

Department of Information Technology

October 2023

Finance and Debt Committee

The Department of Information Technology (IT) has five functional service areas: **End User Support, Infrastructure, Applications Support, Engage Toledo, and DPU Customer Service**. Each service area has active projects that align with the Department's foundational purpose to improve operational efficiencies throughout the City. The Department of IT's strategic priorities include the following initiatives:

1. Improve and expand service to our customers
2. Managing risk (security and reliability)
3. Investing in applications

Below, please find an update on projects from each service.

End-User Support

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> PC Replacement 	<ul style="list-style-type: none"> See attached report 	<ul style="list-style-type: none"> Informational

Infrastructure

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> Tech Recovery Testing 	<ul style="list-style-type: none"> Continuing initial secondary data center testing and playbook updates Working to establish ongoing cadence and metrics reports 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> SAP Hosting 	<ul style="list-style-type: none"> Waiting on Kyndryl pricing to move Finance instances from IBM Cloud to AWS Waiting on pricing to Kyndryl pricing for the DPU renewal agreement, staying within the IBM Cloud through the transition to S4 HANA hosted by SAP If there is no progress in next three weeks, we will look to other partners/alternatives 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> VMware Upgrades 	<ul style="list-style-type: none"> Server virtualization tools upgrade Requires intermittent server reboots 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> EMC Storage Replacement 	<ul style="list-style-type: none"> Pure Storage selected through the competitive bid process Waiting on procurement process finalization and will proceed with implementation planning 	<ul style="list-style-type: none"> Informational

Applications Support

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> HCM/HRIS Software Selection 	<ul style="list-style-type: none"> Reference checks are in progress for our top three software vendors. Selection by end of November. Legislation forthcoming 	<ul style="list-style-type: none"> Legislation coming in the next couple of months.
<ul style="list-style-type: none"> Contract Comp. and Prevailing Wage software 	<ul style="list-style-type: none"> Kickoff meeting scheduled for Nov. 8 Finalizing the PR/Contract through SAP 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> GIS Health Check 	<ul style="list-style-type: none"> Phase 2 of GIS health check started this month with a focus on performance and capacity. A third-party vendor will be testing our system and making recommendations. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> GIS mobile applications 	<ul style="list-style-type: none"> Implemented a mobile Hydrant Inspection workflow at Water Distribution for field workers to enter inspection data out in the field. 	<ul style="list-style-type: none"> Informational

Engage Toledo

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> CRM 	<ul style="list-style-type: none"> Participated in demos with our top three vendors Ongoing reference checks Releasing RFP (previously did an RFQ) in November for final pricing 	<ul style="list-style-type: none"> Legislation coming in the next couple of months.
<ul style="list-style-type: none"> Inbound Calls Average Speed of Answer Average Talk Time 	<ul style="list-style-type: none"> 9,752 7:57 4:47 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> New Service Requests 	<ul style="list-style-type: none"> Total – 5,836 Created by Engage Toledo – 4,862 Created by Resident Self-Reporting - 791 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Training 	<ul style="list-style-type: none"> Refresher training for the 2023 Leaf Collection Season with Urban Beautification 	<ul style="list-style-type: none"> Informational

