



City of Toledo
Information & Communications Technology

One Government Center, Suite 340 Toledo, Ohio 43604 | (419) 245-1493 | www.toledo.oh.gov

October 30, 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)*

You'll remember from earlier reports that we moved to a new IBM hosting center for our DPU and Finance instances of SAP. The move also included the implementation of a secondary site to ensure business continuity in the case of failure at the primary data center. The DPU and Finance teams will test the secondary site in the coming weeks and will repeat the test annually to ensure sound design and processes.

Our team continues to work on City Works data clean up. This will assist with more accurate reporting and reduce overall storage requirements and increase the speed of the system. We have cleaned up our map services and helped the speed of the Cityworks maps. Additionally, we have engaged ESRI to update our system so that we will have more robust details available via the internet such as vehicle tracking.

We are working on replacing our current UPS for the data center and multiple sites throughout the City. This will ensure our servers and systems will power down properly if a power failure occurs. This will help ensure security and reliability of our infrastructure.

We are also working on replacing our end of life switches. This will help ensure security and reliability of our infrastructure as well.

Our team continues to work on replacing Windows 7 PC's and software. We anticipate that there will be approximately 700 PC's that we will need to purchase extended maintenance to ensure that we get security updates on those we are not able to replace by the end of 2019.

Code Enforcement will be moving forward with Cityworks PLL in the near future. This will allow them to utilize the case management structure which is more conducive to the work they perform in the courts and will retain the ongoing history of a property.