

Department of Information Technology

January 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"> FreshService Self Service Portal 	<ul style="list-style-type: none"> Working with New Era to complete Single Sign On functionality with Active Directory to provide City employees access to IT Help Desk portal to create and manage help desk tickets. This will help provide better visibility with end users to ticket status as well as expedite service requests. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Office 365 Migration 	<ul style="list-style-type: none"> Finalizing RFP to hire consulting services to assist in creating roadmap to Office 365 from current environment as well as develop plan for rollout and production to all departments and end users. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Digital Media Players 	<ul style="list-style-type: none"> Media players have been delivered to IT Department. Working with Mega Media Factory and departments for training sessions to utilize players within their departments. Content creation completed by departments and Marketing department as needed. 	<ul style="list-style-type: none"> Informational
Infrastructure		
Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> Secondary data center & replication testing 	<ul style="list-style-type: none"> Testing connectivity between data centers to prepare for full testing of remote private cloud hosting and disaster recovery as a service (DRaaS) solutions. Customization of DR playbook will follow tests 	<ul style="list-style-type: none"> Informational

<ul style="list-style-type: none"> Continued review of storage solution, preparing for system replacement and changes to the storage requirements 	<ul style="list-style-type: none"> Expecting long delay in order fulfillment Finalized storage requirements and conducted analyst review Plan to prepare bid package and publish to Planet Bids in February. <p>Key changes to storage requirements include but is not limited to:</p> <ul style="list-style-type: none"> DPU archive transition from native SAP to OnBase scanning project (+) E-Plans review OnBase project (+) Eventual transition to cloud mail (-) 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Fleet & Facilities Phone System Replacement 	<ul style="list-style-type: none"> Fleet & Facilities were experiencing repeated telephone system outages Configured existing Cisco Call Mgr IP telephony system to leverage fiber connection to OGC and replace aging copper cable and end of life PBX based telephone system Go-live & training planned for mid- February This was a very low cost interim move to maintain services. F&F will eventually go to the City Wide UCaaS solution planned for 2023/2024 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Finalize switch RFP Requirements 	<ul style="list-style-type: none"> Expecting long delay in order fulfillment Preparing bid package for replacement of edge switches Prioritizing based on age and impact of device Making some incremental replacements with failures and as supply is available but still want to take advantage of aggregate spend opportunity as much as possible. 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Hoffman Road Landfill migration to IP telephony 	<ul style="list-style-type: none"> Planning short term move to address service issues with plan to migrate to Unified Communication as a Service (UCaaS). 	<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"> HRIS Consultant – Berry Dunn 	<ul style="list-style-type: none"> Current state memo being finalized Pre-RFP demos are in process RFP slated for release in Feb/March 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Anonymous Employee Reporting (StopIt) 	<ul style="list-style-type: none"> Testing in progress Go-live will be in March 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Convenience Store Permits 	<ul style="list-style-type: none"> Cityworks process is designed OpenCounter development in process 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Prevailing Wage software 	<ul style="list-style-type: none"> Additional research into RFP responses 	<ul style="list-style-type: none"> Informational
<ul style="list-style-type: none"> Grant software for Parks 	<ul style="list-style-type: none"> Secured contract with Submittable Application is online and available to end-users 	<ul style="list-style-type: none"> Informational



<ul style="list-style-type: none"> • Training for IT 	<ul style="list-style-type: none"> • Released RFP for a training partner • Selecting the top respondent in January • Ordinance coming in February, which will include training funds and grant awards 	<ul style="list-style-type: none"> • Ordinance to be presented in February
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Engage Toledo

Project Name:	Milestones in the last 30 days:	Council Impact:
<ul style="list-style-type: none"> • Statistics: Jan.1 – Jan. 21 	<ul style="list-style-type: none"> • Inbound calls: 5,677 • Average Speed of Answer: 2:13 • Average Talk Time: 3:47 • Emails: 100 • New Service Requests – 4,291 • Resident Self-Reporting: 643 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • New Cityworks Workflow 	<ul style="list-style-type: none"> • Engage Toledo collaborated with IT, the Assessments Office, and Urban Beautification to create workflow in Cityworks for calls regarding property tax assessments 	<ul style="list-style-type: none"> • Informational
<ul style="list-style-type: none"> • Vacancy Update 	<ul style="list-style-type: none"> • 2 New Hires are in the pre-employment process to join our team as customer service representatives 	<ul style="list-style-type: none"> • Informational

