	Operational
Telephone Line PRI CutOver "Paetec"	Switch Telephone PRI lines from Qwest to Paetec to save $20k per year.	Very Desirable	Operational
Tessitura Upgrade to version 10.	Annual upgrade of Tessitura System that support tickets sales at the Arvada Center.	Essential	Upgrade
SQL Database – Desktop Optimization	This effort is to set up a SQL Database to support VDI Optimization project.	Essential	New Initiative

2010 Project In Progress – completed by 1st Quarter 2011

Project	Description	IT Priority - **Essential** - **Very Desirable** - **Desireable**	Type of Project - **New Initiative** - **Upgrade** - **Operational**
PCI Security Policy Review	The effort will review our existing security, administrator and cash handling polices and to augment them to meet the requirements of PCI (Payment Card Industry).	Essential	New Initiative
ITIL Tool Selection	Selection of ITIL compliant replacement Service Desk tool for TrackIT.	Essential	Upgrade
Fore Upgrade – PCI	Upgrade Golf Course Reservation System to the PCI Compliant version.	Essential	Upgrade