

Information Technology Department

IT Strategic Plan Version 4

Updated July 27, 2016

Background and Overview

Every three years, the City of Williamsburg's Information Technology Department (IT) develops a new information technology strategic plan for the City. The purpose of this document is to provide the most clear and concise guidance possible for the City of Williamsburg's investment of money and effort in Information Technology. This plan will be effective for the fiscal years of 2017-2019.

The economic climate in which this plan will be effective has improved over prior fiscal years, however, the need to properly vet and prioritize projects remains as important now as it has ever been. It is the mission and responsibility of the IT Department to find greater efficiencies through technology to help the City continue to deliver a high level of service. This plan is the tool to focus our attention, resources and actions on those areas that are clearly defined as priorities by the leadership of the City of Williamsburg.

This plan is the result of many meetings with staff across all City departments. This year, IT formed an Information Technology Steering Committee (ITSC) made up of representatives from all City departments and functional areas. ITSC was engaged in this process and was tasked with giving their input into the plan to better understand their departmental goals over the coming years. Those responses, coupled with many internal IT staff meetings have resulted in an ambitious plan that affects all City departments and service areas. As with all strategic planning documents, conditions change that result in the need for the plan to be changed. Recognizing the ambitiousness of the plan, we will constantly update the plan to reflect the most important needs and highest priority projects as defined by City leadership.

Technology Standards

One of the most effective ways to gain strategic and operational efficiencies and effectiveness is through the establishment of organization-wide standards. The City of Williamsburg established these standards with our first Information Technology Strategic Plan in 2005. We continue to adhere to standards in all that we do in IT, in terms of hardware, software, development and life-cycle management. The current technological standards are not absolute; they are considered guidance that we all follow but realize that certain situations will require some level of deviation from the established standards. Only in those rare instances, and after all attempts to adhere to the established standards have been exhausted, will we deviate from these standards. Any deviation from the established standards must be approved by the Director of Information Technology.

The following table lists the current technology standards for the City of Williamsburg:

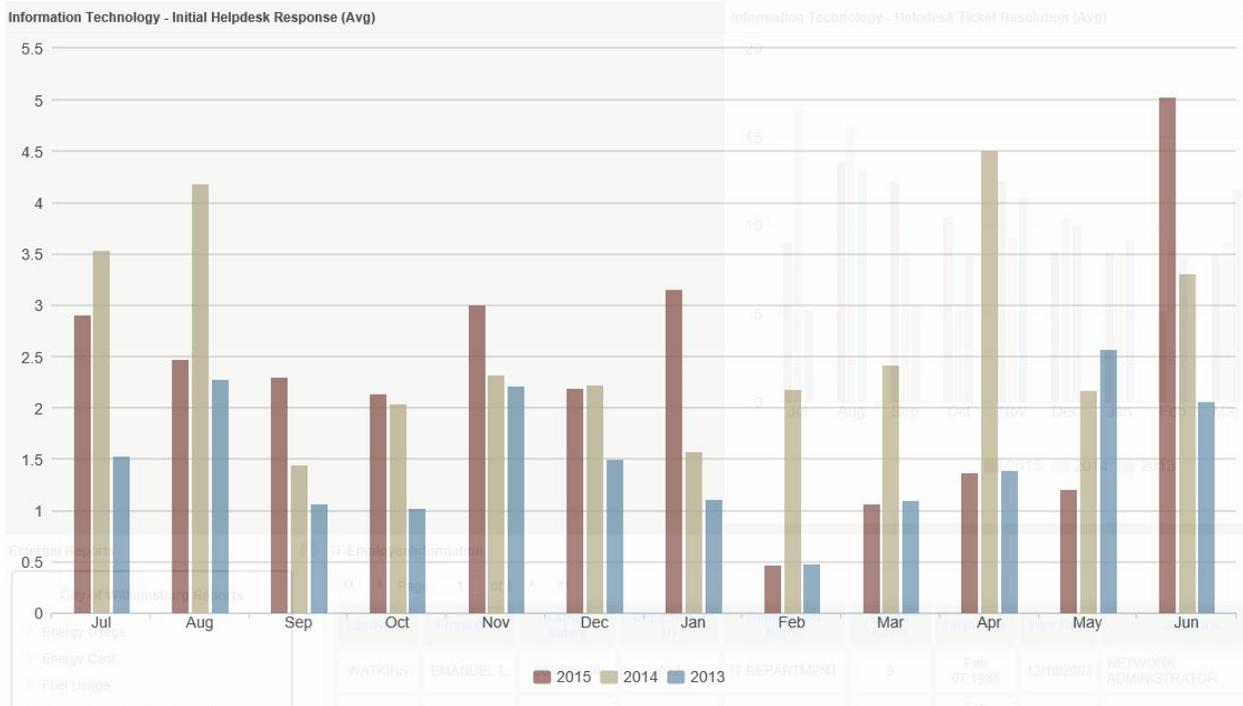
Personal Computers:	
PC Operating System	Windows 10
Productivity/Office Automation	Microsoft Office 2016 Professional or Standard
Email	Office 365)
Antivirus	Trend Micro Business Security Services
Desktop Hardware	Dell Optiplex 9020 Tower Chassis 3.5 GHz Core i5 processor 8 Gb RAM 500Gb Hard Disk Drive DVD/RW Optical drive Optical Mouse

	<p>22 inch Flat Panel LCD Monitor</p> <p>1Gb/s Network Interface Card</p> <p>Microsoft Windows 10</p> <p>4 Year Warranty (to coincide with PC LC)</p>
Laptops:	<p>Lenovo T450S</p> <p>Intel Core i5 2.9GHz Processor</p> <p>8 Gb RAM</p> <p>256Gb SSD Hard Disk Drive</p> <p>Optical Mouse (if needed)</p> <p>Wireless 802.11 (a/b/g/ac) NIC</p> <p>4 Year Warranty (to coincide with PC LC)</p>
Servers: (Only if a physical server is required)	
	<p>HP DL60 Gen 9</p> <p>Quad Core Intel Processors</p> <p>16 Gb RAM (minimum depending on app)</p> <p>RAID Controller (not embedded)</p> <p>300Gb SAS Hard Disk (Depending on app)</p> <p>Redundant Power Supplies</p>
Database Management	Microsoft SQL Server 2016
Storage Area Network	Nutanix AHV for Storage and Compute

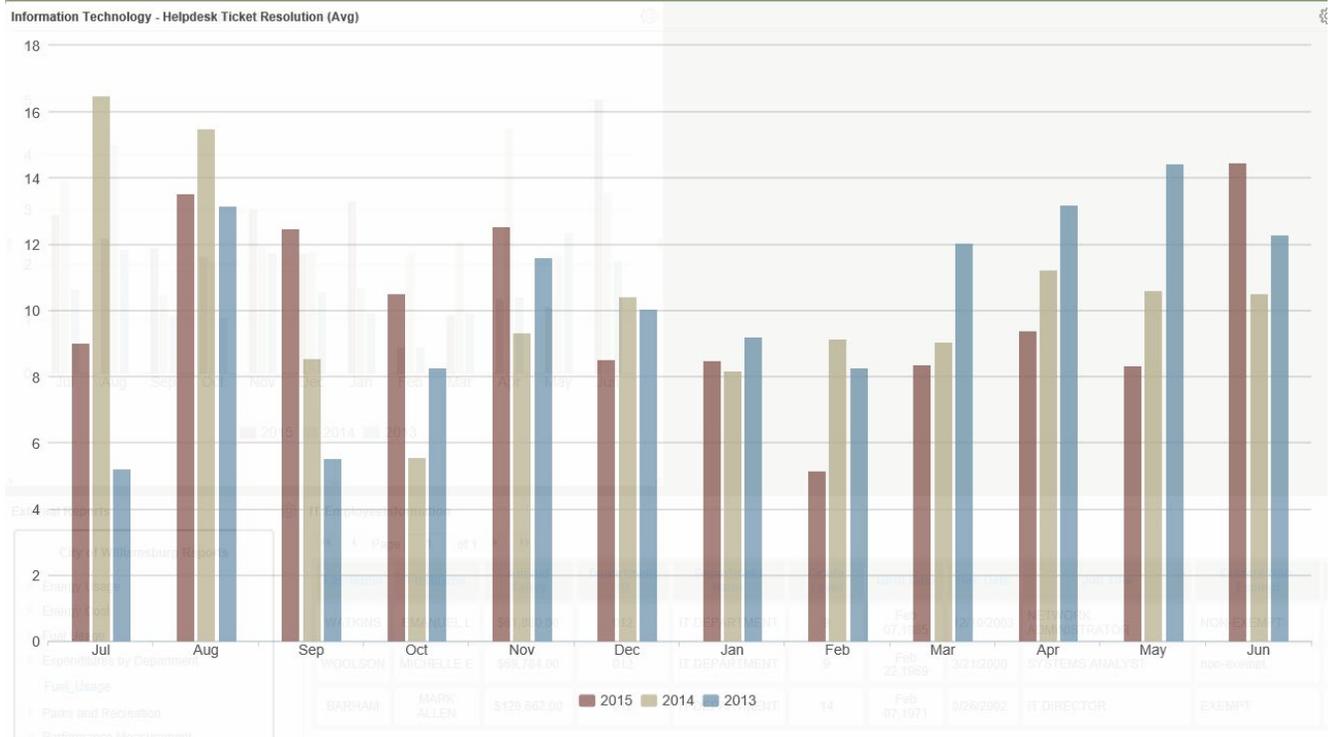
Performance Measures

The goal of the Information Technology department is to provide exceptional systems and service to our customers, both internal and external. The primary way in which we track our success or failure is through the use of the City's Performance Management System. Information Technology currently tracks 20 different metrics across all functional areas of IT. Of these 20 metrics, we have identified 2 individual metrics that most clearly tell us if we are succeeding in our mission; Average Time to Initial Helpdesk Response and Average Time to Helpdesk Ticket Resolution. These two metrics clearly show us not only how quickly we can respond to the needs of our customers, but also how quickly we can solve their problem or address their issue. Below are graphs detailing these two important metrics:

Average Time to Helpdesk Response



Average Time to IT Ticket Resolution



Proposed Plan Projects

The IT Strategic Plan establishes priorities for the City for the upcoming 3 years. It should be noted that not all of these projects are either approved or funded. The approval and/or funding process will be done for each individual project based on need and priority. All projects will follow the same governance process prior to being funded and implemented.

For this update of the IT Strategic Plan, we have attempted to show a link between the City’s Goals, Initiatives and Outcomes document (GIOs) and the initiative itself. We have also added a column that shows who the project sponsor or department is. Finally, we have added an area to show the status of the project or the date completed.

The following table shows the project, a description of the project and the departmental sponsor of the project. The full IT Project Portfolio, which includes funding details, project start and completion information as well as status of the project, can be found in the IT department.

<u>Project Title</u>	<u>Description</u>	<u>Sponsor</u>
Stryker Center	Install new broadcast systems	CM
Network Infrastructure Replacement	Replace existing network switching devices with up to date hardware and software	IT
Office 365	Upgrade email system to O365/Exchange Online	IT
Firewall Replacement	Replace and retire Cisco ASA 5510 with Palo Alto 3020	IT
PC Replacement (Windows 7)	Replace remaining PCs still running Windows 7 with PCs running Windows 10	IT
Windows Server 2012 R2	Upgrade all servers currently running Windows Server 2008 R2 to Windows Server 2012 R2. All servers running operating system prior to Windows Server 2008R2 will need to have a replacement built and application and data migrated	IT
Trend Micro Business Security Services	Upgrade all backend systems and user devices to the latest version of Trend Micro antivirus	IT
Website CMS	Evaluate CMS products to replace existing Internet website CMS and add CMS functionality to Intranet site	IT
Revenue System	Migrate existing financial systems to web based Revenue system	Finance
Performance Management / Dashboards	Train and develop dashboards for all City employees	CM
SQL Database Servers	Upgrade all SQL databases to SQL Server 2012	IT
Arts District WiFi	Evaluate free public wifi buildout in Arts District	CM
VDI at EOC	Virtual device infrastructure testing	WFD

EOC Laptop Replacement	Replace EOC Admin laptops	WFD
Waller Mill Point of Sale System	Upgrade existing PC and POS system at Waller Mill Park	Rec
Video Surveillance	Evaluate video monitoring and recording system at Quarterpath, and Municipal Building	Rec/Human Svcs
WiFi in City Parks	Evaluate installation of free WiFi in specific City parks (Quarterpath, Kiwanis)	Rec
Williamsburg WiFi Replacement	Replace all Williamsburg WiFi equipment in Merchants Square	IT
Point of Sale Upgrades @WMP	Upgrade existing system and hardware. Currently Windows XP-No Internet access	Rec
Rec Management Software	Investigate new Rec Management Software application	Rec
PGPG System Replacement	Replace PGPG parking controls and application	WPD
Imagetrend Data Extraction	Investigate methods to extract data from Imagetrend to be used in City Performance Measurement system	WFD
OSSI/CAD Data Extraction	Investigate methods to extract data from OSSI/CAD to be used in City Performance Measurement system.	WPD
Pictometry Integration	Integrate and better utilize Pictometry across all City departments	IT
Remote Access - Public Safety	Investigate remote access capabilities for public safety vehicles	WFD/WPD
GIS	Continue to improve and expand on GIS uses and applications	IT
PIO Office Monitor	Add second monitor (large format) to PIO office in EOC	WFD
Human Services City Network Access	Investigate ways to better integrate Human Services employees to City network and applications while keeping their State access untouched	Human Svcs
Human Services Conference Room	Add display capabilities to Human Services conference room	Human Svcs
WiFi in Human Services Buildings	Evaluate installing WiFi in select Human Services owned housing facilities.	Human Svcs
Panic Button System	Continue to investigate panic button / alarm system for City offices	Safety Comm

Foundation Survey/Inspection Request	Investigate method to forward an inspection to Zoning when Codes and Compliance performs a foundation survey. Need to get foundation survey from owner	Planning
Intregation with Performance Mgmt	Improve overall integration between City systems and City PM system	IT
Zoning Inspections in CC Application	Investigate capturing Zoning inspections in Codes and Compliance application	Planning
CRIS RMS Archive	Create a means by which the CRIS Report Management System can be archived and material accessed for FOIA requests	Police
Mobile Data Terminal Computer Updates	Replacement of the Vehicle MDT's as needed	Police
Video Magistrate (Tentative)	Identify or purchase a computer and other needed resources to be utilized for the video magistrate program	Police
Body Camera Program for Uniform Patrol	Identify and purchase a body camera system that will be utilized by uniformed patrol officers in the field. This includes the downloading and archiving of video into a computer system	Police