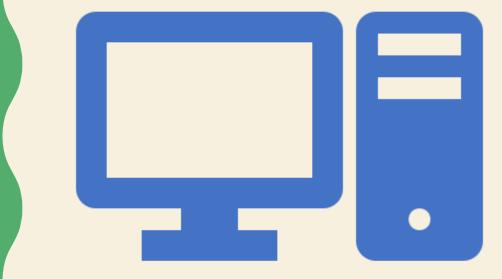# APRIL 14, 2020 INFORMATION TECHNOLOGY UPDATE

DR. JAMES FORREST TOELLE
INFORMATION TECHNOLOGY DIRECTOR

Council Meeting April 14, 2020

PRESENTATION OVERVIEW

FIVE-YEAR PLAN RECOMMENDATION 8

STATE OF TECHNOLOGY SINCE MARCH 12, 2020

REMOTE WORKFORCE

ONGOING PLAN

TECHNOLOGY RECOMMENDATION 8

Develop and implement recommended technology configurations and equitable distribution strategies standards for all Columbus Consolidated Government and associated workspaces to ensure the integration of technology in support of the business function of that space.

- This recommendation not only addresses the on-site workforce's ability to work, but also a remote workforce.

- Information Technology has been planning this since 2015, and has practiced working remote several times a year.

- Currently all of Information Technology who can work remotely have worked remotely successfully since March 12, 2020, when we were asked to implement and test our plan by the City Manager.

- Information Technology Mainframe Operators are the only personnel in I.T. that must go to the Government Center to do their jobs.

MICROSOFT SKYPE

- Skype is a teleconferencing app that allows communication through chat, video and audio conferencing, and screen sharing.

- Nearly every city employee has access to Skype.

- Microsoft is in the process of phasing out Skype in Favor of Microsoft Teams.

MICROSOFT TEAMS

- Microsoft Teams is a teleconferencing app that allows communication through chat, video and audio conferencing, and screen sharing.

- Microsoft Teams is available to all employees who need it.

- Unlike Skype, Teams includes enhanced cloud-based features like a better mobility experience, improved video and audio quality, better scheduling, group communications, file and screen sharing collaborations, and an improved virtual group workspace for easy collaboration.

REMOTE WORKFORCE

- The Mayor's Office and the City Manager's Office have the ability to work remotely.

- 311 is working remotely.

- Council meetings are being held remotely and are being livestreamed.

- Budget hearings are being held remotely if requested.

- Currently Information Technology is currently livestreaming Jail Pleas from one courtroom and is working to expand the same technology to 8 other courtrooms.

- Other departments are also working remotely.

- Information Technology is working to meet the needs of departments within the city.

- Currently all departments are operational.

- Other general uses of cloud technology.

- The biggest challenge for non-IT staff is the learning curve of using new technology.

- Information Technology's biggest challenge is the ineffective staffing model due to the Mainframe.

ONGOING PLAN

- Information Technology is maintaining business continuity by following the I.T. plan on file that the City Manager requested to be implemented March 12, 2020.
- Moving forward on all currently active projects including:
    - Court System
    - Finance - Energov
    - Public Safety - Premier One (CAD)
    - HR - Forms Implementation
- Information Technology is maintaining business continuity on all production applications to include:
    - Tax Commissioner & Tax Assessor - IAS World
    - Columbus Police Department - RMS
    - HR - NeoGov
    - Finance/HR/Payroll - Advantage360
    - Planning/Engineering/Inspections – Energov
    - Current Court System on the Mainframe

QUESTIONS?

FIVE-YEAR PLAN RECOMMENDATION 8

STATE OF TECHNOLOGY SINCE MARCH 12, 2020

REMOTE WORKFORCE

ONGOING PLAN