



City Council Annual (2010) Workshop Report
Administration Department – Information Technology
Prepared by: Laura Blair, Information Technology Director

The Information Technology Division of the Administration Department consists of four full-time employees (Laura Blair, Information Technology Director; Steve Hammes, PC/LAN Technician; Jeff Krueger, Network Engineer; and Laura Cook, Audio Visual Technician) There are also two part-time employees (Patrick Harris, Camera Operator and Shawn Howlett, Camera Operator).

2009 Major Accomplishments:

Blackberry Server (26 users) –researched, purchased, installed Blackberry server on our network and learned the backend server component as well as ongoing training of 26 end users. This project took over 3 months of staff time to complete.

New computer network at the Solid Waste Campus admin building- researched needs, coordinated software/hardware vendors to implement telephones, wireless and computer services. The building had no infrastructure so we had to start by pulling fiber optics from the existing facility. This project took over 7 months to complete.

New Internet service provider – HBC – negotiated with new service provider, made changes throughout entire network and county to move all services from Zayo to HBC. Over a year of time and effort went into the planning of this project.

Fiber Optics to Twin Bluff treatment plant – this facility had been served with leased T1 lines. We were able to work with the school district and HBC to run fiber optic from City Hall to the Twin Bluff treatment plant with using Cisco switches at various pump stations to move the signal all the way to the plant. This project took about a year from planning to implementation.

Implemented new website – a committee met for a good portion of 2009 to hire a vendor, choose a design and work restructure the layout. The site went live on December 18th. I've trained 15 employees to update and add content.

Fiber to the Home project – worked with Fiber Now committee, spoke at various meetings, won lawsuit against Lookout Point.

Other:

- Researched and implemented Windows 2007
- Upgrade to Office 2007
- Implemented VM (virtual machine) server
- Terminal server for remote authentication for the SCADA system users
- Terminal server for remote access for office staff
- Sister Cities staff liaison, prepare monthly agendas and treasurer reports
- Mail Archiving solution – GFI mail achiever
- Implemented new, simplified voice menuing for Public Works call tree
- Developed supply inventory database for PW to replace flat file system
- Coordinated implementation of surveillance system at Incinerator
- Recovered failed CEM system at Incinerator. Coordinated development of replacement system including improved backup system.

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- Implemented test system and worked out PermitWorks security (without vendor documentation: does not exist.). Implemented in production system and documented.
 - Will protect against purged permits and people altering permit/fee structures.
- Overhaul of PD folder security applying best practices to group structure and hierarchy

- Fully investigated and documented call flow for Library, Public Works and main number.
- Implemented caller id and message waiting indication at marina
- Developed method to create a “anonymous outbound only” phone for library
- Developed advanced troubleshooting KB for Mobile-Vision
- Extensive additions and rework of SOP manual
- Set up active alert system for Phone system
- Developed unified phone service document.
- Researched and recommended free PDF viewers that can do annotation and markup
- Developed and implemented instrumentation scripts to send e-mail notifications of server disk conditions.
- Reworked space logging into VBS for enhanced capabilities
- Redeveloped logon script in VBS for improved performance and stability
- Located PDF split/merge tool to save costs on Acrobat licenses.
- Developed method of extracting data from Pontem Cemetery for import into ArcGIS mapping system.
- Extensive AD group cleanup which also involved development of analysis scripts and techniques (to compensate for shortcomings in MS tools.) Developed AD security documentation.
- Developed audit procedure for phone system. Was able to identify a number of unused stations that could be reclaimed to save licensing costs. (We were pushing our station limit.)
- Facilitated analog conference phone capability at PD for interrogation language line access.
- Implemented maintenance plans on SQL server
- Researched and developed procedures to manage and do file transfers from ramp surveillance systems.
- Researched and documented management of automatic lock at PBF building