

Department of Information Technology
November 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"> Office 365 	<ul style="list-style-type: none"> Preparing environment AD clean up and policy changes Aquiring licenses 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> PC Replacement 	<ul style="list-style-type: none"> Finalizing replacement schedule for remaining five year and older computers still in use. Devices should be replaced by end of January and begin scheduling replacement of devices with 2024 end of warranty dates. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Adobe Licenses 	<ul style="list-style-type: none"> PO has been issued for Adobe licenses and Adobe Sign. All users should be able to access and utilize Adobe features and functionality as normal. 	<ul style="list-style-type: none"> Informational

Infrastructure		
Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> Carrier Service Audit 	<ul style="list-style-type: none"> The Baz group is making good progress on the carrier services inventory & audit with an initial focus on landline telephony services (PRI & Centrex) They are in the process of reviewing bills and will follow on with initial confirmation of service, physical check where needed and final 	<ul style="list-style-type: none"> Informational

	<p>recommendation to terminate services where appropriate.</p> <ul style="list-style-type: none"> We hope to have our initial list of disconnects and initial savings tally by the end of the year. 	
<ul style="list-style-type: none"> Storage Discovery 	<ul style="list-style-type: none"> Working to finalize the procurement of previously bid storage solution. Pure storage will replace our aging EMC SAN While waiting on the installation, we are investigating lower-cost cloud storage solutions for WORM (Write Once Read Many) data. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> TFRD Signal Boost 	<ul style="list-style-type: none"> Working with TFRD to boost carrier service signals in bays to avoid disruption of service from public carrier services to internal wifi 	<ul style="list-style-type: none"> Informational – potential ordinance if additional equipment needed
<ul style="list-style-type: none"> SAP Hosting 	<ul style="list-style-type: none"> Continuing to investigate alternate, lower-cost hosting and system administration services 	<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 	<ul style="list-style-type: none"> Top two preferred vendors identified Reference checks and analysis of each vendor 	<ul style="list-style-type: none"> Recommendation to Council in the next several weeks.
<ul style="list-style-type: none"> CRM 	<ul style="list-style-type: none"> Top three vendors identified Reviewing functionality of new DPU SAP S/4 software 	<ul style="list-style-type: none"> Recommendation to Council in early 2024.
<ul style="list-style-type: none"> Skillsmart 	<ul style="list-style-type: none"> Kick-off meeting completed Gathering current processes and documents 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Snow Angels 	<ul style="list-style-type: none"> We will begin mapping volunteers this month and creating buffers so we can match with people in need Gathering current processes and documents. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Park Scores 	<ul style="list-style-type: none"> providing updates of parks and amenities to Trust for Public Land and nonprofit that assigns Park Score to municipalities across the country - https://www.tpl.org/city/toledo-ohio 	<ul style="list-style-type: none"> Informational

Engage Toledo and Public Utilities Customer Service

Project Name:	Milestones in the last 30 days: 11/1-11/27	Council Impact:
<ul style="list-style-type: none"> Inbound Calls 	<ul style="list-style-type: none"> Engage Toledo – 7,734 Public Utilities – 6,080 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Emails Received 	<ul style="list-style-type: none"> Engage Toledo – 330 Public Utilities - 686 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Walk-In Public Utilities Customers Served 	<ul style="list-style-type: none"> 159 	<ul style="list-style-type: none"> Informational

<ul style="list-style-type: none"> • New Service Requests Created 	<ul style="list-style-type: none"> • Engage Toledo – 3656 • Public Utilities - 409 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Top Service Request Types 	<ul style="list-style-type: none"> • Engage Toledo – Lead Line Replacement Registration – 389, Structure Concern – 273, Street Leaf Collection – 170 • Public Utilities – Utilities Accounting Question – 213, Lead Line Replacement Registration – 48, JCI meter exchange complaint - 24 	<ul style="list-style-type: none"> • Informational