Information Technology

department

Department Description

The Information Technology (IT) Department provides technology services in order to support fellow departments and the community. Our primary objective is to deliver business-driven, efficient, quality technology solutions and services for the City of Santa Cruz staff and the public. To this end, IT is organized into the following major areas: strategic and administrative services; client services and systems administration; infrastructure services; process and application solutions (including Geographic Information Services - GIS).

Strategic & Administrative Services

Process & Application Solutions

Client Services & Systems Administration
(Not Pictured: Jon Neronde)

Infrastructure Services
(Not Pictured: Dennis Kiyabu)

FY 2018 Accomplishments

Community Safety & Well-Being

- Supported the Police Department implementation of body worn cameras.

- Developed a successful internal test portal for entry of community requests.
  - Pilot will transition to a full project that will start in April and be implemented before fall 2018.
  - Full project will consolidate several decentralized ways for the community to request services into a single online portal which can be accessed via web browser or an application on iOS and Android devices.
- Started project to modernize and make sustainable the City's camera systems and physical access/door controls. FY 2018 achievements include:
  - New camera security system on the levee from Soquel Ave. to Laurel St.
  - Cleaning and required maintenance for Coast Pump Station.
  - Movement of Union Locust building to a new solution.
  - High speed, fiber connectivity at certain areas within the Water Treatment Plant.

- Began redesign of City technology security policies and procedures.
- Upgraded new vehicle technology for the Fire and Police Departments.
- Developed a custom tool to make more efficient the City's ability to meet state water sampling reporting by the Waste Water Treatment Facility.
- Reduced processing time for staff using the traffic collision system.
- Set-up cannabis permitting in the City's system.
- Implemented new sewer ordinance on the City's system.
- Upgraded Water Treatment Plant SCADA system for increased functionality and improved security.
- Supported updates to Local Hazard Mitigation Plan via Geographic Information Systems (GIS).

Housing

- Implemented improved processes and system for Transient Occupancy Tax (TOT).

- Supported housing committees and various housing research needs via maps and GIS online layers.

- Supported technology needs at River Street Camp.

Economic Vitality

- Implemented faster, more secure payment handhelds for Civic Center staff.

- Began roll-out of electronic plan check.

- Implemented GIS web applications for affordable housing, Economic Development opportunity sites, earthquakes, and rental properties.

Infrastructure

- Began implementation of new gate controls and pay stations for parking garages.

- Added storage capacity and upgraded virtual infrastructure for the City Hall data center.

- Went live with new virtual desktop infrastructure (VDI).

- Updated network infrastructure at the Resource Recovery Center to improve performance and security.

- Continued roll-out of mobile data management tool to secure City mobile devices.

- Implemented segmented networks and hardened end point devices for Payment Card Industry (PCI) compliance.

- Migrated Water meter application to vendor cloud.

- Began update of various infrastructure components including email, data centers, imaging, and backup and recovery.

- Automated parking enforcement to DMV integration.

- Improved network performance monitoring for City IT staff including updating content, graphics, and alerts.

- Audited various network and client components in order to more effectively manage devices.

Engaged & Informed Community

- Delivered a new City website, incorporating improved navigation, a fresh look, and interactive tools. Resolved various abandoned links and bugs throughout the year.

- Implemented mayoral scheduling tool for the public.

- Worked with other regional GIS resources to update imagery for online mapping functionality.

Financial Stability

- Implemented replacement cashiering system for a beyond end-of-life system.

- To maintain supported and under vendor software warranty, upgraded various systems, including the City's core enterprise resource planning, Parks & Recreation's reservation and registration system, the new cashiering system, and Waste Water Treatment Facility's Laboratory Information System.

- Trained City staff on various cyber security areas each quarter.

- Continuously re-evaluated maintenance contracts to look for cost reductions via negotiations, consolidations, competitive pricing, etc.

- Began FY 2018 personal computer (PC) replacements for City staff.

Environmental Sustainability & Well-Managed Resources

- Developed system changes and reports to improve how the Water Department processes various programs.

- Implemented various reports for the Water Department including meter aging/replacement, water conservation, water usage, and follow-up after the fix of a water issue.

- Stabilized the system that does refuse routing.

- Supported Climate Adaption Planning via GIS.

FY 2019 Goals

Community Safety & Well-Being

- Continue project to modernize and make sustainable the City's camera systems and physical access/door controls. FY 2019 targets include:
  - Water Treatment Plant
  - Corporation Yard
  - Waste Water Treatment Facility
  - Harvey West Clubhouse
  - Rail Trail Segment 7 (will begin in FY 2019 and will carry over to FY 2020)
  - Additional locations based upon urgency of need and age of equipment
- Replace Police Department interview room infrastructure.
- Work with other local agencies in Santa Cruz Regional 9-1-1's replacement of records management system for public safety.
- Go live with community request for service portal.
- Complete redesign of City technology security policies and procedures.

Housing

- Support housing committees and various housing research needs via maps and GIS online layers.
- Support technology needs at River Street Camp and subsequent phases as needed.
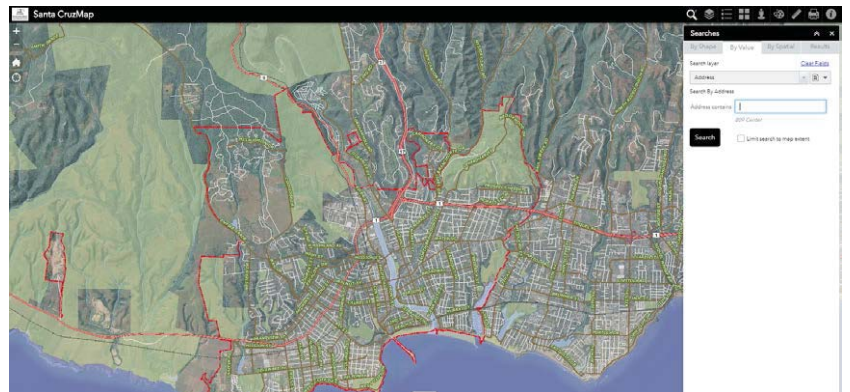

Economic Vitality

- Improve processes and online capabilities for land management, business licensing, and permitting system.
- Complete roll-out of electronic plan check.

Infrastructure

- Continue implementation of new gate controls and pay stations for parking garages.

- Assist with various remodels including the City Hall Annex and Union-Locust.

- Upgrade soon to be end-of-life Cisco Voice over Internet Protocol (VoIP) version.

- Improve network performance and security at various City sites.

- Audit and then clean-up Active Directory, file share permissions, and other network access components.

- Continue to implement PCI compliance items.

- Replace data center infrastructure at Water Treatment Plant and Waste Water Treatment Facility as needed for sustainability and supportability.

- Upgrade and/or replace aging network and security infrastructure as needed.

- Update the City's disaster recovery and continuity of operations plans.

dinancial StaFility

- Update past end-of-life intranet content solution.

- Automate citywide personnel action processes and workflow.

- Finish FY 2018 and FY 2019 personal computer (PC) replacements for City staff.

- Implement various report upgrades and new reports as needed for department efficiency and decision support.

- To maintain supported and under vendor software warranty, upgrade various systems, including the City's core enterprise resource planning, Parks & Recreation's reservation and registration system, and cashiering system.

- Train City staff on various cyber security areas each quarter.

- Continuously re-evaluate maintenance contracts to look for cost reductions via negotiations, consolidations, competitive pricing, etc.
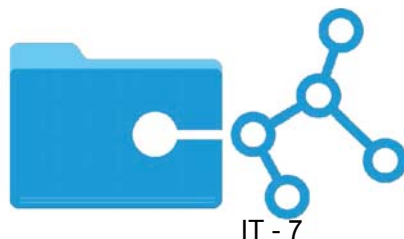
Enbironmental SustainaFility & Well v anageMResources

- Work with Water Department on their research and analysis of asset management and work order processes and systems.

- Assist as needed with Water Treatment Plant Laboratory Information System assessment.

- Implement urban tree mapping system.

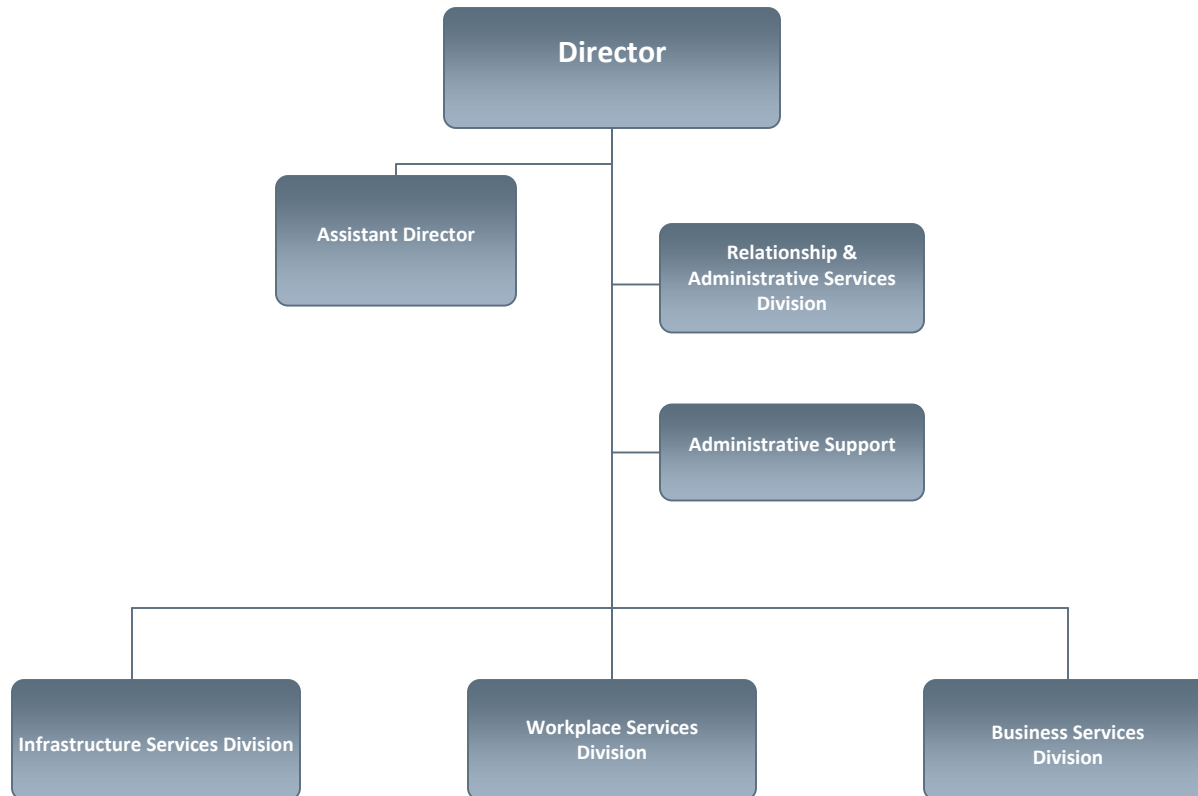- Implement various report changes and new reports for home water use.

	Fiscal Year* 2017 Actuals	Fiscal Year 2018			Fiscal Year 2019 Adopted
		Adopted Budget	Amended* Budget	Estimated Actual	
EXPENDITURES BY CHARACTER:					
Personnel Services	2,400,400	2,895,810	2,895,810	2,534,516	2,712,430
Services, Supplies, and Other Charges	1,821,845	1,928,274	2,055,832	2,055,832	1,994,039
Capital Outlay	80,264	-	-	-	-
Total Expenditures	4,302,508	4,824,084	4,951,642	4,590,348	4,706,469
EXPENDITURES BY ACTIVITY:					
IT Operations 1251	4,302,508	4,824,084	4,951,642	4,590,348	4,706,469
Subtotal General Fund	4,302,508	4,824,084	4,951,642	4,590,348	4,706,469
Total Expenditures	4,302,508	4,824,084	4,951,642	4,590,348	4,706,469
RESOURCES BY FUND					
General Fund 101	1,452,787	1,430,926	1,430,926	1,430,926	1,469,563
Total Resources	1,452,787	1,430,926	1,430,926	1,430,926	1,469,563
Net General Fund Cost	**(2,849,721)**	**(3,393,158)**	**(3,520,716)**	**(3,159,422)**	**(3,236,906)**
	FY 2017			**FY 2018**	**FY 2019**
TOTAL AUTHORIZED PERSONNEL:	19.75			20.00	20.00

*Sums may have discrepancies due to rounding

City of Santa Cruz
Information Technology Department

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│ Services Division     │ │ Services Division│ │ Services Division│
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* Shown by function.