

CITY OF SHEBOYGAN

REQUEST FOR FINANCE AND PERSONNEL COMMITTEE CONSIDERATION

ITEM DESCRIPTION: Benchmark Measurements for Information Technology (IT) Department, for period commencing January 1, 2021 and ending December 31, 2021

REPORT PREPARED BY: Eric Bushman, Director of Information Technology

REPORT DATE: February 8, 2022

MEETING DATE: February 14, 2022

FISCAL SUMMARY:

Budget Line Item: N/A
Budget Summary: N/A
Budgeted Expenditure: N/A
Budgeted Revenue: N/A

STATUTORY REFERENCE:

Wisconsin Statutes: N/A
Municipal Code: N/A

BACKGROUND / ANALYSIS:

These are the benchmark measurements as defined in the 2021 strategic plan for IT.

STAFF COMMENTS:

The following are the YTD measurements and 2021 goals and major accomplishments.

Measurements	2018 Actual	2019 Actual	2020 Actual	2021 Actual	2021 Goals
<u>Efficiency</u>					
Average close time of Critical/High IT Help Tickets (Days)	4.8	3.6	3.62	.43	5
<u>Effectiveness</u>					
Percent closed within timeframe	75%	83%	89%	97%	90%
<u>Efficiency</u>					
Maintain core server/network at current -1 firmware	98%	99%	99%	99%	100%
<u>Workload</u>					
Percentage of Computers Installed with FortiGate Client Installed	99%	100%	100%	100%	100%
Number of legacy applications retired	N/A	3	2	6	5
Number of Security Audits Performed	0	1	1	0	1
System Availability	97%	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 - Remaining	IBMi % Usage
Finance - Taxes	10%
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	63%

Major Accomplishments

- Upgraded our ERP system (Tyler/MINIS) from version 11.3 to 2019.1
- Upgraded Microsoft Office from 2010 to 2019
- Upgraded Microsoft Exchange (email server) from 2010 to 2019
- Installed a new email archiving system – Datacove
- Implemented Darktrace, a network cyber security defense system
- Enhanced network controls to improve our cyber security
- Infrastructure refresh of access points and switches

ACTION REQUESTED:

For informational purposes only.

ATTACHMENTS:

None