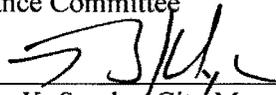


City of Santa Fe, New Mexico

memo

DATE: January 7, 2014

TO: Finance Committee

VIA: 
Brian K. Snyder, City Manager

FROM: 
Lisa D. Martinez, Interim Director
Information, Technology & Telecommunications Department

INFORMATIONAL ITEM

As a follow up to the December 2, 2013 Finance Committee meeting, attached is the information requested by Committee Members from the City of Santa Fe Information, Technology and Telecommunications Department (ITT).

- ❖ ITT Strategic Plan
 - The attached plan is in “Draft” form as the ITT Department’s newly formed ITT Steering Committee is in the process of developing a detailed plan to map out upcoming objectives, initiatives, and needs. This will lay out a vision for IT within the larger organization. The strategic plan is intended to allow other City departments to submit their needs and requirements to be captured and considered in the plan. The goal is to ensure the IT department’s work is aligned with the overall organizational mission, vision and strategic goals.
- ❖ Matrix of Outstanding ITT Contracts
- ❖ ITT Project Priority List

Thank you in advance for your review of the attached reports.

**INFORMATION, TECHNOLOGY,
AND
TELECOMMUNICATIONS DEPARTMENT
STRATEGIC PLAN**

DECEMBER 2013

INFORMATION, TECHNOLOGY & TELECOMMUNICATIONS STRATEGIC PLAN

MISSION

The City of Santa Fe needs to leverage the advantage of technology and innovative technology solutions to efficiently and effectively provide City Employees and the general public with services and information. We need to put forward our best ideas and work together to improve operations and address the technology issues facing city government.

VISION

Have effective governance mechanisms in place to ensure the City's ITT Department moves from strictly being reactive to taking a more pro-active stance in both how IT supports the organization's users, and in how IT aligns with the organization's strategic mission and goals.

STRATEGIC GOALS

- ❖ Information as an Asset
- ❖ Responsive and Accessible Government
 - Utilize technology to efficiently support City government operations and to make government information and services more accessible to the citizens, businesses and staff of the City of Santa Fe.
 - Achieve and maintain quality customer relations by effectively communicating information about existing technology support and future technology plans.
 - Improve citywide business operations through interdepartmental coordination when planning, implementing and managing technology solutions.
- ❖ Efficient, Consolidated, and Reliable Infrastructure and Services
 - IT 3-Year Capital & Maintenance Schedule
 - Recognize technology and security trends, and position the City of benefit from the evaluation of emerging technology and the implementation of proven technology solutions.
 - Create and maintain a reliable and survivable information technology infrastructure supporting ongoing City business operations.
- ❖ Resources: Capable Information Technology Workforce and Funding Availability
 - ITT Training & Development Plan: Hire, develop and maintain technically competent staff capable of identifying, implementing and managing emerging technology solutions to maximize business benefits.
 - Explore alternative resources and evaluate current sources of funding.

CHALLENGES AND OPPORTUNITIES

- ❖ Review & Select Major IT initiatives
- ❖ Ensure alignment & support of initiative with organizational goals
- ❖ Establish a life cycle management plan for key technological systems
- ❖ Establish a Disaster Recovery & Business Continuity plan for key technological systems
- ❖ Review organizational acceptance of risks associated with IT initiatives
- ❖ Ensure that current IT initiatives are optimized for IT staff and for value for allocated funding
- ❖ Maintain oversight of major IT initiatives for likelihood of expected benefits and value.
- ❖ Annual organizational goal setting

STRATEGIC INITIATIVES

Following a recent City audit, Presidio Networked Solutions, Inc. (Presidio) was hired to assess the current City of Santa Fe Information Technology environment. The City of Santa Fe had questions regarding the overall strategy and efficiency of the data center and IT infrastructure, both physical and operational. Presidio reviewed Current IT initiatives underway or planned at the City of Santa Fe, and has identified the following initiatives currently under consideration to meet technology needs (many based on findings identified during their assessment.)

- ❖ Data Center Facilities: Update current facilities or migrate to hosted facilities.
- ❖ Data Center Infrastructure: Update compute, storage, and network to replace legacy equipment.
- ❖ Server Virtualization: Migrate physical servers to a virtual environment.
- ❖ Disaster Recovery/Business Continuance: It is critical to the safety and well-being of the citizens of the City of Santa Fe that the City builds a survivable infrastructure capable of supporting the continuity of government operations in the event of a disaster.

The City recently completed a Disaster Recovery Plan for maintaining an infrastructure capable of supporting and surviving disasters. Presidio has recommended that the City's mission critical application servers, telecommunications switches and data infrastructure be located in updated existing facilities or migrated to hosted facilities.

- ❖ Mobility and Bring Your Own Device (BYOD): Securely accommodate and manage mobile devices (business or personal).
- ❖ Desktop Virtualization: Evaluate feasibility and usefulness.
- ❖ Communications/Collaboration: Update current telecommunications infrastructure (lease expires 2014)
- ❖ Network Refresh: Update network infrastructure.
- ❖ Broadband Initiative: Utilize broadband initiative infrastructure for City facilities.
- ❖ Radio Upgrades: Replace radios that are end-of-life.
- ❖ Document Imaging & Management: Implement City-wide document imaging and retrieval system.
- ❖ Enterprise One update/replacement: Update antiquated system – integrate systems and data. Position for the future by investigating and implementing new technologies to replace older & less efficient technologies.

New technology applications are unveiled daily and investigating them for potential applicability is a challenging task. Currently most City departments undertake their own individual technology appraisals; however, while this may be appropriate for department specific tasks, these appraisals should be done in conjunction with the City's ITT Department for certain general citywide applicability.

Through the creation of a new ITT Steering Committee, the City will implement a multi-departmental approach to investigating and standardizing the application of generally applicable technologies.

- ❖ IT Management: Improve IT processes. Implement Steering Committee
 - Strategic Planning:
 - 1, 3 and 5-year Plans (Capital, Maintenance and Training): Three year strategic plans are commonplace in many IT organizations to help map out upcoming objectives, initiatives, and needs, and therefore laying out a vision for IT within the larger organization. Through the work of the Steering Committee, the strategic plan will allow for other departments to submit their needs and requirements to be captured and considered in the plan. The plan will provide a mechanism for ensuring the IT department's work is aligned with the overall organizational mission, vision, and strategic goals. (Presidio Report)
 - Project Lifecycle: New IT initiatives typically follow a project lifecycle from need identification (which includes defining business and technical requirements), through acquisition, deployment, and finally on to support. IT infrastructure typically needs to be refreshed every 5-7 years on average. (Presidio Report)

<u>PROJECT NAME:</u>	<u>PROJECT DESCRIPTION</u>	<u>IN PROGRESS:</u>	<u>ESTIMATED COMPLETION:</u>	<u>ITT PROJECT LEAD:</u>
IBM System I Upgrade	Upgrade operating system, memory, and disc space for the City's IBM System I (iSeries). This will prepare the iSeries for the upgrade of the JD Edwards E1 system that will take place in early 2014. It will also extend the life cycle of the iSeries to late 2014.	YES	2/21/14	Caryn Fiorina & Paul Campos
Fire Station Alerting System Upgrade	Upgrade the Fire Station Alerting Systems for fire stations to 800 MHz to enhance coverage and provide updated alert tones.	YES	1/17/14	Eduardo Catanach
E1 Staff Training	Caryn Fiorina, Felix Herrera and Chuck Bear will receive formal CNC Administrator training. This is necessary to provide the option to resume internal responsibility for those duties, as they are currently provided by a CNC JDE Architect via PSA. Nevertheless, all critical and/or high-risk CNC and functional analyst work such as system upgrades and expansion will be done by consultants.	NO	3/14/14	Caryn Fiorina
Parking System Interface w/APM Cashiering System	To provide for the ability of the T2 Parking System to interface with the Active Payment Manager Cashiering System to process fee notices and penalty assessments to appropriate revenue line items in the GL.	NO	1/1/14	Caryn Fiorina
TRACS Upgrade	Upgrade the city's server and network hardware that support the Traffic Records Management System, which interfaces with State DOT	YES	2/21/14	Rene Roque
Network Security Penetration Testing	3rd Party Network Penetration Testing & Vulnerability Assessment	NO	10/25/13	Bill Smith
Core Router Replacement	Replace the City's core network router which is currently End-of-Sale/End-of-Life	YES	1/17/14	Bill Smith
Position Budget Control	Provide for position-based budgeting capabilities within the JD Edwards Enterprise One System	YES	2/21/14	Caryn Fiorina

<u>PROJECT NAME:</u>	<u>PROJECT DESCRIPTION</u>	<u>IN PROGRESS:</u>	<u>ESTIMATED COMPLETION:</u>	<u>ITT PROJECT LEAD:</u>
Utility Billing System	An upgrade to the Utility Billing System to support customer service representatives to ensure excellent customer service – to improve responsiveness to customer inquiries and requests for help. Improve efficiency of customer service representatives by enabling information to be readily accessible, at the click of a button/mouse and easily communicated to customers. Improve efficiency of route drivers and their interactions with customer service representatives to support requests for service, change in service, and replacement of equipment. Improve quality of bills by having correct customer information, fewer billing errors, and support ease of work/paper flow.	YES	12/5/14	Caryn Fiorina
Microsoft Exchange Email Upgrade	Upgrade the City's email system to Microsoft Exchange 2010 to provide for improved mobile device synchronization and other capabilities	YES	3/7/14	Bill Smith
Video Surveillance	To establish a Video Surveillance Program for city government whereby surveillance technology will be deployed at various city properties for the following objectives: to aid in the protection of individuals and property from criminal activity; to provide increased customer service, site operations efficiency, and site safety through verifiable knowledge of actual events, including software-analytic based notification; to enhance public safety by including real time video feeds to emergency personnel during crises; to enable forensic analysis of events to establish facts; to provide greater peace-of-mind to the public and staff in and around city properties.	YES	2/21/14	Tom Boyston
Municipal Court System Upgrade	To upgrade the Municipal Court system to the latest version of their FullCourt Enterprise System	YES	12/20/13	Caryn Fiorina
Vertex Updates	Update Vertex system with latest tax table and deduction updates	YES	12/20/13	Felix Herrera
Parking E-Business	Provide web-based citation and permit processing capabilities for Parking customers	NO	5/16/14	Caryn Fiorina

<u>PROJECT NAME:</u>	<u>PROJECT DESCRIPTION</u>	<u>IN PROGRESS:</u>	<u>ESTIMATED COMPLETION:</u>	<u>ITT PROJECT LEAD:</u>
Parking System Interfaces	Provide interfaces from Motoso Vehicle Division (vehicle owner information records) and Police Department citations into the Parking T2 System	NO	2/21/14	Caryn Fiorina
APM E-Business	Provide web-based payment capabilities for utilities, building permits, AR, etc.	YES	12/20/13	Caryn Fiorina
End-of-Year E-1 ESUs	Install end-of-year Electronic Software Updates for the JD Edwards E1 System	NO	12/31/13	Felix Herrera
Digital Microwave System	Upgrade the digital microwave link between the City's radio central site and the RECC Dispatch Center to a licensed spectrum. The current system is non-licensed and has started to receive occasional interference from other non-licensed RF systems in the Santa Fe area	NO	9/19/14	Eduardo Catanach
Tape Back-Up System	Upgrade the tape back-up system for City Hall Data Center to provide for more frequent and larger volume back-ups of open systems data	YES	2/21/14	EJ Duran
Mobile Device Management & BYOD	Evaluate mobile device management & BYOD systems for FY 14-15 budget request and new policy	NO	8/29/14	Bill Smith
ITT Inventory System	Barcode inventory software systems to track IT equipment from issuance to disposal	YES	1/17/14	Perry Knockel
Waterfall Cabling System - City Hall Data Center	Install a new waterfall cabling system for the network equipment racks in the City Hall Data Center for improved safety and more efficient maintenance and troubleshooting	YES	1/17/14	Tom Boyston & EJ Duran
Telecomm Closets Citywide - Preventive Maintenance	Clean up cabling, re-arrange equipment and replace UPS equipment as needed in telecommunications closets throughout the City.	YES	3/14/14	Edward Romero
iSeries DR Role Swaps	Conduct virtual and live role swaps to test DR for iSeries core financial, community development and utility billing system software	YES	3/7/14	Paul Campos
FullCourt System Upgrade	Upgrade the recently upgraded FullCourt System to version 5.1	NO	1/17/14	Caryn Fiorina
FullCourt System Interfaces	Implement interfaces between the FullCourt System and the General Ledger, Parking Citations, & Police Department Citations	NO	2/21/14	Caryn Fiorina

<u>PROJECT NAME:</u>	<u>PROJECT DESCRIPTION</u>	<u>IN PROGRESS:</u>	<u>ESTIMATED COMPLETION:</u>	<u>ITT PROJECT LEAD:</u>
Parking System Interface	Implement interfaces between the Parking System and NMMI	NO	4/25/14	Caryn Fiorina
Upgrade Parking System Handheld Devices	Perform necessary upgrades to parking system handheld devices in order to adequately interact with the Parking Software System	NO	4/25/14	Caryn Fiorina
Sungard Public Safety Interface	Implement import/export capability between Police Records Management System and Municipal Court FullCourt systems	NO	5/16/13	Caryn Fiorina
Web-based Point-of-Sale Capability	Implement web-based point-of-sale capabilities for Parking System, Accounts Receivable and Utility Billing	NO	6/20/14	Caryn Fiorina
Bar Code Scanning	Implement barcode scanning capability for Active Payment Manager system	NO	8/29/14	Caryn Fiorina
Electronic Time Sheets	Better compliance with union contracts. Reduce timesheet errors which result in payroll errors. Reduce Processing time Strengthen security of timekeeping process; reduce potential fraud.	YES	Estimated Beginning FY 2014/2015 for Full Rollout	ASP
Electronic P30's	Better track employee leave. Reduce timesheet errors which result in payroll errors. Reduce Processing time Allow managers to run historical reports.	YES	Estimated Beginning FY 2014/2015 for Full Rollout	ASP
Insight Upgrade	To provide the City with a updated reporting tool. The City is currently two versions behind.	YES	January-2014	ASP
UPK Upgrade	UPK is the User Productivity Kit that is used to creat Training Manuals.	YES	January-2014	ASP
Position Control Module (PCM) POL for Depts Request to Advertise Data Collection Tie into Budget	Will eliminate the need to manually maintain the personnel services budget on an excel spreadsheet. Increase speed and accuracy of retrieving data for analysis for dept. users, and during development of budget. Enables the automation of requests to advertise, process p.a.'s	YES	Estimated Beginning FY 2014/2015 for Full Rollout	ASP
Bottomline Transform	to provide a more useable tool for creating, merging and printing E1 documents, i.e. Checks, Sales Order. Etc	YES	January-2014	ASP
Transparency Data for New Website	to report positions, wages and accounts payable data on the City's website for public use.	YES	January-2014	ASP

Contract Description	Annual Cost	Contract Admin	Vendor	Contract Type	Contract Term
CenturyLink Leased Line Services	\$438,200.00	Yodel Catanach	CenturyLink	Leased Telecommunications Services	Month-to-Month
Chavez Security: Video Surveillance Systems - Citywide	\$253,800.00	Paul Campos	Chavez Security	Video Surveillance Systems	One Time Cost
Microsoft Enterprise Agreement: 900 licenses for Microsoft Windows & Microsoft Office - Upgrade Protection & Software Assurance	\$212,600.00	Paul Campos	Microsoft	Volume Licensing Enterprise Agreement	11/20/12 - 11/19/15
Avaya Telephone System Lease	\$203,600.00	Yodel Catanach	Avaya Financial Svcs.	Lease Agreement	9/3/11 - 9/2/16
Oracle Software Maintenance: Maintenance for HR/Payroll and Financials.	\$203,000.00	Cherelle Blea	Oracle	Maintenance & Technical Support	Annual Renewal
CenturyLink Metro Optical Ethernet - high speed voice & data circuits - all departments	\$168,700.00	Yodel Catanach	CenturyLink	Leased Telecommunications Services	4/14/09 - 11/15/13
AVI./GPS System: Automated Vehicle Locator system for various	\$123,200.00	Yodel Catanach	Radio Satellite Integrators (RSI)	Hosting, Technical Support & Maintenance	6/27/12 - 6/27/16
SunGard software maintenance agreement: This is to cover the I.T.F.	\$95,100.00	Cherelle Blea	SunGard Inc.	Maintenance & Technical Support	Annual Renewal
Motorola - Radio System Service Agreement. This service agreement ensures that preventive maintenance and repairs are performed on the City's radio system. This agreement provides 24-hour (2hr response) on-call support for all critical components of the radios system - which primarily supports the missions of the Police and Fire departments.	\$74,200.00	Paul Campos	Motorola	Maintenance & Technical Support	Annual Renewal
Innovative Interfaces Inc. library maintenance agreement: This agreement covers the library automated system. This agreement covers all software updates and software fixes if needed.	\$56,500.00	Yodel Catanach	Innovative Interfaces	Maintenance & Technical Support	Annual Renewal
Randy Peterson Consulting: Contractor Configurable Network	\$50,000.00	Cherelle Blea	Randy Peterson Consulting	Network & Technical Support	7/1/13 - 6/30/14
TST Consulting: Contractor support implementation of Human Capital	\$49,600.00	Cherelle Blea	TST	Development & Technical Support	7/1/13 - 6/30/14
IBM AS400 Hardware Maintenance:	\$48,000.00	Paul Campos	Mainline Information Systems	Maintenance & Technical Support	Annual Renewal
Selectron: Interactive Voice Resposne (IVR) system maintenance -	\$41,000.00	Cherelle Blea	Selectron Technologies	Maintenance & Technical Support	Annual Renewal
CAaNES Consulting: PSA for Penetration Testing and Network Vulnerability Assessment	\$39,000.00	Yodel Catanach	CAaNES	Security & Network Assessment	Annual Renewal
Obsidian: Professional consulting services for implementation of Fire	\$32,500.00	Yodel Catanach	Obsidian Consulting Services	Project Management & Technical Design Services	One Time Cost
CenturyLink Internet Agreement:	\$32,000.00	Yodel Catanach	CenturyLink	Leased Telecommunications Services	Month-to-Month
Mountain River Consulting: Contractor support for development and troubleshooting on applications on iSeries	\$30,000.00	Cherelle Blea	Mountain River	Development & Technical Support	Annual Renewal
Denovo: Contractor support for development and troubleshooting for	\$30,000.00	Cherelle Blea	Denovo	Development & Technical Support	7/1/13 - 6/30/14
Gartner Research: Access to IT industry analysts and research on all IT	\$29,000.00	Yodel Catanach	Gartner	Research, Analysis, White Papers, & Webinars	Annual Renewal
Verizon: Cellular telephone and broadband - I.T.T	\$22,000.00	Yodel Catanach	Verizon Wireless	Leased Telecommunications Services	Month-to-Month
Justice Systems: Maintenance for the Full Court system	\$21,600.00	Cherelle Blea	Justice Systems, Inc.	Maintenance & Technical Support	Annual Renewal
WebSense: Internet Filtering System	\$21,000.00	Paul Campos	CDWG	Maintenance & Technical Support	Annual Renewal
Civic Plus - Website Maintenance - Maintenance for the City's website.	\$20,000.00	Yodel Catanach	Civic Plus	Hosting, Technical Support & Maintenance	Month-to-Month
IronPort: Spam email protection	\$18,500.00	Paul Campos	INX	Maintenance & Technical Support	Annual Renewal
Comcast: Teleworker broadband accounts	\$16,200.00	Paul Campos	Comcast	Leased Telecommunications Services	Month-to-Month
Telecommunications Tower Lease: Lease for radio central site system	\$16,000.00	Paul Campos	SBA Structures	Lease Agreement	8/9/2000 - 8/8/2025
ActiveNetwork Payment Manager: Maintenance for the software that supports POS transactions for cashiers.	\$14,000.00	Cherelle Blea	AMX International	Maintenance & Technical Support	Annual Renewal
Cisco Smartnet - Advanced Network Management: Same day tech support, and next day replacement for the City's network equipment	\$13,300.00	Yodel Catanach	Advanced Network Management	Maintenance & Technical Support	Annual Renewal

<u>Contract Description:</u>	<u>Annual Cost:</u>	<u>Contract Admin:</u>	<u>Vendor:</u>	<u>Contract Type:</u>	<u>Contract Term:</u>
ScanMail: Maintenance for the virus scan for email	\$12,000.00	Paul Campos	CDWG	Maintenance & Technical Support	Annual Renewal
CenturyLink Long Distance Access	\$10,800.00	Yodel Catanach	CenturyLink	Leased Telecommunications Services	Month-to-Month
Mainline: OS400 Upgrade	\$9,800.00	Paul Campos	Mainline Information Systems	Project Management & Implementation Support Services	7/1/13 - 6/30/14
McAfee Desktop Anti-virus Software Maintenance for all City PCs.	\$8,800.00	Paul Campos	CDWG	Maintenance & Technical Support	Annual Renewal
Utiligy: Utility Billing System maintenance	\$8,100.00	Cherelle Blea	Denovo	Maintenance & Technical Support	Annual Renewal
Help Systems: Software developer tool that provides for SQL injections	\$7,100.00	Cherelle Blea	Help Systems, Inc.	Maintenance & Technical Support	Annual Renewal
Q Software Maintenance Agreement. Maintenance on JDE security software modules. Modules include: Access Analyzer, AutoLock, AutoAudit, Menu Manger, and AutoUser. This software was purchased on June 30, 2000.	\$7,000.00	Cherelle Blea	Q Software	Maintenance & Technical Support	Annual Renewal
Itera: Maintenance for the high availability, disaster recovery software that is used to mirror the city's AS400 with RECC's AS400.	\$6,800.00	Paul Campos	Vision Solutions	Maintenance & Technical Support	Annual Renewal
Denovo: Active Payment Manager End User Training Services	\$5,300.00	Cherelle Blea	Denovo	Training	7/1/13 - 3/15/14
CNSP: Wireless/WiFi Internet and point-to-point	\$5,000.00	Yodel Catanach	CNSP	Leased Telecommunications Services	Month-to-Month
Navex Global (Policytech): This is for maintenance on the policy management system.	\$4,800.00	Cherelle Blea	Policy Technologies	Hosting, Technical Support & Maintenance	Annual Renewal
Numara Software maintenance agreement: This is to cover the software support agreement for the Unipress/Footprints software, which is the work order system for ITT.	\$4,800.00	Yodel Catanach	Numara	Maintenance & Technical Support	Annual Renewal
APC UPS Maintenance - City Hall Data Center	\$4,800.00	Paul Campos	CDWG	Maintenance & Technical Support	Annual Renewal
PAYPOINT: Maintenance for the web based utility payment application	\$4,000.00	Cherelle Blea	Denovo	Maintenance & Technical Support	Annual Renewal
Messenger Plus: This software provides text alerts for iSeries critical issues to technical staff.	\$3,300.00	Paul Campos	Bytware	Maintenance & Technical Support	Annual Renewal
CopyStar Lease: Multi-function busines maching for Siringo Complex	\$3,000.00	Paul Campos	CIT Technology	Lease Agreement	Month-to-Month
Smartshield - Centurion (Library)	\$2,900.00	Paul Campos	Centurion Technologies	Software License Subscription	Annual Renewal
911 ETC. Database maintenance for 911.	\$2,600.00	Yodel Catanach	911ETC	Hosting, Technical Support & Maintenance	Month-to-Month
Backup Exex - Symantec GHOST. Used to image/transfer data and settings to City PCs.	\$2,200.00	Paul Campos	CDWG	Maintenance & Technical Support	Annual Renewal
What's Up Gold: Maintenance for network monitoring software.	\$2,200.00	Paul Campos	Ipswitch	Maintenance & Technical Support	Annual Renewal
DLT Solutions - AutoCAD	\$1,600.00	Paul Campos	DLT Solutions	Software License Subscription	Annual Renewal
Dameware - remote PC management and troubleshooting	\$1,500.00	Paul Campos	Solar Winds	Maintenance & Technical Support	Annual Renewal
Linoma: File transfer software	\$1,400.00	Cherelle Blea	Linoma Software	Maintenance & Technical Support	Annual Renewal
Phone Tree: Automated phone notification system for Municipal Court	\$400.00	Cherelle Blea	Phone Tree	Maintenance & Technical Support	Annual Renewal
TOTAL:	\$2,492,800.00				