

Computer Systems Department Annual Report for Year 2008

The Computer Systems Department is responsible for maintaining and enhancing all aspects of computer use in the City. Some of the department's responsibilities include:

- Design, install, maintain, and support the City's information network system.
- Manage a Citywide inventory of hardware and software.
- Order all computer hardware, software, supplies and materials as well as manage software licenses.
- Coordinate the installation & operation of local area networks to include selection of the server, type topology, type of transmission media, and security issues.
- Oversee the development of citywide web pages.
- Manage all computer operations within the City.
- Provide technical assistance as well as coordinate user training.
- Coordinate the development and maintenance of a Citywide Graphical Information System (GIS).
- Manage the operation of the city telephone system to include adding voice mail accounts, changing display names, trouble shooting problems and coordinating the repair of the PBX.
- Review all requests for system changes, and determine possible solutions.
- Advise Council of status of planning, development and implementation of new computer systems.

Projects completed in 2008

- The City web site was completely redesigned in September. Additional features added included: a Mayor's Blog, News & Events section, Citizen City Alert's section, an Employee only section, and changed how updates are input by installing a content management system (CMS) which allows each department to update their own pages easily. This allows the site to be current.
- Purchased and replaced 14 4-5 year old computers.
- Purchased and installed an Anti-Spam system for the city. Approximately 90% of incoming mail is spam. In the last quarter of 2008: 500,777 of the 556,821 incoming emails were spam. This allows city employees to increase their productivity.
- Upgraded PBX/Server room with more power and doubled the size of the Uninterruptible Power Supply (UPS).

- Replaced all cruiser laptop Verizon Aircards with ones that operated more stable with improved cellular signal.
- Upgraded Bio-Key MobileCop software for cruiser laptops.

Projects Scheduled for 2009

- Upgrade Mobile/CAD/RMS software.
- Create a local Intranet.
- Secure City's DNS and use DNS servers from ISP.
- Install Livescan finger print system for NCIC submissions.
- Continue to replace older personal computers.
- Replacement of nine Out-Of-Warranty CF-51 Toughbooks with new CF-30 Toughbooks (from Grant).
- Addition of Off-Site Emergency Plan for back-ups of all City data.

City's Network and Security Statistics:

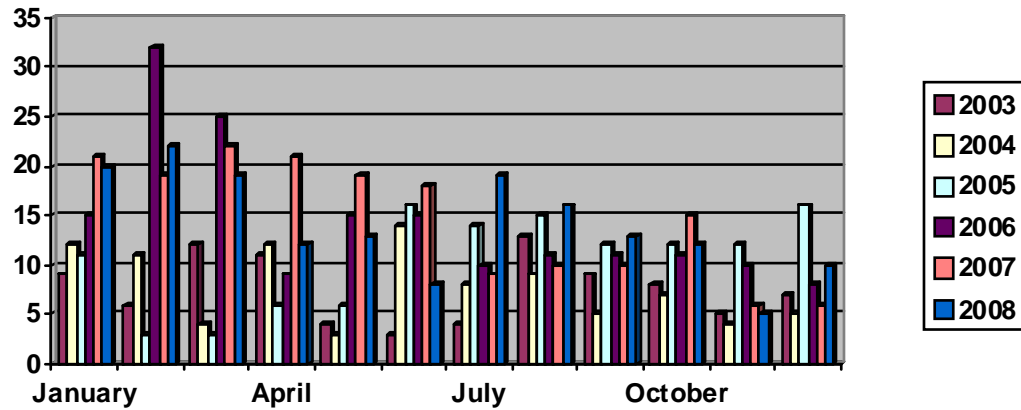
SPAM:

- Approx. 556,821 Emails were received just from Oct 2008 to Dec 2008 (Since new AntiSpam system implemented)
 - a. 24,800 blocked at the Firewall
 - b. 475,977 blocked at the SPAM filter software
 - c. (An average of 90% of all City's/PD's email received is SPAM)

Network:

- *Over 60 network intrusions a month are detected and prevented at the main Firewall level*
- In over 7 years:
 - a. There have NOT been any major Virus outbreaks on any City/PD network/computers
 - b. There has NOT been any virus infection on any internal networked Police computer
 - c. There have only been 3 virus infections on the MDT's (Laptops in cruisers) in 5 years; thanks to the responsible usage from the Officers
 - d. There has NEVER been a network intrusion/breach of security (internally or from externally) on the City's/PD's networks
 - e. No major technological downtime has been experienced or been caused unintentionally to any of the City's network infrastructure
 - f. The integrity and security of all data within the City's informational networks has been successfully maintained and preserved
 - g. No major downtime (more then two days) have ever been experienced by the City's email system

5. PD Work Order History:



2003		2004		2005		2006		2007		2008	
January	9	January	12	January	11	January	15	January	21	January	20
February	6	February	11	February	3	February	32	February	19	February	22
March	12	March	4	March	3	March	25	March	22	March	19
April	11	April	12	April	6	April	9	April	21	April	12
May	4	May	3	May	6	May	15	May	19	May	13
June	3	June	14	June	16	June	15	June	18	June	8
July	4	July	8	July	14	July	10	July	9	July	19
August	13	August	9	August	15	August	11	August	10	August	16
September	9	September	5	September	12	September	11	September	10	September	13
October	8	October	7	October	12	October	11	October	15	October	12
November	5	November	4	November	12	November	10	November	6	November	7
December	7	December	5	December	16	December	8	December	6	December	10
Total	91	Total	94	Total	126	Total	172	Total	170	Total	171

- *Please note the major increase for the months of February and March of 2006 due to having contracted help.
- *The amount of work orders submitted has now doubled since moving into the new Police facility in 2002. (An increase of almost 200%)
- *The average work order amount submitted for years 2003 and 2004 combined (2002 left out due to insufficient data) is 93.
(Year 2005 has a total of 126, an increase of 31% and Year 2006 has a total of 171 submitted, an increase of 37% over 2005)
- *Note the consistent increase from June 2005 and on. This is due mainly to the addition of the MDT's and numerous new computer workstations.
- *The amount of work orders submitted is only a small part of the total amount of work completed. Work orders are end user support requests only.
- *Work orders do not include: password resets, phone calls, email questions, and other misc. "quick questions" by the users.