

2013 Annual Report for Department of Information Technology



CITY OF HENDERSON, NV



mission

Provide leadership in the effective use
of information technology.

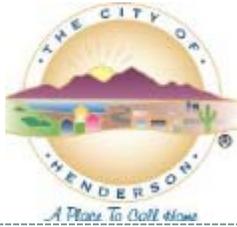
vision

Making **IT** Easy
Knowing your needs
Growing your solutions
Building your tomorrow



Department of
**Information
Technology**





Significant Accomplishments



- Collaborated with the City of North Las Vegas and Henderson Police Department to establish Computer Aided Dispatch redundancy between agencies. This enables Henderson dispatch to failover to North Las Vegas CAD system in event of severe failure.
- Implemented SIRE Agenda Management System in partnership with City Clerk's Office, enabling workflow and streamlining of the public meeting agenda preparation process.
- Expanded Wi-Fi network to include all of City Hall and Henderson Pavilion facilities.
- Developed and implemented the new m.cityofhenderson.com mobile website for citizens to interact with the City on smartphones.
- Developed and implemented a multijurisdictional business license solution to meet the requirements of Senate Bill 110, whereby each contractor in the valley has one business license valid in up to four jurisdictions.
- At FY2012-end, 89% of hardware dollars and 64% of professional services dollars accomplished through local vendors.
- All refreshed desktops donated for repurposing or recycling. Credited \$180,800 for decommissioned equipment.
- Achieved 94.2% satisfaction rating from IT customers for service delivery.
- Expanded and deployed Kiosk services and sites to the Emergency Services Facility for police reports.
- Fully implemented and converted the City's telephone devices to Voice over Internet Protocol (VoIP) phones from analog devices, thereby modernizing the technology while reducing costs.
- Implemented internal Instant Messaging technology as a quick transient communications channel.



Significant Accomplishments



- Upgraded the IT service desk tool to better use its Information Technology Infrastructure Library capabilities, thus enhancing the IT Department's service delivery throughout the City.
- For improved security of citizen data entrusted to the City, and to meet various compliance requirements, implemented various security measures, including: two-Factor authentication controls for remote access to the City network; secure file transfer system; and smartphone security requirements.
- Enhanced Parks maps on cityofhenderson.com to allow citizens to view the location of our bike trails.
- Upgraded the operating system on all Police Department laptops, ensuring ongoing device supportability.
- Improved network communications at various park facilities including: wireless high-speed network at Heritage Park; improved bandwidth at Whitney Ranch, Silver Springs and Heritage park locations.
- Recognized by the Center for Digital Government and the Digital Communities Program as one of the top-ranked digital city governments in the 12th annual Digital Cities Survey, ranking 7th nationwide.
- CIO Recognized by Government Technology as one of the 25 Top Doers, Dreamers, and Drivers.
- Completed Citrix Netscaler installation for Utilities Services to allow remote access for field workers from job sites. By replacing an older inefficient access system, the new system increases employee productivity. This is an enterprise wide solution, so it has the capability to expand for use in other departments. It also incorporates the use of iPads, which are less expensive than MDTs/Laptops used in the other access systems.
- Parks & Rec uses two systems to manage their sprinkler systems, both at different locations. This project streamlined operations by centralizing the location of both systems and adding remote control access to monitor chemicals in pools at Heritage Park, Multi Gen, and Whitney facilities.



Significant Accomplishments



- Improved the delivery of the Public Works application by moving it to a virtual server and upgrading to application to a newer version, which has improved reporting and provided a cleaner interface.
- Implemented the probation functionality in the case management system, which alleviated some manual processes between Alternative Sentencing and the Municipal Courts.
- Upgraded the City's enterprise Financial system to remain in compliance with the vendor's support and maintenance policy and take advantage of new features in the new release.
- Implemented functionally to allow the City to accept online payments. The first payment type to be processed is for Alternative Sentencing.
- Created a mobile-friendly interactive map of CoH trails. The City of Henderson has recently set out to become a Bicycle Friendly Community and promote bicycling as a City. Citizens can now display interactive data allowing them to identify their location and map their route in relation to existing trails and bike paths.
- Implemented of a web filtering solution thereby allowing the City to block access to sites that: (1) contain inappropriate adult content; (2) are considered generally offensive to society; (3) contain malware; and, (4) are used to evade approved security. Also this web filtering solution produces reports to assist and support management in determining whether Internet bandwidth is being used appropriately.



FY2014 IT Department Goals

Includes efforts such as service improvement initiatives, reduce recurring costs, replace the land use & licensing system, implement a new website design, replace the e-911 system, and complete the Windows 7/Office 2010 implementation.



IMPROVE PROCESSES

- > Establish engaged IT Governance
- > Measure success through Metrics (incl. SLAs)
- > Improve divisional collaboration and transparency



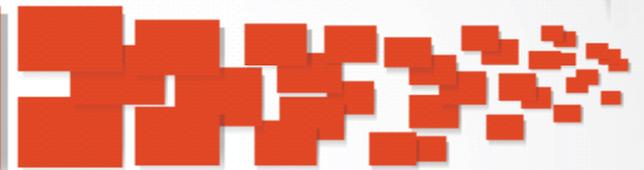
INNOVATE

- > Develop mobility strategy
- > Build mobile application development approach
- > Apply custom or self-service technologies



PROVIDE A MODERN WORK ENVIRONMENT

- > Maintain technology and application currency
- > Ensure a skilled workforce



ENSURE SOUND FISCAL MANAGEMENT

- > Reduce recurring maintenance costs
- > Reduce overtime costs
- > Decommission legacy systems



DELIVER APPLICATION SERVICES

- > Replace Land Use/Licensing system
- > Redesign luyce-watson.com website
- > Replace e911 system
- > Complete Windows 7 / Office 2010 Implementation
- > Begin PW Traffic Mesh Networking project
- > Begin process for replacement of PD's suite of products



SECURE DATA

- > Complete implementation of monitoring technology
- > Baseline security
- > Develop security roadmap
- > Initiate Business Impact Analysis and Disaster Recover Strategy project

