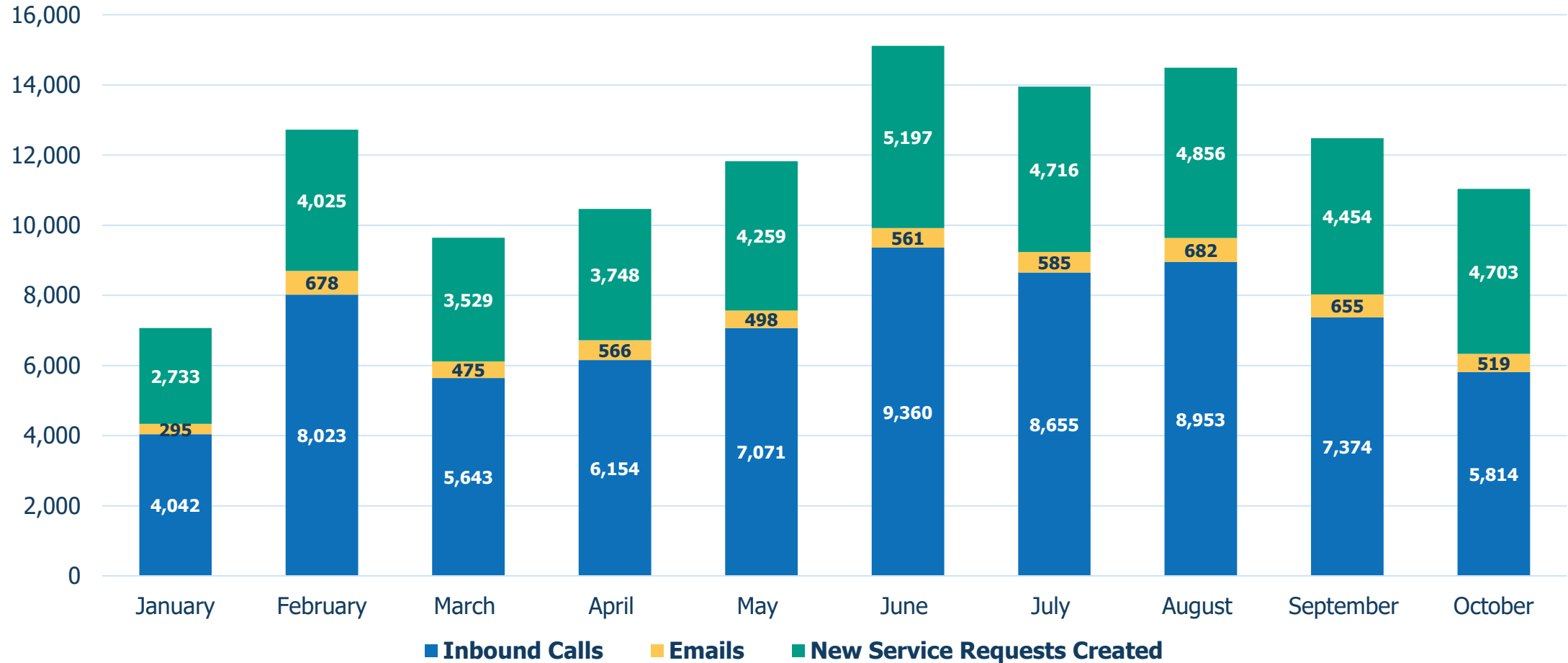




C i t y C o u n c i l U p d a t e - N o v e m b e r 2 3 , 2 0 2 1

Engage Toledo Customer Service Call Center

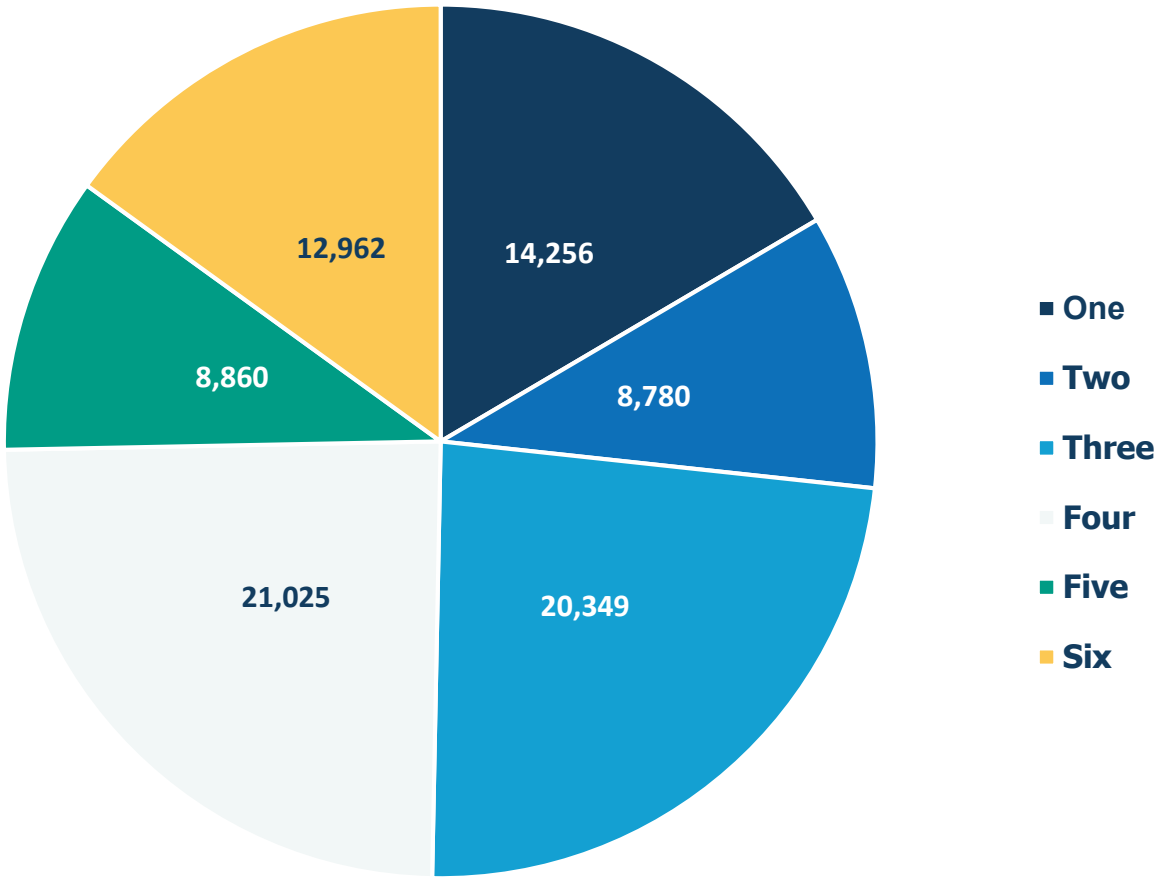
Engage Toledo Customer Contacts January 1 – October 31, 2021



New Service Requests Created by Council District

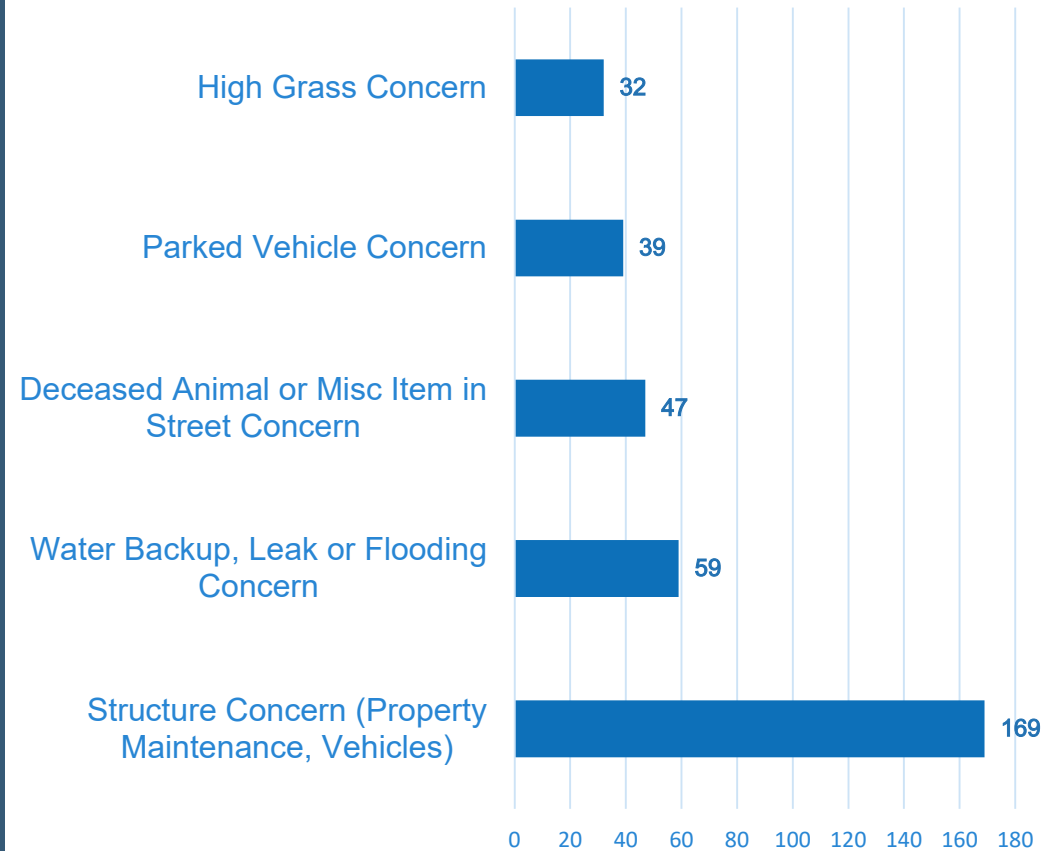
January 1 – October 31, 2021

District One	14,256
District Two	8,780
District Three	20,349
District Four	21,025
District Five	8,860
District Six	12,962

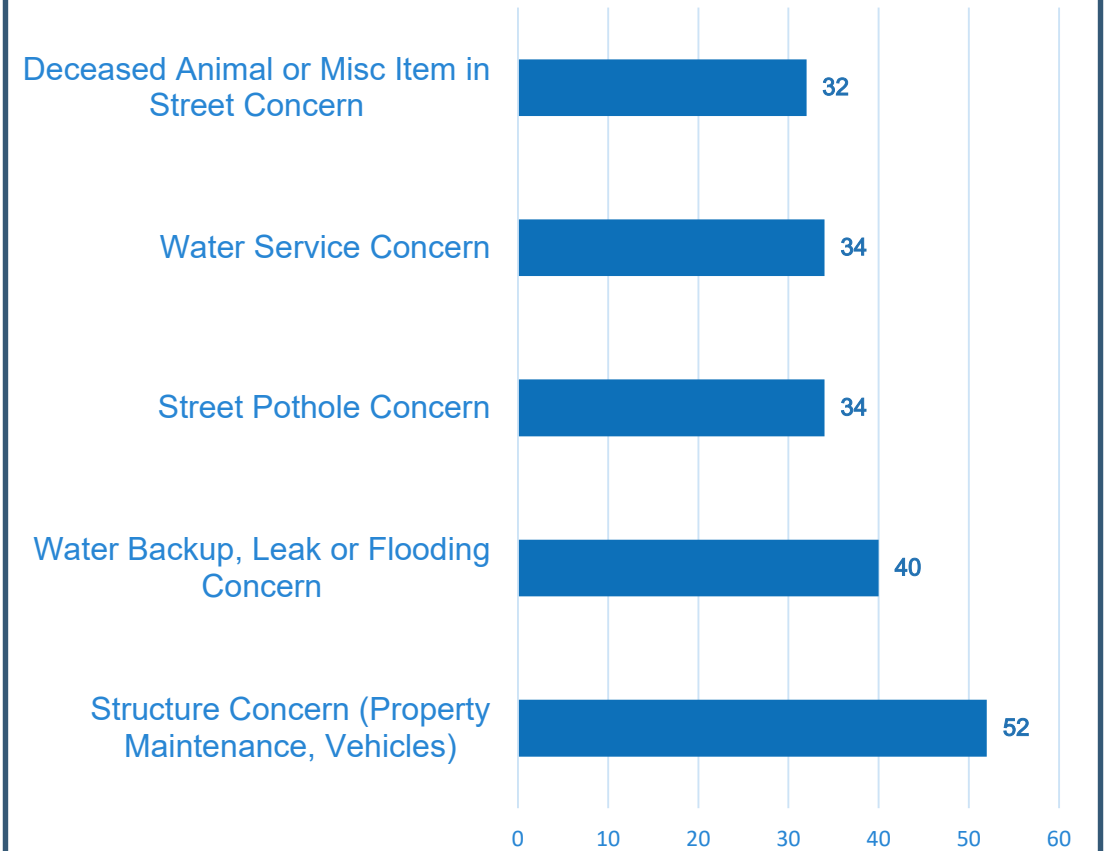


New Service Requests Created by Each Council District for October, 2021

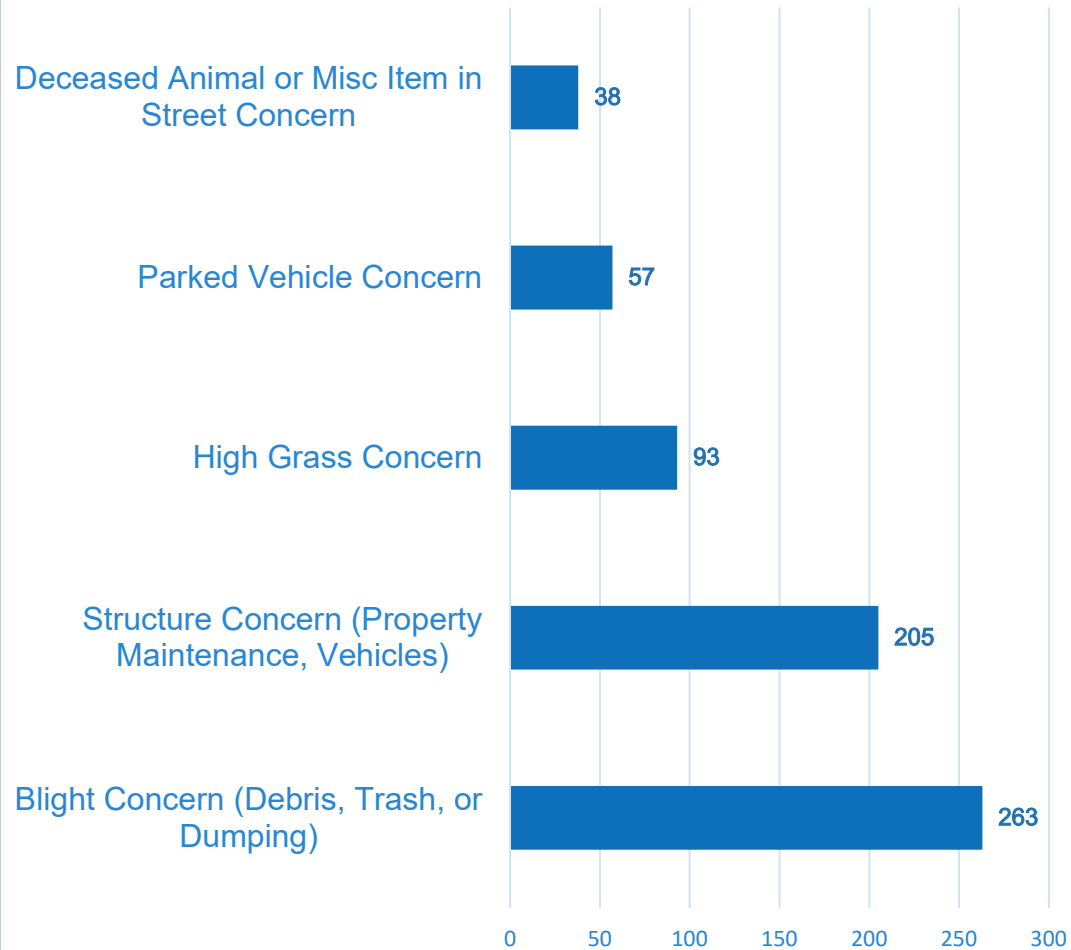
Top 5, District 1 - OCT 2021 | Total: 740



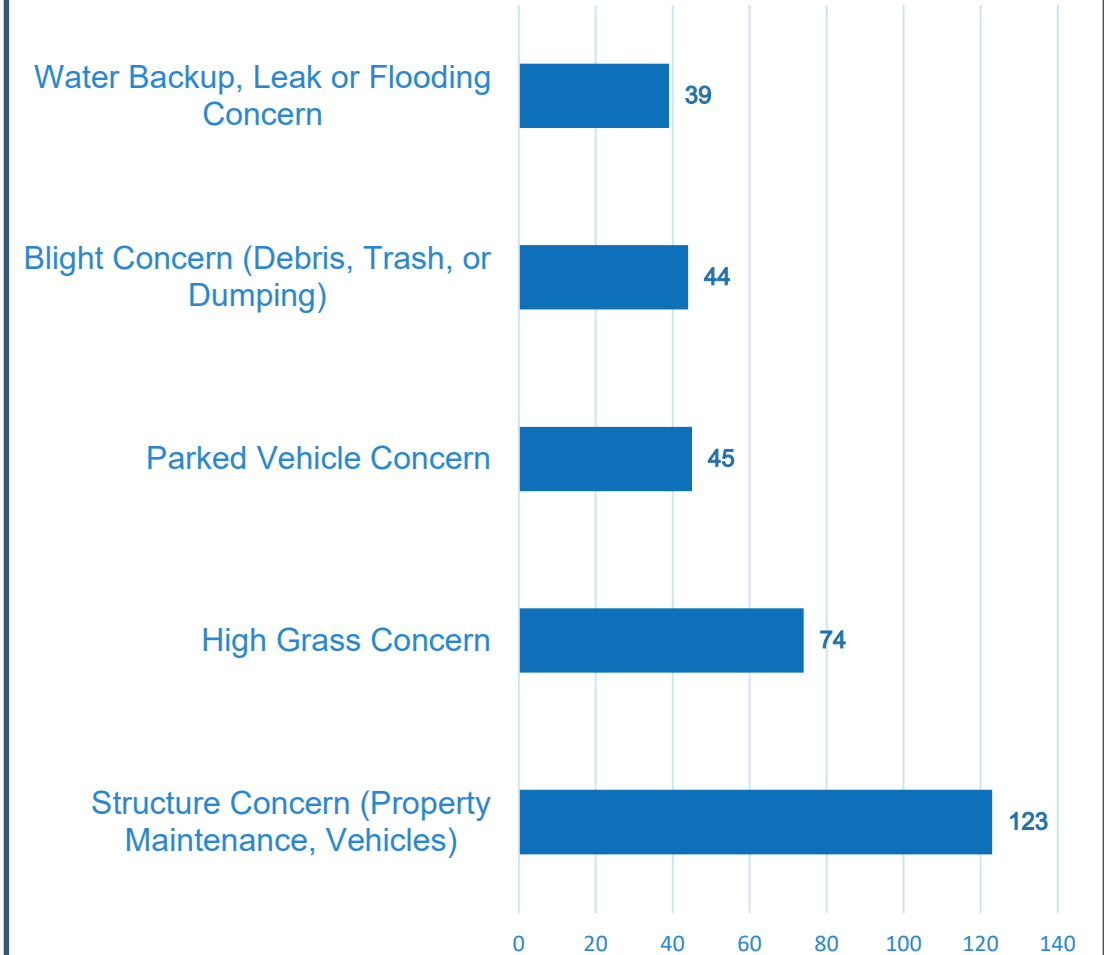
Top 5, District: 2 - OCT 2021 | Total: 486



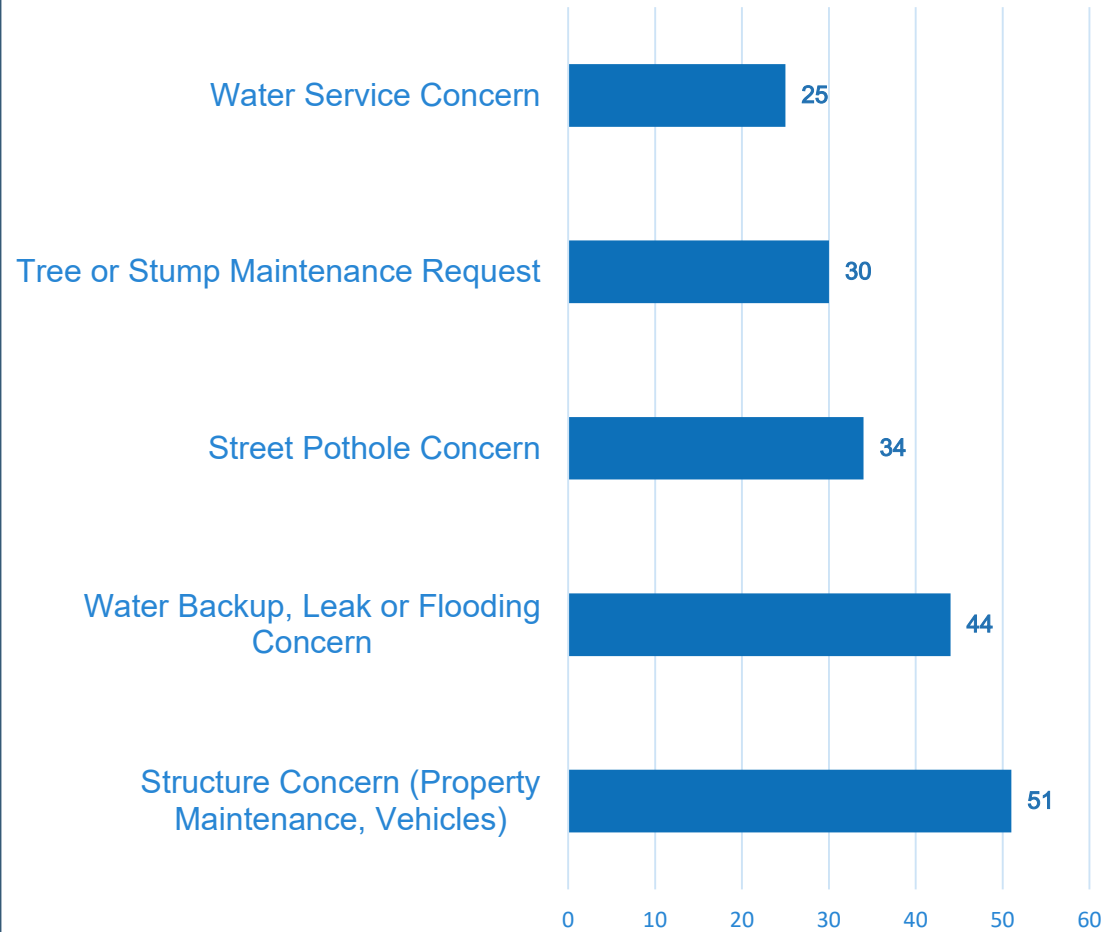
Top 5, District: 3 - OCT 2021 | Total: 1079



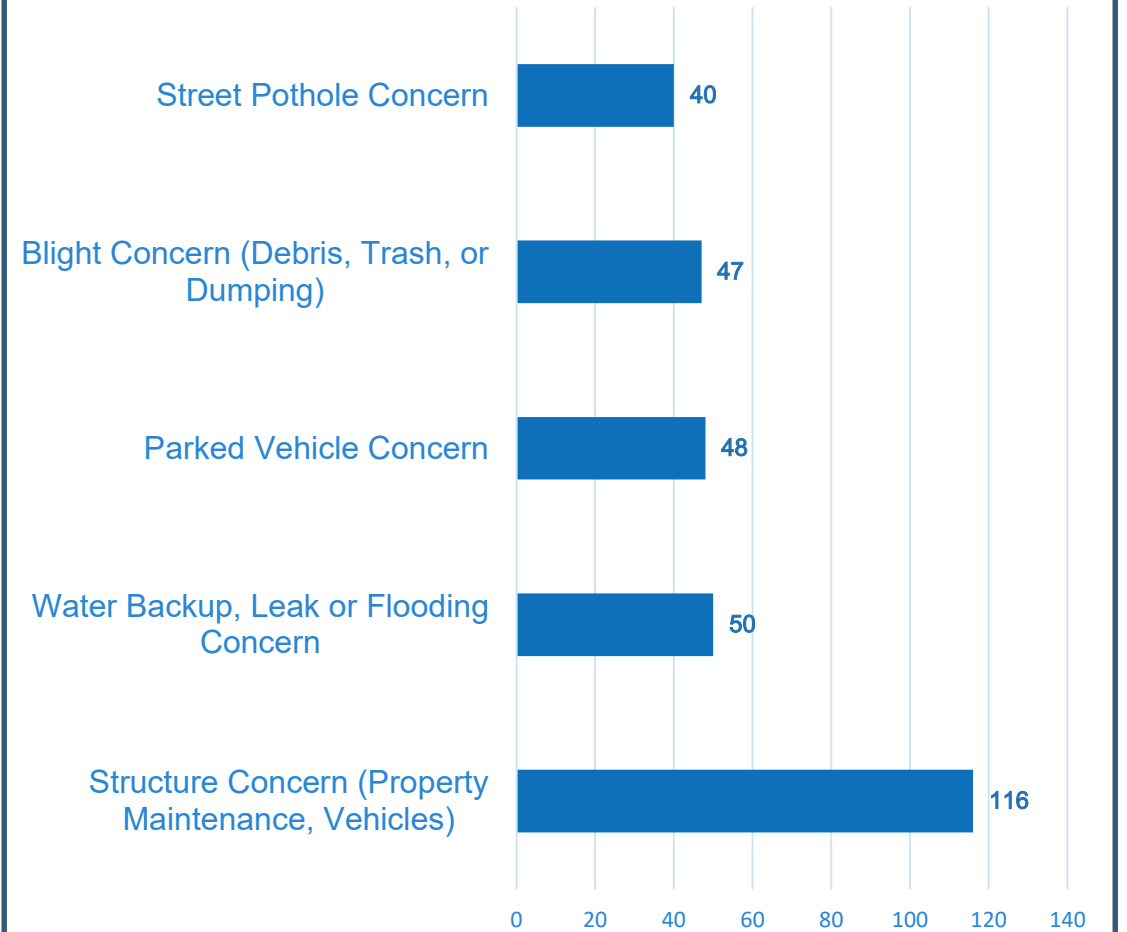
Top 5, District: 4 - OCT 2021 | Total: 832



Top 5, District: 5 - OCT 2021 | Total: 452



Top 5, District: 6 - OCT 2021 | Total: 706





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Information, Communication & Technology

PC Replacement Plan

Phase 1

The background is a photograph of a brick wall, heavily tinted with a teal or cyan color. Large, bold, stylized graffiti letters are painted on the wall, though they are mostly obscured by the color overlay. Some visible letters include 'IO' on the left and 'LO' on the right. The texture of the bricks is visible through the semi-transparent tint.

Background

Background

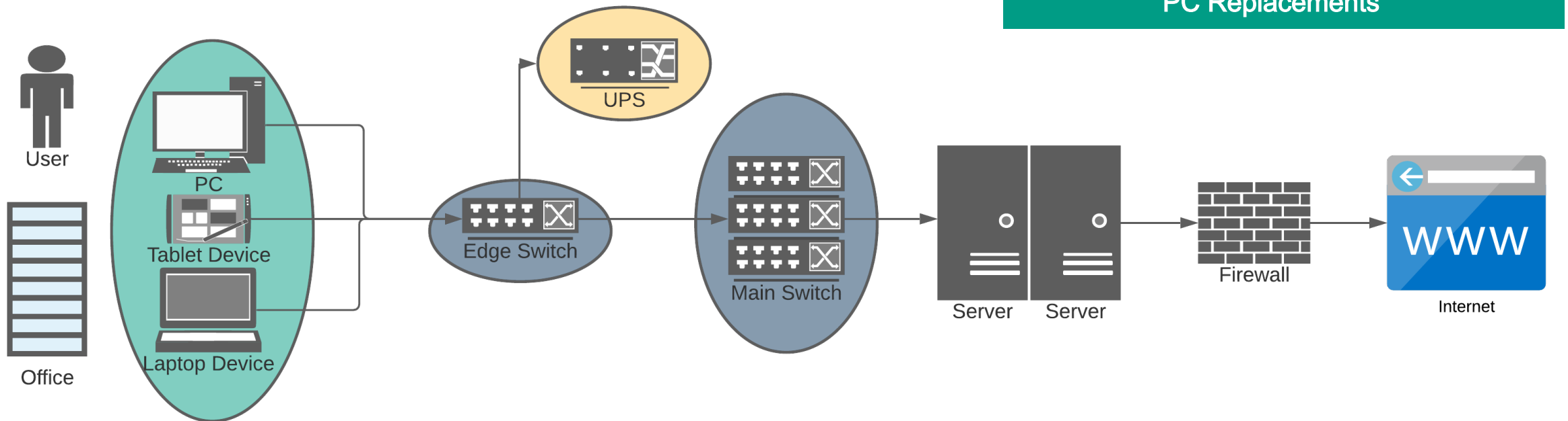
- IT continues to replace components of our infrastructure that are no longer supported – jeopardizing security and reliability.
- The next phase of replacements includes:

UPS Device Replacement

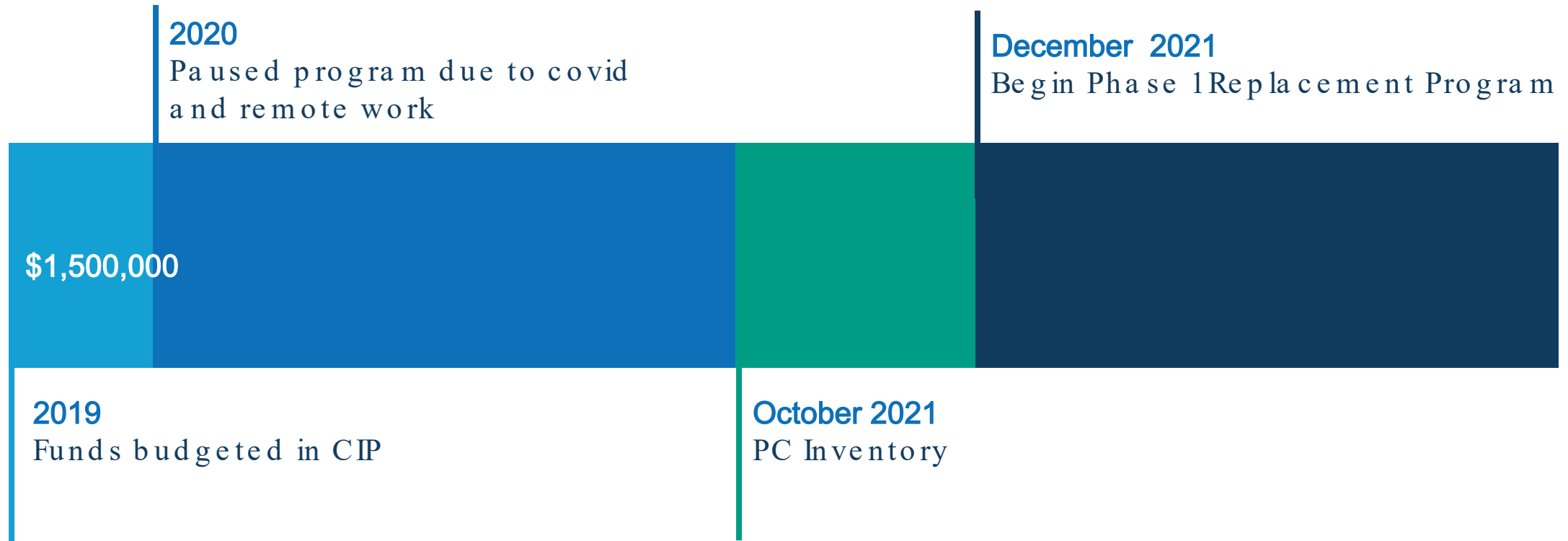
Edge Switch Replacement

PC Replacements

What? Let's explain.



Funding and Timeline



A photograph of two women sitting at a large wooden conference table in a meeting room. The woman on the left is older with blonde hair, wearing a light-colored t-shirt. The woman on the right is younger with dark curly hair, wearing a denim shirt over a patterned top and a chunky necklace. They are both smiling and looking towards the right. The room has a large window, a potted plant, and a television on the wall. The entire image is overlaid with a blue tint.

Spending Details

Phase 1 Replacement Plan

Estimated
\$150,000

UPS Devices

- Uninterrupted Power Supply (UPS)
- Provides protection to IT equipment during times of low/no power supply
- Replace end-of-life devices

Estimated
\$360,000

Edge Switches

- Provides secure connection to the City network
- Each building/floor has several switches
- Replace end-of-life switches

Estimated
\$990,000

PC Replacement

- Replace Windows 7 computers
- Replace Windows 10 computers that are older than 5 years
- Microsoft Office licenses
- Windows 7 Devices to be replaced: 195
- Windows 10: 5 Years and older to be replaced: 661
- Link to Preliminary Inventory Results:
P:\Information Systems\MCP Results

Phase 1 Replacement Plan

	Est. Spend
UPS Devices	\$150,000
Edge Switches	\$360,000
PC Replacements	\$990,000
<hr/>	
Total	\$1.5m





Sustainability

Scheduled Replacements

We must continue to improve/replace so we don't fall behind in security and reliability.

This will require funding each year. This new model of replacement allows for planning of expenses and appropriate timing from a technical perspective.

Phase 2 (2023 - 2025)

- Meet with department to discuss inventory results and plan replacements
- Each department enters into a five-year replacement cycle

Phase 3 (2026+)

- Maintain a five-year replacement cycle

While all of this is happening, we still need to replace computers off cycle for incidents such as a bad hard drive, etc., swap out batteries and provide ancillary accessories as needed.



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City of Toledo

Open Data Hub

<https://data.toledo.gov/>

Open data hub provides the public access to our authoritative data

Maps and application help show our assets and where we are providing services

Data is available to download for analysis, research and development.

Launched November 9th 2021

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