

INFORMATION TECHNOLOGY DEPARTMENT – ANNUAL REPORT 2022



The Information Technology Department is a service-based, quality focused internal services department. The Information Technology team support all city departments and collaborates with many external entities to provide tools, applications, information access and cybersecurity in a timely and professional manner to support the city's Strategic Plan and its S.T.A.I.R.S Core Values.

| Measurements | 2019 Actual | 2020 Actual | 2021 Actual | 2022 Actual | 2022 Goals |
|-------------------------------------------------------------------|------------------------|------------------------|------------------------|------------------------|-----------------------|
| <u>Efficiency</u> | | | | | |
| Average close time of Critical/High IT Help Tickets (Days) | 3.6 | 3.62 | .43 | .41 | .5 |
| <u>Effectiveness</u> | | | | | |
| Percent closed within timeframe | 83% | 89% | 97% | 95% | 90% |
| <u>Efficiency</u> | | | | | |
| Maintain core server/network at current -1 firmware | 99% | 99% | 99% | 99% | 100% |
| <u>Workload</u> | | | | | |
| Percentage of Computers Installed with FortiGate Client Installed | 100% | 100% | 100% | 100% | 100% |
| Number of legacy applications retired | 3 | 2 | 6 | 2 | 5 |
| Number of Security Audits Performed | 1 | 1 | 0 | 0 | 1 |
| System Availability | 99% | 99% | 99% | 99% | 99% |

Legacy Applications Retired

| Applications Retired in 2021 | IBMi % Usage |
|-------------------------------------|---------------------|
| PD Crime | 20% |
| Code Enforcement | 10% |
| Human Resources | 2% |
| Loans | 2% |
| Finance - Parking Stalls | 2% |
| DPW - Signs & Fuel | 1% |
| Total | 37% |

| Applications Retired in 2022 | IBMi % Usage |
|-------------------------------------|---------------------|
| Finance - Taxes | 5% |
| Total | 5% |

| Applications - Remaining | IBMi % Usage |
|-----------------------------------------------|---------------------|
| Finance - Taxes | 5% |
| Finance - Special Assessments | 15% |
| Clerks - Business Licensing | 15% |
| PD - IMS (Document Management) | 10% |
| Planning - Zoning | 2% |
| DPW - Inventory & Related Move to new EAM | 7% |
| Fire Department | 1% |
| DPW - Sidewalks Move with Special Assessments | 1% |
| DPW - Cemetery Moving to GPS | 1% |
| DPW - Parks Move with MUNIS Parks & Rec | 1% |
| Total | 58% |

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|-----------------------------|-----|
| Planned to be moved in 2023 | 45% |
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Major Accomplishments

- Upgraded our ERP system (Tyler/MUNIS) from version 2019.1 to 2021.4
- Upgraded all Tyler/MUNIS servers from 2012.R2 to 2019
- Implemented Tyler Payments for credit card processing
- Installed IT infrastructure at new Uptown Social facility
- Implemented new Endpoint Detection and Response (EDR) solution
- Enhanced network controls to improve our cyber security
- Implemented additional email filtering solution