



Department of Information Technology
May 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 includes 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"> • Zix Migration 	<ul style="list-style-type: none"> • Zix has been migrated to AppRiver for email filtering, encrypted emails, and archive emails. Enterprise Vault has been disabled and archive emails are being migrated from Zix. Once complete all archive email retrieval will be conducted through AppRiver portal. Instructions to be delivered to end users once complete and functional. 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • O365 Assessment, Consulting, Migration and Subscription activities 	<ul style="list-style-type: none"> • Draft of the ordinance has been completed and will be presented for agenda review in next legislation cycle. Previously discussed and presented at April Finance & Debt Committee Hearing. 	<ul style="list-style-type: none"> • Legislation forthcoming
<ul style="list-style-type: none"> • Summer High School Internship Program 	<ul style="list-style-type: none"> • IT will be working with three students this Summer for COT High School Internship Program. Two of the students will be from Whitmer with one student from Waite. All three are returning to the program from 2022. 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Staff training 	<ul style="list-style-type: none"> • Kicking off training for IT staff to better service our internal customers. • Using Ohio TechCred grants for most training 	<ul style="list-style-type: none"> • Informational

Infrastructure

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> Infrastructure Mgr Position 	<ul style="list-style-type: none"> Interview complete Recommendation for hire prepared Pending Civil Service review 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Virtual Chief Information Security Officer 	<ul style="list-style-type: none"> Recommended in past audit RFP posted and proposals are under review Hoping to onboard and begin services late July 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Storage Area Network (SAN) 	<ul style="list-style-type: none"> Shared pool of storage Existing device is the end of life RFP is posted and bids under review 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Wireless Controller and Access Point Refresh 	<ul style="list-style-type: none"> Existing hardware and software are end of life Provides secure wireless access to City of Toledo network and internet access to guests 	<ul style="list-style-type: none"> Pending legislation to be submitted May 23 agenda review
<ul style="list-style-type: none"> Infrastructure Technology Plan 	<ul style="list-style-type: none"> Entering the next cycle of technology plan development Continued emphasis on migration to the cloud, security, accessibility, and expense reduction Draft complete, under internal review, finalizing June 30 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Secondary data center test preparation 	<ul style="list-style-type: none"> Initial virtual testing connection and target site remote connectivity set up underway Planned testing throughout June & July 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Call Recording 	<ul style="list-style-type: none"> Implementation of cloud-based call recording to support DPU customer service and Engage Replaces aging on-premise solution 	<ul style="list-style-type: none"> Pending legislation to be submitted May 23 agenda review

Applications Support

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> HRIS Consultant – Berry Dunn 	<ul style="list-style-type: none"> Closed RFP; 13 respondents Review in process Summary memo provided by Berry Dunn on 5/19 Voting meeting on June 9 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Prevailing Wage software 	<ul style="list-style-type: none"> Reviewed and scored RFPs Top-vendor identified, doing some due diligence 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Grant software for Parks (Submittable) 	<ul style="list-style-type: none"> Preparing the software to accept monthly reports from program partners 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Snow Angels 	<ul style="list-style-type: none"> Finalizing the map for next season 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Records requests 	<ul style="list-style-type: none"> Improving the internal process for handling FOIA requests Looking at a city-wide solution 	<ul style="list-style-type: none"> Informational



Engage Toledo

Project Name:	Milestones in the last 30 days: 4/21 – 5/21	Council Impact:
<ul style="list-style-type: none"> • Inbound Calls 	<ul style="list-style-type: none"> • 7,695 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Emails Received 	<ul style="list-style-type: none"> • 467 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Top Requests for Services 	<ul style="list-style-type: none"> • Taxation Concern, Structure Concern, Tall Grass 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Ambassador Academy Graduation • Junior Ambassador Academy program & Summer Internship Program 	<ul style="list-style-type: none"> • May 25, 2023, at 5:30 pm in chambers • The Junior Ambassador Academy is in conjunction with the city's Summer Internship Program. Sessions occur every Thursday from June 5 – July 27, 2023 for the forty high school junior and seniors from TPS and Washington Local schools. Engage Toledo has three interns, two returning from last year. 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Customer Relationship Management (CRM) Software 	<ul style="list-style-type: none"> • Resident-facing software to improve operational efficiencies and customer experience for the resident and the call center staff • In the process of speaking with vendors and many other cities on their software and experience. 	<ul style="list-style-type: none"> • Future proposed legislation

