

Department of Information Technology

June 2022

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 last 30 days:	Council Impact:
<ul style="list-style-type: none"> End User Support Interns 	<ul style="list-style-type: none"> End User Support has 4 High School interns 1 intern from Waite (Michael Whitmer III) 1 intern from Start (Devan Hoerner) 2 interns from Whitmer (Jack Spiess & John Eldridge) 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Modern Workplace Engagement 	<ul style="list-style-type: none"> Engagement with Microsoft to review current licensing, software and security applications Determine what Microsoft upgrades will best fit City of Toledo's strategy and serviceability Identify any cost savings with upgrades Determine roadmap for migration 	<ul style="list-style-type: none"> No immediate needs from Council Additional funds may be requested to support continued migration planning and Office 365 implementation
<ul style="list-style-type: none"> Windows 7 Computer Replacements 	<ul style="list-style-type: none"> Department of Building Inspection and Neighborhoods has been completed Fleet and Facilities, TFD, and Taxation are in progress Transportation and DPU will be completed before Labor Day Weekend Once the above departments are replaced, we will replace the remaining Windows 7 computers in CoT environment with Windows 10 devices. 	<ul style="list-style-type: none"> No immediate needs from Council

Infrastructure

Project Name:	Milestones in last 30 days:	Council Impact:
<ul style="list-style-type: none"> Develop a strategy to address supply chain issues. 	<ul style="list-style-type: none"> Optimize existing assets & make sure all at full capacity ie. combine switches to get additional ports Replatform ie. move to external hosting centers Push to the front of the line through vendor competition in cases where we can go outside of our standard Leverage secondary market 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Address inability to fill the Infrastructure Manager position 	<ul style="list-style-type: none"> Work with HR on the wage gap issue Consider contract position Move more into our network support contract 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Telephony optimization & expense reduction 	<ul style="list-style-type: none"> Combination of disconnects/consolidation & moves to alternate services Savings provides budget relief for unplanned network upgrades such as Parks, Urban Beautification, and Landfill 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Unified Communication as a Service prep 	<ul style="list-style-type: none"> Inventory Savings analysis/business case Technical architecture & design 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Continued security enhancements 	<ul style="list-style-type: none"> Education – Cybersecurity awareness training Prevention – Introduced an additional layer of security on external mail access; investigating alternate endpoint protection solutions Monitoring – Continued implementation of new tools and external monitoring partner Response – In the final stages of CJIS compliance to ramp up additional external partners 	<ul style="list-style-type: none"> No immediate needs from Council

Applications Support

Project Name:	Milestones in last 30 days:	Council Impact:
<ul style="list-style-type: none"> GIS Intern 	<ul style="list-style-type: none"> GIS has 1 grad student intern from UT (Topista Nafula Barasa) 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Inspection E-Plan Review ect 	<ul style="list-style-type: none"> E-Plan review is live. Now using in a production environment. 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> Building Inspection Accela Replacement 	<ul style="list-style-type: none"> Analysis complete Configuration in process Go live TBD 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> TFRD TLM Software (Vector Scheduling) 	<ul style="list-style-type: none"> Go-Live scheduled for 7/22/22 Will run existing processes in parallel for a period of time Conducted trainings with Battalion Chiefs 	<ul style="list-style-type: none"> No immediate needs from Council
<ul style="list-style-type: none"> HRIS Consultant 	<ul style="list-style-type: none"> RFP and selection complete Consultant identified: Berry Dunn 	<ul style="list-style-type: none"> Legislation to be presented in coming weeks

	<ul style="list-style-type: none"> • Legislation forthcoming for \$160,000 appropriation • Contract review in process 	
<ul style="list-style-type: none"> • OpenGov 	<ul style="list-style-type: none"> • Working on loading SAP reports into OpenGov • Project on schedule to go live July 2022 	<ul style="list-style-type: none"> • No immediate needs from Council
<ul style="list-style-type: none"> • Anonymous Employee Reporting (StopIt) 	<ul style="list-style-type: none"> • Ordinance approved • Contracts in final stages • Consideration for other use-cases for the software 	<ul style="list-style-type: none"> • No immediate needs from Council
<ul style="list-style-type: none"> • Convenience Store Permits 	<ul style="list-style-type: none"> • Evaluated software solutions and determined Cityworks/ PLL is best fit • Mapping the process before building in Cityworks/PLL 	<ul style="list-style-type: none"> • No immediate needs from Council
<ul style="list-style-type: none"> • Prevailing Wage software 	<ul style="list-style-type: none"> • RFP released 	<ul style="list-style-type: none"> • No immediate needs from Council

Engage Toledo

Project Name:	Milestones in last 30 days:	Council Impact:
<ul style="list-style-type: none"> • Inbound Calls • Emails • New Service Requests created by Engage Toledo • New Service Requests created by residents • Top Service Request Type 	<ul style="list-style-type: none"> • 8,554 • 776 • 6,191 • 1,827 • High Grass – 1,882 	<ul style="list-style-type: none"> • No immediate needs from Council
<ul style="list-style-type: none"> • Junior Ambassador Academy 	<ul style="list-style-type: none"> • We have thirty-five students/ interns going through the academy • We're in week four - half way point • Receiving great feedback from the students 	<ul style="list-style-type: none"> • Session with Council is July 14, 2022 on the 21st Floor and chambers • Graduation is July 29, 2022 at 11:00am in Council Chambers
<ul style="list-style-type: none"> • City-wide Customer Service Strategy Development 	<ul style="list-style-type: none"> • Planning is underway • Strategy and action plan are being developed • Rollout of the strategy in October 2022 • Effective January 2023 	<ul style="list-style-type: none"> • Council support
<ul style="list-style-type: none"> • Engage Toledo Interns 	<ul style="list-style-type: none"> • Engage Toledo has 3 High School interns • 1 intern from Whitmer (Angelo Sifuentes) • 1 intern from Jones Leadership Academy (Christen Edwards) • 1 intern from Owens Community College (Teontre Keyser) 	<ul style="list-style-type: none"> • No immediate needs from Council
<ul style="list-style-type: none"> • Training 	<ul style="list-style-type: none"> • The entire Engage team is receiving training through the National Customer Service Association to be Certified Customer Service Professionals. 	<ul style="list-style-type: none"> • No immediate needs from Council

	<ul style="list-style-type: none">• So far, the Commissioner, Supervisors, and one CSR are certified and others are currently taking the course• The goal is to have the entire customer service team designated as certified customer service professionals by end of third quarter	
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