



**City of Toledo**  
**Information & Communications Technology**

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**January 23, 2020**

**Information & Communication Technology Strategic Priorities:**

- Improve & expand service to our internal customers
- Manage Risk (Security & Reliability)
- Develop an enterprise application architecture to effectively support the City operations
- Develop effective reporting and analytics data model & tools
- Increase operational efficiency and transparency through the use of Smart City and other IoT technology

**Improve & expand service to our internal customers**

In support of this initiative, we have established a new GIS Manager position. The new manager will be accountable for directing the efforts of GIS team members that report to various departments throughout the City. Bringing the team together under one manager will help facilitate the creation and adherence to GIS and CityWorks policies and procedures, Consistent practices, and improved data consistency will improve service to our internal customers and residents.

In addition we have posted a Deputy Director, Infrastructure Manager and End User Support Manager position. We will provide details on these positions and their accountability as we move through the recruitment process.

**Manage Risk**

As you know from earlier reports, the PC operating systems, Windows 7 is no longer supported by Microsoft. This means that Microsoft will no longer provide security patches and other fixes under their standard maintenance. The City still has about 800 PCs running Windows 7 that we are planning to replace throughout 2020. In the meantime, we have subscribed to Windows 7 extended support through Microsoft, which provides all necessary security patches and fixes throughout the term of the agreement.

**Develop an enterprise application architecture to effectively support the City operations**

Our website enhancement project is underway. The project includes the implementation of new content management software as well as improvements and additions to website content.

We are planning an enterprise application assessment that will examine the health and fitness of shared applications throughout the City. The external assessment is part of a broader program that includes process improvement as well as recommendations for software treatment. An RFQ is in draft form and will be issued within the next two months.

### **Develop effective reporting and analytics data model & tools**

The application assessment described above will include reporting and analytics tools. To prepare, we are conducting a high-level inventory of data sources throughout the City. We are also planning to build up our internal resources with the addition of a data analyst position within the Engage Toledo team.

### **Increase operational efficiency and transparency through the use of Smart City and other IoT technology**

Our approach to Smart City is to leverage departmental incremental investments in IoT for broader use throughout the City. Most recently the Department of Public Utilities has decided to invest in Advance Metering Infrastructure through Flexnet. The Flexnet network can support other IoT devices such as lighting, signaling and other controls. We will continue to look at other opportunities as we progress in the AMI/AMR project,