**August 22, 2019**

Information & Communication Technology Strategic Priorities:

- *Improve and expand services to our internal customers*
- *Leverage technology investments across the City*
- *Build a sustainable infrastructure*
- *Manage Risk (Security & Reliability)*

In previous reports we shared the need to move both the Finance and DPU instances of SAP to a new hosting facility. Both instances of the software were on outdated versions and required extensive upgrades before the move. We are pleased to report that the upgrades and migrations are complete and both Finance and DPU SAP instances are running in the new data center. We still have some work to do on the DPU side to restore on-line billing and QuickPay. Once that work is complete we will stand up secondary data centers to ensure an appropriate level of redundancy.

With SAP stabilized, we are in a position to start our software discovery, evaluating the health of current software applications and identifying opportunities for enhancements. We plan to engage an external resource to conduct the study. While we will look at both City & DPU systems and processes, timing may lead us to address DPU first and quickly follow with the analysis of other City systems.

We learned from Mary Schmidbauer that the installation of the new audio-visual system for council chambers is progressing well and nearing completion. The ICT department will assist in the deployment and maintenance of the Tablets but all other equipment will be supported and maintained by an external resource.

Our team continues to work on City Works data clean up. This will assist with more accurate reporting and reduce overall storage requirements. We have released close to a terabyte of data, mostly through the purge of unnecessary attachments.

In a continued effort to fine tune our infrastructure we significantly reduced the number of servers. We've most recently looked at those used by Police and found many that could be shut down. This will reduce our overall maintenance expense and security vulnerability.

We recently completed a project that isolates Federal Tax Information (FTI), moving it off the City network in a completely separate environment. This will remediate most all the recent IRS Audit findings and provide better protection of personally identifiable Information.