



## CITY OF BATAVIA YEAR END REPORT INFORMATION SYSTEMS DEPARTMENT

### Staffed by:

Information Systems Director – Howard Chason

Systems Manager – Todd Davis

GIS Analyst – Mike Kamin



## Information Systems

The Information Systems (IS) Department provides services in these major areas:

Desktop, Mobile Computers and Software

Network Servers: Centralized Applications and Data Storage

Geographic Information Systems (GIS)

Network Communications: City Network, Internet, Remote Access, Wifi

Security and Database Management including backup

Telephones and Cellular Phones

Printers and Copiers

Application Development and Integration

Building Security: Keycard Access and Camera Video Recorder

PA System and Projectors

Training for employees

Consulting for other departments on technology-related projects



## Information Systems

### Batavia Environment:

240 Approximate Employee and Consultants

180 Computers - 135 desktops, 25 laptops, 12 mobile laptops, 8 mobile tablets

75 Plus Printers

11 Copiers

220 desk phones, 120 cellular phones

8 Virtual hosts (or physical servers) with over 40 virtual servers

24 network switches and 4 Firewalls

4 Storage Arrays

2 Redundant phone hosts with 3 virtual servers on each

4 Plotters/Sign Printers

16 Projectors or Large Screen Monitors

6 PA Systems - Council Chambers and 5 overhead paging

42 Video Cameras



## Information Systems

### Application Portfolio

#### Major Business Applications

Pentamation (Finance/HR)

New World Police Records \*

*\* shared with four other cities*

ESRI GIS Server

#### **LAMA (Permits/Code Enforce)**

VUEWorks Asset Management

#### **Caselle Utility Billing/Business Tax**

Itron Electric/Water Meter Reading

HMIS Cemetery Management

CFA Vehicle Management

FuelMaster (Gas Pump Management)

Firehouse Fire Records

#### **AutoCAD**

City Paging (Text Message Broadcast)

#### **Utility SCADA Systems**

#### **Microsoft Office 365 Exchange Online**

Adobe Acrobat, Photoshop

#### Additional Applications

CompWatch (HR)

eLineup Photo Lineup (Police)

Critical Reach/APBNet (Police)

CrossMatch Fingerprinting (Police)

EMNet Communications (Fire/ESDA)

Symmetry (Door Security)

Win-Pak (Door Security)

Milestone (Security Video Recorder)

AsureID (HR – ID card printing)

NetMotion Mobile Networking (Police)

#### **PSN Interface to Utility Billing**

#### **Xpress Bill Pay Business Tax Payment**

Cirrus Data Collection (Snow Plows)

FlexiSign (Street Sign Shop)

Navistar Truck Diagnostics

#### Infrastructure Management

VMware Virtualization

#### **Trend Micro Anti-Virus**

Veritas BackupExec



# Information Systems

## Strengths

**Stable environment – little down time**

Knowledge of systems

**Efficient use of funding**

**Preparedness for disaster**

Support for Employees

## Weaknesses

**Elongated project schedule and completion**

**Upgrades of hardware and software not timely**

Departments wait for technology which hinders service to residents

Handholding – low tech savvy in organization requires more IT support

Limited space in building for equipment setup and testing

Size of technology footprint growing, staff size stagnant

## Environmental Changes

**Increased Mobility – applications, security, cellular technology**

Online Presence – Permitting, Service Requests, GIS Maps, Financial exchange

**Increased Security Updates**

Remote Data Sharing



## Prioritization of Resources

1. Data Protection
  - Backup Systems
  - Security
2. Current Systems
  - Hardware
  - Applications
  - Communications
3. New Projects & Initiatives



## Information Systems

### Current Accomplishments (18/19)

GIS – Boundary Agreement Updates, **Annexation EAV Analysis**, Bull Dogs Unleashed, Map Displays for Economic Development, Zoning, Commuter Parking

Major Application Upgrades – UB, AutoCAD, MS Office, MS Exchange, LAMA  
New Internet Service Provider

**Phone Lines Service Analysis - \$2K/month savings**

SCADA Infrastructure – Servers and Storage

Security Systems – Cameras and Access Control for CH, PW, Fire Dept (2019)

**Employee 90 Day Password Updates with Automated Reset Tool**

MicroCell Mobile Phone Extender in City Hall



# Information Systems

## Current Year Projects

### **Asset Management System for Public Works**

#### **Conversion of Electric data**

Online Service Portal  
Mobile WO Program  
Asset Valuation

### **LAMA**

#### **Mobile Inspections**

Permits Online

### **IS Technician Recruitment**

SCADA - All Utilities

### **Overnight Parking Webpage**

Firewall Updates, Remote Access  
Server

### **Security Awareness Campaign**

City Hall Cabling  
Cell Phone 3G Sunset  
Storage System Refresh  
Police Field Training Equipment

## Current Year Projects (cont.)

### **PC's and Laptop Refresh**

### **Upgrade to Win 10**

Adobe Acrobat Upgrade

Council Chambers Video Replacement

WWTP Building Cabling

GIS – Supporting City Wide Strategic  
Plan

GIS – Census Audit for New  
Construction

GIS - Windmill Application

GIS – Cartographic Updates for Fire  
Dept Wall Maps

**GIS – New Subdivisions**

**GIS – Electric Asset Reclassification**

**GIS – Stormwater Data**

**GIS – Mobile Data Collection by PW**





# Information Systems

## Pending Projects

Redundant Internet Service  
GIS – New Web Map  
Applications  
Cemetery Mgt/Portal

## Short Term Challenges

IS Technician Training  
Windows 7 EOL  
**Office 365 Features, Training  
and Use by Employees**

## Future Considerations

**Doc Mgt & Records Technician**  
Report Writing for Finance/HR  
Virtual Desktops  
**GIS Tech for Field Asset,  
Collection/Data Validation**  
GIS – Historic Properties

