



City of Encinitas Information Technology Fiscal Year 2016 Services Report

Covering the period from July 1, 2015 through June 30, 2016

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Message from the Chief Information Officer

The City of Encinitas Information Technology (IT) and Geographic Information Systems (GIS) department is pleased to provide our first annual Information Technology Services Report. The report covers Fiscal Year 2016, a period from July 1, 2015 through June 30, 2016. Within this report, find highlights of completed projects, data on services provided, our summary FY 2017 work plan, and info on cost saving initiatives and staff recognition. In delivering our services, we continue to be mindful of our resources and dedicated to committing them in a manner that provides value.

FY 2016 was a busy time for our department, as reflected by the number of projects completed and the scope of support provided. Additionally, IT was honored to receive recognition from our peers – including the City of Encinitas “Employee of the Year” award and the Municipal Information Systems Association of California’s highest achievement, “Excellence in Information Technology Practices.” The IT team knows that creating such a positive impact is not possible without the support of our stakeholders — City Council, our City Manager, community members, City departments, the San Dieguito Water District, and the San Elijo Joint Powers Authority.

Thanks for your continued collaboration in championing new ideas and creating positive change through the power of technology. On behalf of the IT team, we look forward to delivering continued excellent service and sharing with you the exciting improvements planned for the coming year.

Sincerely,



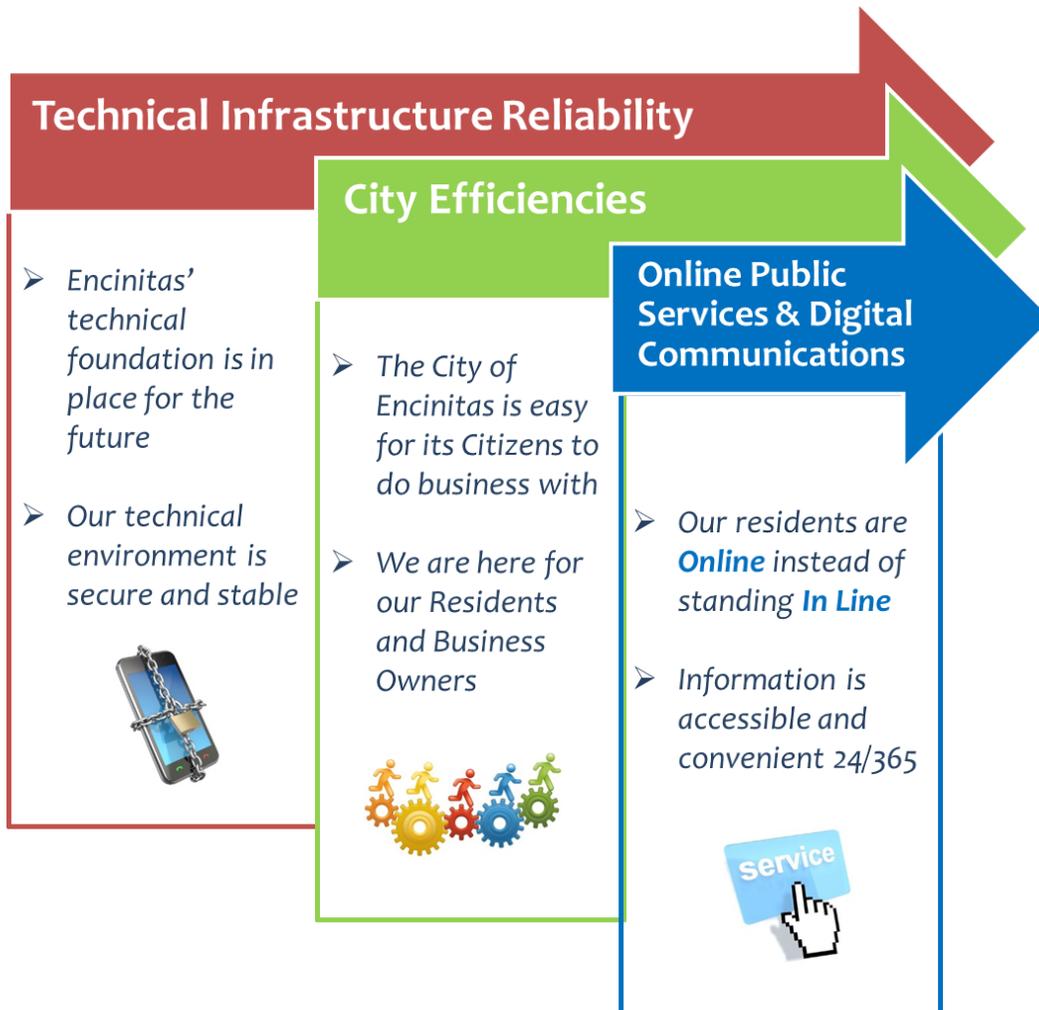
Lynne Tufts
Chief Information Officer, Information Technology
City of Encinitas, California

Feedback welcome!
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IT Strategic Goals

Focus Area	Strategic Goal
Online Public Services and Digital Communications	Enhance customer service and convenience by enabling online access to information, services and civic participation.
City Efficiencies	Optimize government services through the effective use of technology for operating efficiencies, staff productivity and business process improvements.
Technical Infrastructure Reliability	Maintain a secure and stable technology foundation to support the optimal implementation of current and future technology applications and services.

Vision Statements



Project Highlights

Enterprise Workflow Management (EnerGov)

Focus Area:



IT began implementation of an Enterprise Workflow Management system, EnerGov, and processes for permits, inspections, code enforcement, business registration, citizen request management, and other government services. This citywide effort, co-led by Planning and Building, involves participation from all departments in evaluation and redesign of internal and customer-facing processes. Objectives include simplifying processes for the public, improving internal efficiencies, and increasing decision making capabilities through accurate and timely access to business data across departments. The project replaces the City's obsolete Land Management system and will include the provision of new online / e-government capabilities.

Completed milestones:

- All permits managed by the City Clerk were configured and now managed within EnerGov. These include RV/Rental/Sheriff/Alarm.
- The old Business Registration system was retired and a new multi-department business registration workflow was implemented within the new system. Business registration information is now accessible by all staff and has been integrated into the Fire Annual Inspection process. Staff created an automated monthly report listing new businesses, which is distributed through a subscription service.
- Park Special Operations Permits were configured and tested within the system. These permits are enterprise in nature in that they leverage electronic distribution and review functionality that allow staff from other departments to comment, approve, or add conditions to Special Operation Event Permits.
- A new internal 'Request Management' process was implemented to assist with cross departmental communication and standardize internal data quality procedures for maintaining accurate business information. Example procedures include Business Closed, Address Correction, and Business No Registration.
- As new entities are added to EnerGov, customer service improvements are taken into consideration. One such improvement is cashiering at point of sale. As an example, customers can pay for a business registration at the same time they submit the business registration without having to be sent over to another counter. Previously customers were sent to the cashier in Finance.



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Enterprise Workflow Management (EnerGov)

Completed milestones (continued):

- San Dieguito Water District (SDWD) Permits have been implemented within EnerGov. These permits were not available in the old permit management system. SDWD will be expanding their use of EnerGov once Planning and Building are configured as part of phase 2.
- Fire Annual Inspections were transitioned from a stand-alone isolated system to the enterprise system. The annual inspection and new business registration reviews have been combined into a single unit of work, eliminating data redundancy and increasing efficiency. The management of annual inspections has also been significantly automated.

ENERGOV PC/Monitor Upgrades

Focus Area:



One of the first steps in the deployment and configuration of the EnerGov software was to ensure staff had adequate equipment to handle a modern enterprise system. This was facilitated by ordering PCs with enough processing and throughput power to handle some of the benefits of the EnerGov system. Consideration was also applied to the high resolution monitors that have been paired with the powerful “EnerGov PCs”.

Equipment and functionality benefits:

- Leverage GIS capabilities inherent in the EnerGov system. EnerGov takes advantage of GIS in multiple ways, most of which are seamless or behind the scenes to the user. GIS analysis and computations function smoothly and quickly on the new equipment.
- One of the significant initiatives of the EnerGov Workflow Management project was to transition to paperless processing for a variety of business procedures. As business is increasingly conducted in an electronic format, the dual high resolution monitors allow staff to work with the application on one side and the electronic documents on the other.
- The dual high resolution monitors will also be key for Electronic Plan Review. Customers will have the convenience of submitting electronic plan sets and staff will perform plan review and markup in an all digital environment. Again, with the application on one side and plans on the other.
- The dual monitors will support maps and EnerGov application displayed “side by side”, facilitating working with customers both at the counter and over the phone.
- To date, 62 of 70 computers have been replaced for a completion rate of 88%.
- Each new computer is being deployed with a minimum 24” dual-monitor setup to accommodate electronic plan check, for a total of 120 monitors installed.



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Munis Enhancements

Focus Area: 

In collaboration with Finance and Human Resources, staff assessed and implemented the following enhancements within the Munis Enterprise Resource Planning (Finance, Human Resources, Payroll) system:

- Payroll Budgeting application to log, track and forecast personnel budgets
- Email notification of direct deposit statements to eliminate printing and distribution
- Position Control optimization within the Human Resource application to enable Payroll automation
- Bar code printers in several departments to allow staff to produce bar codes that link documents in the content management system
- State controllers compensation report revisions to include additional pay types and additional benefit types
- Online benefit enrollment with Employee Self Service
- Affordable Care Act automation and reporting
- Bar code scanning for SDWD inventory warehouse to automate the inventory tracking process
- Payroll modifications across Fire/Marine Safety battalions to standardize the time tracking process for Encinitas, Solana Beach, and Del Mar

Fleet Maintenance Upgrade

Focus Area: 

The fleet maintenance software was upgraded to add new functionality, including fuel usage tracking, and improvements to current features, such as preventative maintenance tracking, parts inventory management, warranty tracking, service request management and enhanced reporting tools.

Housing Software Upgrade

Focus Area: 

Happy Housing is software used by the Planning Department to administer the Section 8 and Public Housing program. Happy Housing was upgraded to Happy Pro, a web based application that assists with administering the Housing program while providing Housing and Urban Development (HUD) regulatory compliance reporting.



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Cityworks Enhancements

Focus Area: 

In collaboration with Public Works and SDWD, staff assessed and implemented the following enhancements and/or workflow efficiencies within the Cityworks work order and inspection management system for the City’s assets and infrastructure:

- New hotspots workflow and new repair work orders for Wastewater
- Auto-population of cleaning dates on sewer mains for Wastewater
- Set up of recurring inspections and abatement workflow enhancements for Streets
- Service request workflow revisions for SDWD
- Jurisdiction Urban Runoff Management Program (JURMP) 2015 report modifications for Clean Water
- Best Management Practice (BMP) inspections for Clean Water

GIS Data Collection Enhancements

Focus Area:  

Over the past fiscal year, staff greatly simplified GIS data collection and maintenance procedures. Updated procedures provide department staff with the ability to update City owned and maintained asset and infrastructure data in the field, and allow property owners to submit their permanent best management practice (BMP) locations via an updated web form. Data from the field is oftentimes considered the most accurate source since it is what currently exists. This data is known to be ‘ground truthed’. Enhancements included:

- Asset data collection/data maintenance set-up in the field using ArcGIS Online (AGOL) Collector on iPads
- BMP web form redesign for Clean Water on the City’s website

Online Public Records Request and Tracking

Focus Area:  

A new web based service, WebQA, was implemented to enable public records to be requested online. The software provides staff and citizen functionality to track records requests from origination to fulfillment.



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Work Program Story Map

Focus Area:



Staff developed an interactive map of the City’s Work Program projects to simplify and expedite residents’ access to City project information online. This new application, also referred to as a ‘story map’, can be found on the City’s website homepage ‘Projects’ section or through the following link: Encinitasca.gov/workprogram. Within the context of the City’s Strategic Plan, the City Council determined the City’s Work Program for Fiscal Years 2015-16 and 2016-17. While the City works on many other projects, this Work Program provides a foundation for making tangible progress on specific priority projects. The story map serves as a portal for information on any project included within the City of Encinitas Work Program for fiscal years 2015-16 and 2016-17. Residents visiting the story map will be able to search and find any of the 34 current Work Program projects, corresponding visuals and a progress report. Each project’s progress report will provide a description of the project, the project goal, what’s been completed for the project so far, key milestones, budget and work that’s planned to be completed in the near future. Each project’s progress report will be updated quarterly.

New Orthophotography

Focus Area:



New orthophotography (positionally corrected aerial imagery) flown in August 2014 was made available in all City of Encinitas mapping applications. The San Diego region partnered with SANDAG (San Diego Association of Governments), SANGIS (San Diego Geographic Information Source), and USGS (United States Geological Survey) on this effort which is a significant cost savings due to economies of scale. The regional imagery subcommittee, which includes Encinitas, plans to acquire new orthophotography every 2 to 3 fiscal years.

Senate Bill 272 Applications Inventory

Focus Area:



Senate Bill 272, approved on October 11, 2015, adds a section to the California Public Records Act requiring local agencies to create a catalog of Enterprise Systems and post it on their website by July 1, 2016. The City was one of the first agencies to post the inventory, which became a model for other California agencies to follow.



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Case Decision Interactive Web Map

Focus Area:



GIS and Planning teamed together to map planning case and permit boundaries. Once a decision has been issued for a permit or plan, the boundary is added to the historic collection of past case and permit projects. The mapped boundaries provide a visual way for customers and staff to access case numbers, case type, case category, and applicant name. The information is easily accessible through a web map application that can be accessed from a PC or mobile device with an internet connection. This effort was initiated by the Planning and Building Department to increase data transparency and offer convenient customer access to project information.

I-Net Fiber Planning and Design

Focus Area:



To reduce dependency on third party providers and associated costs, the City is building out its Institutional Fiber Network (I-Net), which serves as a high-speed network connection pipe between all City facilities. Planning and design of the fiber optic I-Net is substantially complete. Coordination of the city fiber optic network with grant-funded Highway Safety Improvement Projects (HSIP) will save over \$125,000 in construction costs. I-Net build-out is expected to commence in December 2016.

Network Storage and Server Upgrades

Focus Area:



Nineteen end-of-life storage and server systems were replaced with eight higher performing arrays capable of meeting the City's current and future workload demands. Newly procured hardware will reduce overall server infrastructure costs over the course of a five year product lifecycle.

Technical Infrastructure Security Audit

Focus Area:



An external security audit of all City IT systems was completed. Audit results revealed a mature security posture of existing computing infrastructure.



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Network Switch Upgrade

Focus Area:  

IT implemented a new 10 Gigabit fiber switch backbone distributed among primary and secondary City locations. This equipment will provide for increased network speeds for file, print and application servers. In addition, the distribution of equipment among multiple locations provides for increased redundancy and disaster recovery during emergencies or unplanned outages.

Conference Room Upgrades

Focus Area:  

Aging audio visual equipment was upgraded in the Carnation and Gladiola conference rooms. Wall control panels and video display options were standardized in order to provide a uniform experience which will reduce the need for additional staff training, provide redundancy in case of equipment failure, and reduce overall procurement costs.

Council and Commission Meeting Technology Upgrades

Focus Area: 

Granicus Votecast dais computing terminals and touch screen monitors were upgraded.

The iLegislate paperless agenda application was deployed for City Council and Planning Commissioners use. This initiative reduces overall carbon footprint associated with printing of agenda reports for public officials and provides users with the convenience and mobility to take digitized notes from electronic devices.

Clerk Microfiche Equipment Upgrade

Focus Area:   

Aging standalone microfiche equipment was replaced with a network connected system that integrates with Laserfiche, the City's document management system. The upgrade allows legacy microfiche records to be scanned into the City's digital document archive in standard electronic formats, facilitating online public access to historical records.



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Traffic Engineering Network Configuration

Focus Area:



Traffic Message Channel (TMC) Traffic Networking infrastructure was optimized to accommodate a growing number of connected devices in the field. Previous network architecture allowed for a limited number of devices and modification of existing configuration was necessary in order to support the deployment of additional traffic controllers. The implemented changes will help to facilitate needed bandwidth for fiber connected cameras and field networking equipment.

Security Audit of SCADA Network

Focus Area:



Security audits are proactively performed to obtain an accurate snapshot of an organization's security posture and provide a road map for improving it. City of Encinitas IT assisted the San Elijo Joint Powers Authority (SEJPA) in working with the Department of Homeland Security (DHS) to complete a security audit of Supervisory Control And Data Acquisition (SCADA) network systems for the JPA.

Implementation of Telemedicine Server

Focus Area:



IT assisted with configuration and deployment of a HeartStart Telemedicine server for the Fire Department. Telemedicine System software provides the ability to receive, store, display, and forward patient data transmitted from HeartStart MRx Monitor/Defibrillators. Telemedicine receives patient data from the HeartStart MRx consisting of periodic clinical data (12-Lead reports, trigger events with waveforms, and vital trends) which can now be transmitted from ambulances en route to hospitals. This critical data can be analyzed by hospital staff prior to patient arrival.

Preliminary IT Design Plan for Moonlight Beach Lifeguard Tower

Focus Area:



IT worked closely with Engineering and Fire departments to assess technology needs for the Marine Safety Center. Station alerting, Computer Aided Dispatch (CAD) integration, and technology requirements have been discussed and efforts to coordinate buildout of IT infrastructure for the proposed safety center are well underway.



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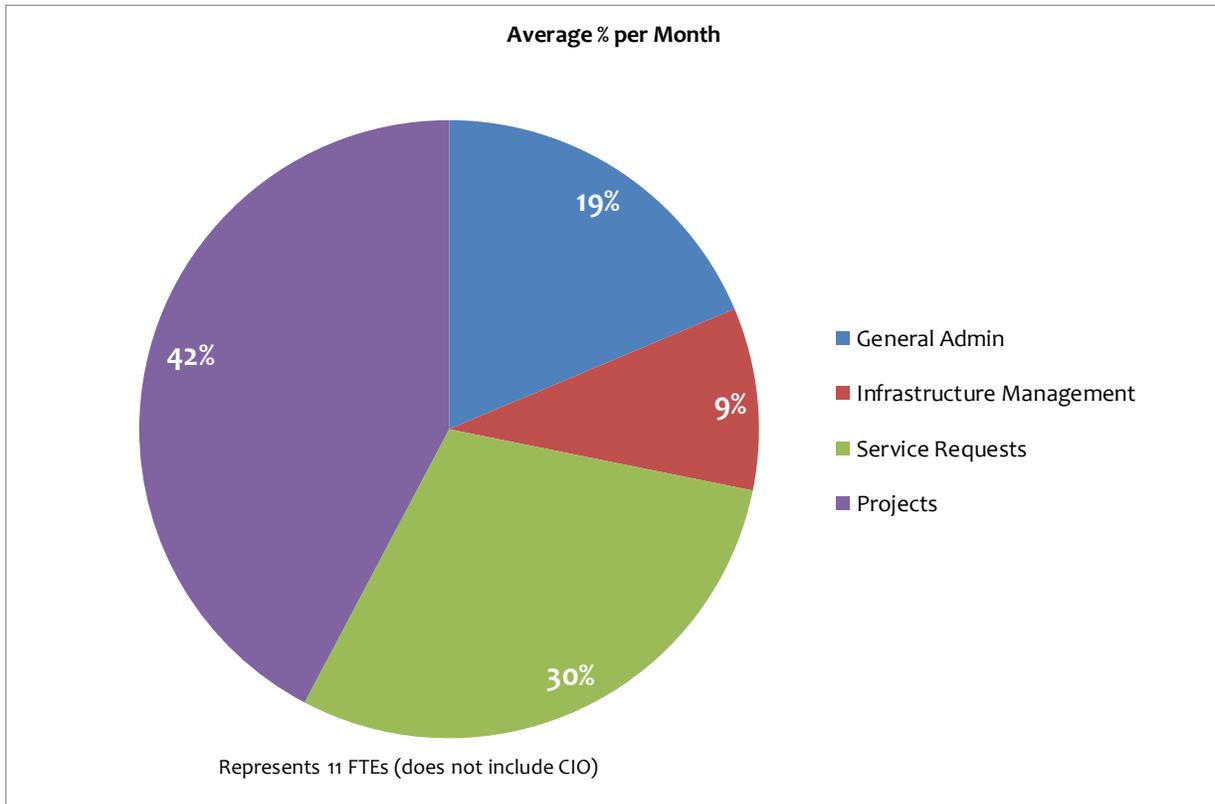


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IT Services Utilization



Projects includes planning and implementation work done on IT Work Plan projects and additional projects that were requested outside of the Work Plan. This category also includes business process analysis, procurement process, project management, major release upgrades, and contract negotiation.

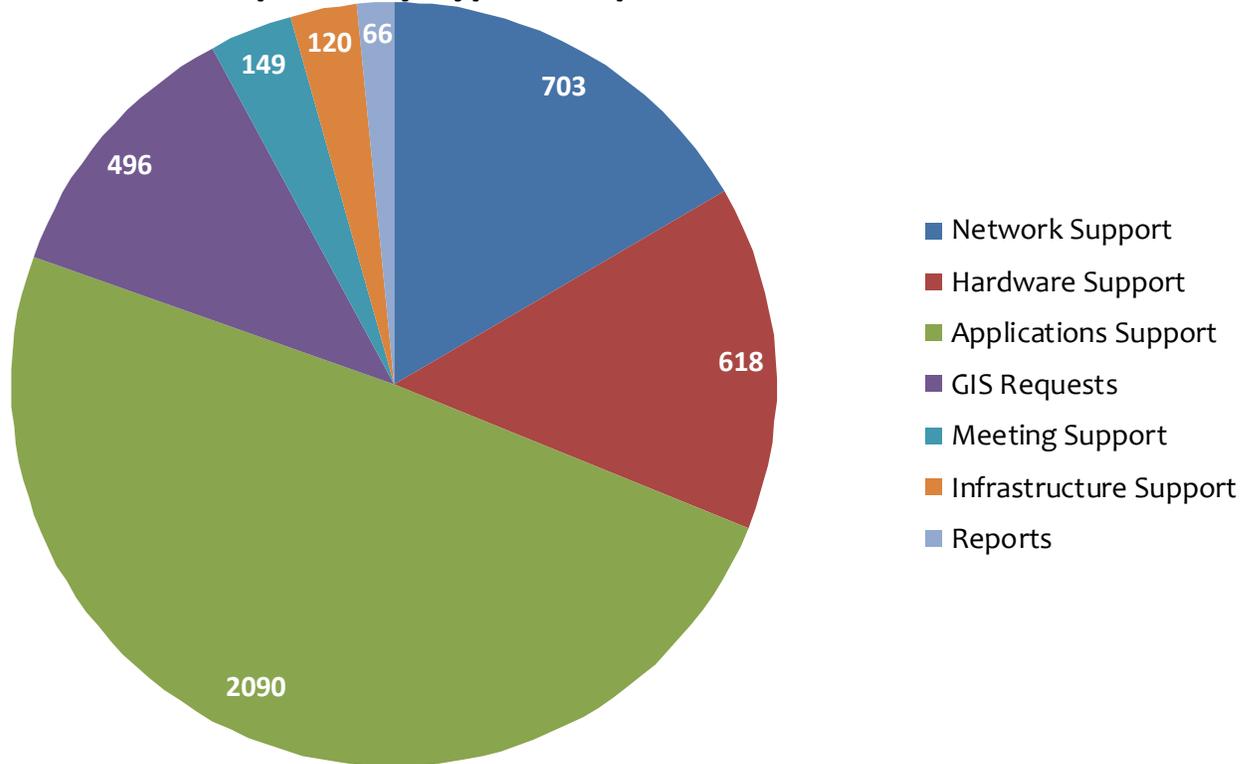
Service Requests includes all tickets submitted to Helpdesk, or via phone/email, for IT and/or GIS assistance, as categorized on the “Service Requests by Type” chart on page 14.

General Admin includes supervisory duties, budget analysis and monitoring, approval processes, department policy and procedure development, status updates, recurring department meetings, invoice/PO processing, and other administrative duties.

Infrastructure Management includes server/storage performance monitoring, database administration, software upgrade installations, security patch and preventative maintenance application, email and phone administration.

Service Requests by Type

IT Service Requests by Type Completed in FY16

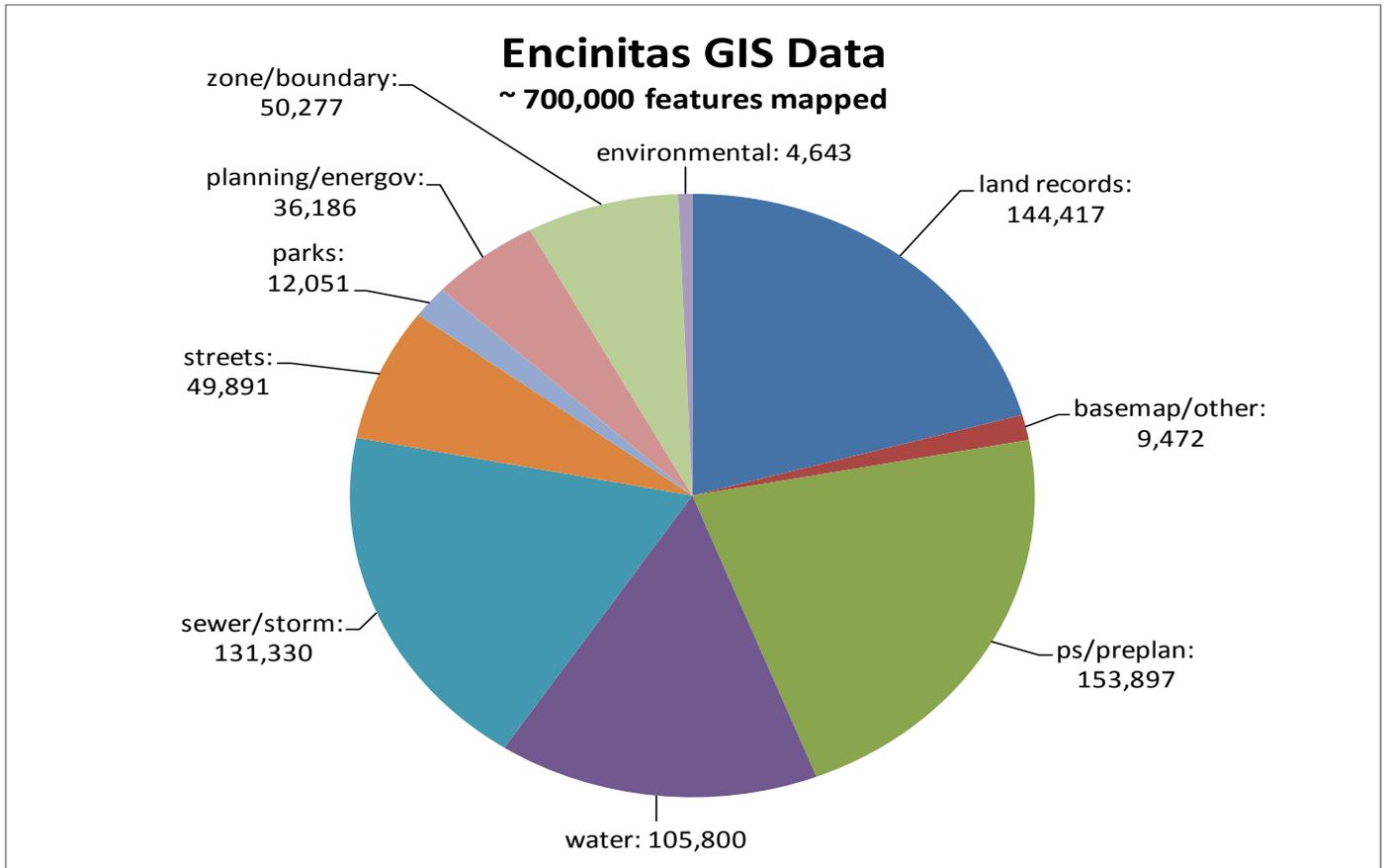


General Type	Number of Service Requests
Network support	703
Hardware support	618
Application support	2,090
GIS requests	496
Meeting support	149
Infrastructure support	120
Reports	66
TOTAL #	4242

By the Numbers

Data Storage Capacity Managed	44 Terabytes (equivalent to 22K hours or 2.5 years of HD Video)
Desktop & Laptop Computers Supported	399
Virtual Servers Managed	82
Email Accounts Administered (includes general inboxes & calendar mailboxes)	559
Multi-Function and Standalone Printers Supported	59
Annual Security Threats Prevented	19,400,000
Desktop Phones Managed (includes common areas)	414
Mobile Phones Supported	134
Tablets/iPads Managed	70
Data Center Uptime (excludes planned maintenance windows and externally hosted applications)	99.94%
Emails Processed Last Year	10,400,000 (equivalent to 2,800 reams of paper)
Spam or Malicious Emails Blocked Last Year	9,400,000 (90.3% of email received)
Website Pages Viewed (Partial year Google Analytics from August 11, 2015 through June 30, 2016)	955,603
Number of GIS Features Mapped	~ 700,000
Government Business Applications Supported and Managed	30
Users Supported (includes City, Fire, SDWD, SEJPA part-time, full-time, temporary, consultant & elected officials)	387
Help Desk Customer Satisfaction Survey Cumulative Average	93.25%

GIS Features Mapped



Land Records = Parcels, addresses, street centerlines, survey control, etc

Public Safety (PS)/Preplan = Exterior and interior detail of sites for emergency personnel, potential hazard areas (high fire severity, tsunami, landslide, etc)

Streets = Above-ground assets maintained/managed by Public Works, including signs, streetlights, roads, road striping, sidewalks, trees, etc

Sewer/Storm and Water = Below-ground infrastructure maintained by Public Works and the San Diego Water District (SDWD), sewer discharge permits, and Best Management Practice (BMP) locations for stormwater runoff compliance

Parks = Assets in parks, beaches, and along trails managed/maintained by Parks, including signs, furnishings, groundcover, waste containers, etc

Planning/EnerGov = Zoning, land use, overlay zones, census boundaries, permits, permit history, etc

Zone/Boundary = District (water, sewer, assessment, school, etc) boundaries, community areas, work zones, FEMA flood zones, etc

Environmental = Bluff data, vegetation, streams, watersheds, etc

Basemap/Other = Points of interest, contours, rail, and other miscellaneous data

Cost Savings or Avoidance

Average annual savings utilizing unpaid volunteer labor	\$10,000
Multi-Function Printer lease and cost per print versus previous contract	\$156,039
Average annual orthophotography savings through regional cooperative agreement versus Encinitas doing the project on its own	\$25,000
Annual savings by bringing the Tyler Munis system in house versus previous vendor hosting contract	\$100,000
Use of local instead of vendor consultants for EnerGov implementation	\$46,500
Annual network storage and server upgrades (Equivalent to \$47,500 over a five year equipment lifecycle)	\$9,500
Agency Resource Sharing Initiative - Annual savings to host Telestaff for Encinitas, Del Mar and Solana Beach Fire Departments	\$6,127
Agency Resource Sharing Initiative - Received annually for providing City-managed IT infrastructure services to the San Elijo Joint Powers Authority	\$31,500
Estimated Fiscal Year 2016 Savings or Cost Avoidance	\$384,666

In future years, as the City-owned fiber-optic network is built out, \$125,000 will be saved in first year construction costs with total operating cost savings of \$835,000 over a 25 year fiber optic network life span — a nearly **one million dollar savings!**

Organizational Development & Recognition

Organizational Development

- Matias Labarrere completed Certified Information Systems Security Professional (CISSP) training and certification. He also completed Information Technology Infrastructure Library (ITIL) training and received ITIL Foundations certification.
- Jason York completed ITIL training and received ITIL Foundations certification.
- Wendy Flynn completed and graduated from California State University San Marcos' Leadership North County program. Program objectives are to increase participant's awareness of the issues affecting the region and to highlight areas in which local leaders might collaborate to work more efficiently.

Employee Recognition

- David Van Pelt was recognized by City employees as Employee of the Quarter and also as Employee of the Year for his dedication and commitment in implementing the new EnerGov enterprise workflow management system.
- Mason Lord was recognized by City employees as Employee of the Quarter for his exceptional customer service skills including rapid response in handling IT Help Desk calls, kindness and patience in assisting others, and his extensive technical knowledge.

Municipal Information Systems Association of California (MISAC) 2015 Award for Excellence in Information Technology Practices

The City's IT/GIS organization received MISAC's highest level award for Excellence in Information Technology Practices. The award program recognizes public agency Information Technology efforts in cities and special districts that exceed industry practices. Encinitas was the only agency in San Diego county to be awarded at the highest excellence level.

2016 San Diego Geography Showcase award for 'Best Digital Display'

The interactive Encinitas Work Program Story Map received a 2016 San Diego Geography Showcase award for 'Best Digital Display'. The award was given by the SDRGC (San Diego Regional GIS Council) and the Southern California Chapter of URISA (Urban Regional Information Systems Association). The Work Program story map was submitted to the San Diego Geography Showcase at the 2016 ESRI (Environmental Systems Research Institute) User Conference in June, which had over 14,500 attendees representing more than 130 countries.

Memberships

Municipal Information Systems Association of California (MISAC)

IT/GIS is a member of MISAC, whose mission is to promote leadership, education, and access to resources for California local agency technology professionals. Goals are to enhance local government services and effectiveness via its Four Pillars: education, member resources, relationships, and advocacy. Lynne Tufts and Matias Labarrere served as evaluators of northern California agency submissions for the 2015 MISAC Excellence in Information Technology Practices Award. Matias also serves as a committee member for this year's annual MISAC conference, taking place in San Diego. Lynne serves on the MISAC Legislative committee. Maureen Salmon served on the MISAC Educational committee.

Munis User Group

Munis is the City's Financial, Human Resources and Payroll system. The City took the initiative to establish and administer an email listserve for Munis agencies. The listserve currently has 211 participants, allowing for members to freely exchange ideas, lessons learned and best practices. Maureen Salmon served on the committee to organize 2 California Munis User Group meetings in 2015.

San Diego Regional GIS Council (SDRGC)

Wendy Flynn is a member of the SDRGC and serves as a liaison between this regional council and the City. In addition, Wendy attends meetings of the Regional Imagery Subcommittee, which is chaired by SANDAG and is a working subgroup of the SDRGC.

Regional Public Safety Geodatabase (RPSG) Group

Wendy Flynn attends RPSG meetings and serves as the GIS liaison between this group and Encinitas Fire.

Multi-State Information Sharing and Analysis Center (MS-ISAC)

The City became a member of the MS-ISAC in 2015. The MS-ISAC is a voluntary and collaborative effort based on a partnership with the Office of Cybersecurity and Communications within the U.S. Department of Homeland Security. The MS-ISAC's Computer Emergency Response Team comprises highly trained staff who are able to assist Encinitas in the event of a cybersecurity incident. This partnership serves as a central resource for situational awareness and incident response for state and local governments.

West Coast EnerGov User Group

David Van Pelt and Jessica Contreras are members of the West Coast EnerGov User Group. EnerGov is the City's enterprise workflow management system to manage permits, inspections, code enforcement, business registration, citizen request management, and online citizen services.

Cityworks Regional User Group (RUG)

Megan Cervantes and Wendy Flynn are members of the Cityworks RUG. Cityworks is the City's work order and inspection management system.

FY 2016-17 Work Plan

IT Work Plan	FY 2016-17			
	Q1	Q2	Q3	Q4
Enterprise Workflow Management (EnerGov Phase 2)				
EG2: Hardware/Software Infrastructure Config (Planning)	Plan			
EG2: Hardware/Software Infrastructure Config (Bldg & Eng)	Plan			
EG2: Plan/Permit - back office (Planning)	Plan			
EG2: Hardware/Software Infrastructure Config (Esgil)	Plan			
EG2: Building & Fire Prevention - back office (Esgil)	Plan	Implement		
EG2: Fire Clearance Site Complex Inspections	Plan	Implement		
EG2: Building Inspections - mobile (Esgil)	Plan			
EG2: Code Enforcement - back office	Plan			
EG2: Code Enforcement - mobile	Plan			
EG2: Digital Signature solution		Plan	Implement	
EG2: Plan/Permit - back office (Engineering)			Plan	Implement
EG2: Engineering Inspections - mobile			Plan	Implement
EG2: CIP				Plan
EG2: Significant Software Upgrade (TBD)				Plan
EG2: Citizen Self-Service (CSS)	Plan	Implement		
EG2: Upgrade Back Office and CSS (2016.2)	Plan			
EG2: Upgrade Back Office and CSS (2016.4)			Plan	Implement
EG2: Upgrade CSS				Plan
EG2: CRM - Comprehensive w/mobile & photo (See-Click-Fix)		Plan	Implement	
EG2: Eplan Review Testing (Bluebeam)	Plan			
EG2: ePlan Review (TBD - Planning Dept. Decision)		Plan	Implement	
EG2: Data Conversion (TBD per dept. onboarding)				Plan
EG2: Counter Consolidation		Other Dept		
Tyler Utility Billing				
UB: Implementation	Plan	Implement		
Tyler Munis Additional Applications/Functionality				
Munis: EMV (chip reader) and transaction processors - EG, Tyler Cash, C2G	Plan	Implement		
Munis: Chart of Accounts Restructuring Assistance	Plan			
Munis: Contract Management		Plan	Implement	
Munis: Upgrade from 10.5 to 11.2 / Tyler Cashiering 3.1 upgrade	Plan			
Munis: Upgrade from 11.2 to 11.3			Plan	Implement
Cityworks Additional Applications/Functionality				
Cityworks: Clean Water Dry Weather Monitoring		Plan		
Cityworks: Facilities in Cityworks Server	Plan	Implement		
Cityworks: Mobile Workforce Upgrade (continue)	Plan	Implement		
Cityworks: WWC CCTV integration with Cityworks Server	Plan	Implement		

Legend:		
Plan	Implement	Other Dept

IT Work Plan	FY 2016-17			
	Q1	Q2	Q3	Q4
Other Applications/Data				
Laserfiche 10 upgrade (Avante) / Records Retention	Plan			
Online Bid Management (Planet Bids)	Plan			
Open Data (OpenGov, Esri)	Plan	Implement		
Fire Preplans	Plan	Implement		
Migration of GIS Flex apps to Javascript - Ezoning, SiteProfiler, MyEncinitas	Plan		Implement	
Interactive map apps for Planning - HEU	Plan			
Interactive map apps for Planning - Rail Corridor	Plan			
Historic imagery mosaic creation (1988 images)	Plan		Implement	
Fire Incident Action Plan (IAP) maps for large special events	Plan	Implement		
Website				
Website Redesign	Plan		Implement	
Launch online engagement tools	Plan			
Business System Integrations				
Munis SDWD inventory with Cityworks SDWD materials			Plan	Implement
Facility Technology Improvements				
Council Chambers Improvements	Plan	Implement		
Library Community Room A/V Improvements	Plan	Implement		
Community Center Remote Broadcast Assessment			Plan	Implement
Technical Infrastructure				
Conference Room upgrades	Plan	Implement	Plan	Implement
Exchange Online Integration (Increase Internet Capacity Migrate)			Plan	Implement
Network Switch Upgrade (Call Mag, Wastewater, Fire Stations)			Plan	Implement
Computer Purchase for CAD/RMS Upgrade	Plan	Implement		
Online Security Camera Integration	Plan	Implement		
Station Alerting Upgrade for Stations 1 & 6			Plan	Implement
Network Storage Upgrade	Plan			
Network Server Upgrades	Plan	Implement		
Telestaff Cloud / Virtualization of Telestaff workforce management system	Plan	Implement		
MFP Replacement - additional features	Plan	Implement		
Mobile Device Network Integration	Plan	Implement		
I-Net Infrastructure Buildout			Plan	Implement
Security - Audit/Penetration Test & Remediation	Plan	Implement		
Security - PCI Compliance Initiatives/Internal PCI Scanning	Plan	Implement		
Security - Advanced Threat Detection/Intrusion Monitoring	Plan	Implement		
Security - SIEM Deployment and Event Correlation	Plan	Implement		
Security - User Awareness Training Program	Plan	Implement		
Virtual Desktop POC - Remote App Publishing and VDI for Fire 1-5	Plan	Implement		
Fiber Master Plan - Dig Once Policy (Workflow Integration)	Plan	Implement		
Disaster Recovery - Zerto NLB Integration/Failover	Plan	Implement		
Disaster Recovery - DNS Failover			Plan	Implement

