

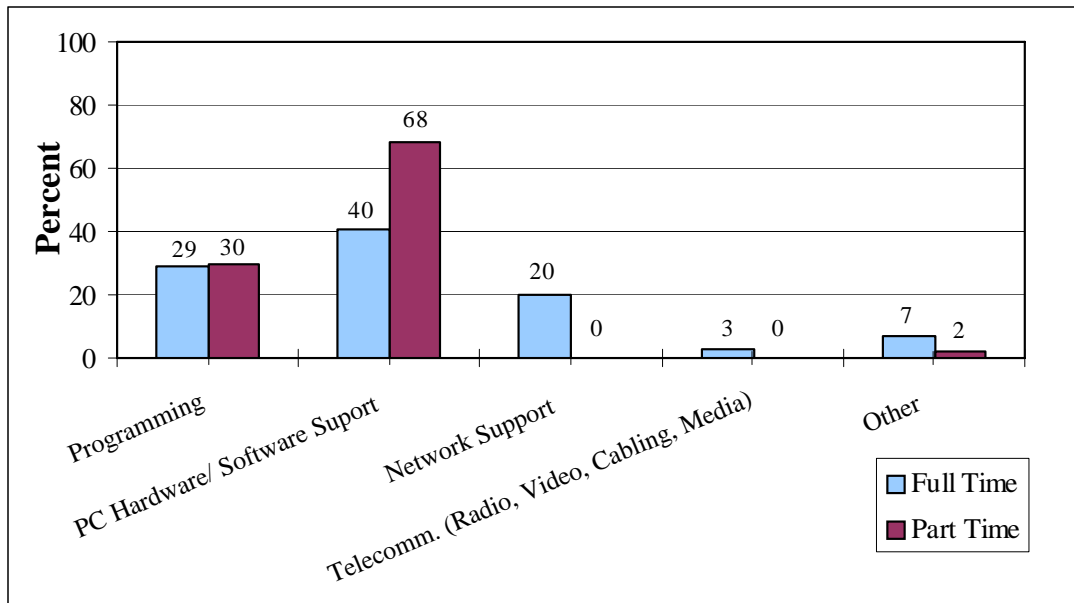
## ***INFORMATION TECHNOLOGY***

### ***PROGRAM DESCRIPTION***

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- ✦ Provide continuous 24-hour technical support and maintenance of the City's information technologies, including PC's, data equipment, video services, voice and radio communication equipment, and other telecommunication equipment and services.
- ✦ Supply administrative support to GraNet Consortium, a Joint Power entity with ISD 742, managing the shared fiber network.
- ✦ Coordinate data, voice, and video networks for all City Departments with vendors and other agencies.
- ✦ Manage data voice and video networks connections for all City Departments located in multiple city facilities.
- ✦ Provide preventive maintenance and repair services for PC's and network equipment serving all City Departments.
- ✦ Manage, Supervise, and Administer hardware, software, operating systems and communication networks for all City Departments.
- ✦ Design and install customized software and software enhancements as needed.
- ✦ Coordinate user training for all City personnel on hardware, operating systems, and customized software.
- ✦ Manage and direct Help Desk operations by answering calls, submitting requests, and providing follow-up for all City departments.
- ✦ Services are provided by 6.5 full-time and 3 part-time employees.

**2004 Time Distribution**

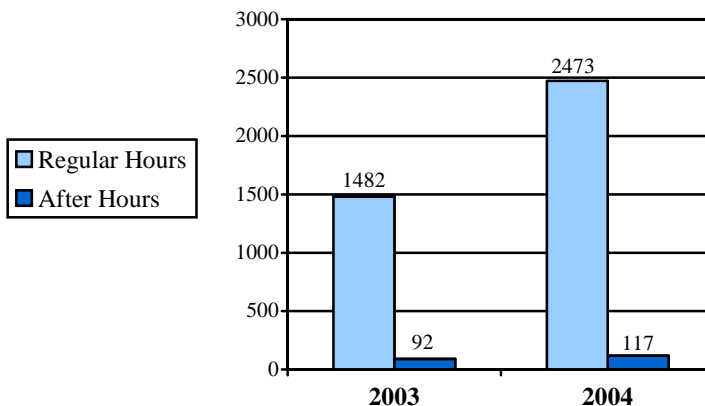


*This chart illustrates the amount of time spent by the IT staff, excluding the IT Director, on each major category. The part-time staff completes the more routine and basic job responsibilities, which frees up the full-time staff to do the more critical job functions.*

**OBJECTIVES**

- ✦ Guarantee the security and integrity of City voice and data communication services.
- ✦ Respond to all maintenance and support requests from all City departments.

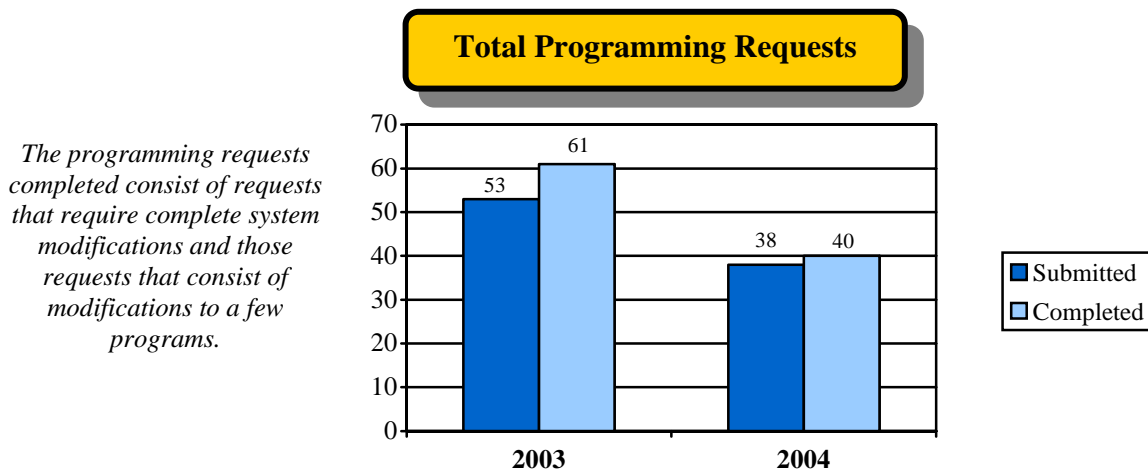
**Help Desk Calls**



*The Help Desk offered support to a total of 2590 calls in 2004. The total for 'Regular Hours' does include calls for all city Departments. A Web-Based Help Desk System was developed in-house in 2004.*

Maintenance/Support Requests	Response Time
Public health and safety operations	2 Hours max.*
Essential City service operations	2 Hours max.*
Data network operations	2 Hours max.*
Voice operations including PBX, network, voice mail, and radio systems	2 Hours max.*
Single PBX operations	2 Hours max.*
Local area network operations	2 Hours
Critical application support regular business hours	
PC support issues	8 Hours
Printer support	8 Hours
New user, data, or voice systems	3 Days
*Indicates 24-hour service	

- ✦ Coordinate with external vendors for the provision and support of required communication services including voice, data, radio services, and wireless data.
- ✦ Complete programming requests from City departments in a timely manner.

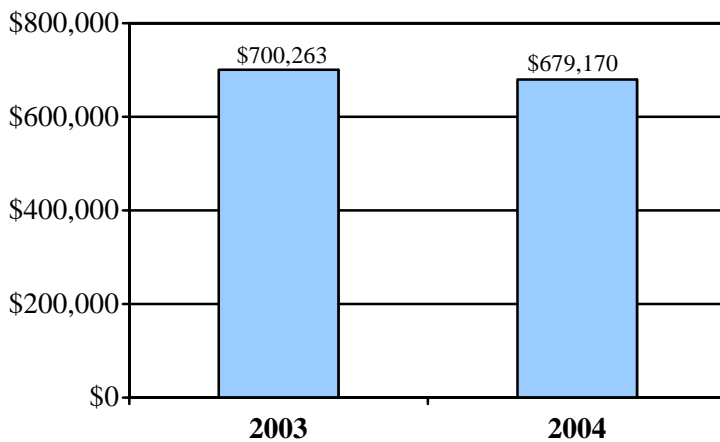


- ✦ Create and maintain technology maintenance plans, including upgrading and replacing data and communications equipment, applications, and systems.
- ✦ Coordinate planning, support, and maintenance with St. Cloud School District 742, to ensure continued operation of the GraNet fiber optic network and associated voice, data, video equipment, applications, and systems.
- ✦ Coordinate planning, support, and maintenance with Stearns County Information Services to ensure continued operation of the Law Enforcement Automation Project (LEAP) network.
- ✦ Require staff to continuously update their skills to stay current with the required level of technology changes to support City infrastructure and systems.

- ✦ Provide representation of City IT staff on various technological boards and commissions within the community.
- ✦ Coordinate systems security with State of Minnesota, Stearns County, and other designated agencies to provide secure and stable voice and data systems.

***PROGRAM EXPENDITURES AND REVENUES***

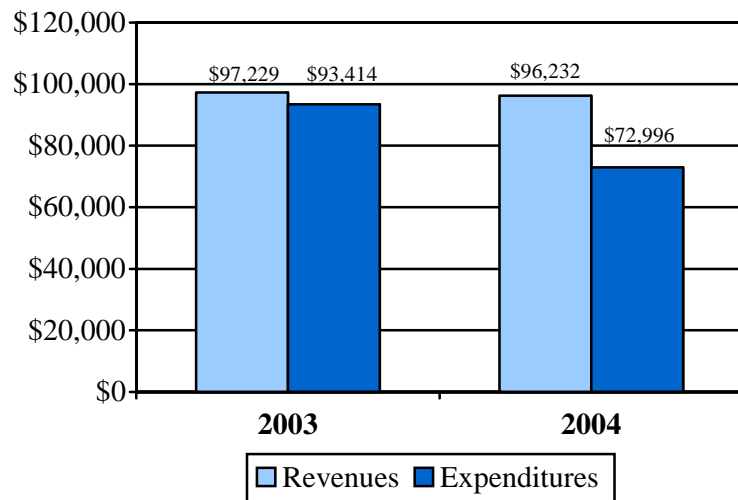
**Information Technology Expenditures**



*The decrease in expenditures in 2004 was due to a reduction of capital outlay expenditures.*

**Metropolitan Area Network Consortium**

*This fund was established by the City of St. Cloud and ISD 742 for the purpose of operating a fiber optic communications network which provides voice, data, and video connectivity to the City and School District facilities.*



## ***HIGHLIGHTS***

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- ✦ **Web Based Help Desk Tracking System** - This system was developed in-house and implemented in 2004. It enables City users and IT to enter helpdesk requests. Allows for better notification, tracking and resource management and also allows for off-site work order management.
- ✦ **Paramount Fiber Install** - The Paramount Theater building data connection was implemented in November. The building is now on the City data network. Arts Commission staff were able to move to new offices at the Paramount site with full technology support and availability of City services.
- ✦ **Data Connection to Calvary Hill** - The City data network was extended to include the Calvary Hill Tower site in November. This provides data connectivity via OC3 ATM to this site for future extension to other City sites and data monitoring and security operations at Calvary Hill.
- ✦ **Hydro Fiber Connection** - Work started in November in installation of underground innerduct for future installation of fiber optic cabling. The innerduct and associated handholes were completed in early December. It is anticipated that the fiber will be installed following the spring thaw. The fiber will allow integration of the Hydro facility into a coordinated security system.
- ✦ **Airport Tower** - IT provided the design and implementation services for the voice circuits to serve the new Airport Control Tower. The implementation included fiber installation and telephone equipment.
- ✦ **Groupwise Upgrade** - This upgrade included many new features for the client application and significant improvements in the server portion of the product. This project included a user training component.
- ✦ **PBX Upgrade** - The PBX operating systems were upgraded for all City buildings during September. This effort required a number of days of intensive pre-upgrade activities for the IT staff. The upgrade process was successful with minimal downtime for City facilities. In addition to the PBX OS upgrade, the phone system control network was also upgraded to facilitate the new PBX OS features. The principal new feature will be support for E911 functions on the extension level.
- ✦ **Electronic Payments for Utility Billing** - This involved re-configuring the utility on-line payment processes. At the time of completion the new system reduced the operational costs by \$14,000 to \$16,000 per year and had provided greater flexibility for City customers.
- ✦ **Intranet** - The City Intranet site made its operational debut October 11 with the new electronic City employees' newsletter. The Bulletin Board, Help Desk and access to many HR forms and documents are currently available.
- ✦ **MAC Infrastructure** - The fiber and copper installations has been completed. The Golf Building telephone service has been shifted to the new copper cable.
- ✦ **Cell Phone Study** - Elert and Associates were retained to examine current cell phone usage and make recommendations for current and future cellular usage/plans/equipment.

- ✦ **Gang Strike Force Server** - The new server for the GSF was installed and configured during January. This server, installed at the LEC, provides data storage and support for the Gang Strike Force. Gang Strike Force funds were used for this project.
- ✦ **Law Enforcement Automation Project (LEAP Servers)** - Upgrades included both Record Management Servers which are equally shared between the City and the County and the St. Cloud Police Department file and printer server which is a City only function. Configuration and installation began in January with rack assembly and reconfiguration of server room utilities and space to accommodate the new equipment.
- ✦ **Police Department Mobile Data** - The Police Department had been operating their mobile data system on AT&T CDPD network. This service was discontinued during 2004. They are now operating using Sprint PCS as their solution.
- ✦ **Visionair Software Punch List** - Visionair successfully completed the installation of patches to provide the Case Management module for the Police Department data system. This is the final punch list item to be resolved and brings this project to a close. Originally scheduled for completion December 31, 1998, this was a joint project with Stearns County.
- ✦ **School Liaison Computer project** - Funded by a Safe Schools Grant through District 742 this project will provide laptops with connectivity to the PD data system and the BCA. Originally scheduled for July of 2003 this project has been affected by the GraNet re-configuration and issues with the School District data network. Testing of the data connectivity using a secure VPN client and the Internet was successful during January. Final configuration of the first two laptops is expected to be completed during February of 2004. Following that it is expected the District will authorize the purchase of the remaining 2 laptops.
- ✦ **Novell Upgrades** - The Novell operating system in use at all City sites except Police was upgraded February 16-17, 2004. During this process the existing file server at Fire Station #1 failed hardware specifications. Replacement parts were more expensive than replacement of the device. A new server was ordered and the Novell system was upgraded at Fire Station #1 February 23, 2004.
- ✦ **Auto-Attendant** - With the retirement of the switchboard operator the City Auto Attendant system was tasked with answering general service telephone calls for all City Departments.
- ✦ **Meteorlogix** - This weather monitoring and reporting service requires that a satellite dish be moved from the MAC to the Central Maintenance Facility where it will be connected to a server and interconnected to the data network. When completed this project will allow both the MAC and Public Works to access live real time satellite weather information over the City data network at a fraction of the cost of standalone service for both departments. Cabling for the CMF end of the project was completed in May with satellite relocation completed in June. It is expected that rollout of the server and workstation clients can be completed in June.
- ✦ **Fire Server Upgrade** - During the month of March, the Fire server was upgraded to a SQL server to allow for the new version of Fire Programs. The software upgrade process for the fire department upgrade system required upgrading the server hardware.

- ✦ **Advisory Committees** - State Wide Public Safety Radio Planning Committee – Tom Hannon representing League of Minnesota Cities, Catholic Charities Information Technology Board – Tom Hannon, Educational Technical Advisory Committee Rasmussen College – Lance Feia, St Cloud Technical College Computer Science Advisory Committee – Micah Myers, Infraguard and ISSA – Greg Rolling.

## ***FUTURE GOALS***

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- ✦ Continue the modification and upgrading of the AS400.
- ✦ Provide increased network bandwidth between City buildings.
- ✦ Add a Webmaster position to the IT division allowing for greater integration and management of web based initiatives.
- ✦ Enhancing help desk support activities to provide more rapid and comprehensive end user support.
- ✦ Implement a web based complaint system.
- ✦ Continue developing a disaster recovery emergency service system.
- ✦ Improve redundancy and fault tolerance for the City telephone system.
- ✦ Continue the migration of City systems to be web based.
- ✦ Work cooperatively with other government agencies to improve efficiencies and reduce costs.
- ✦ Continue to provide electronic distribution of reports to improve efficiencies and reduce costs.
- ✦ Continue upgrade of City PC's.
- ✦ Park Web Services.
- ✦ Develop an IT strategic plan.
- ✦ Migrate PAMS for Assessing to the new PAMS SQL Server.
- ✦ Employ wireless technologies to enhance efficiencies.
- ✦ Develop administrative structure for continued operation of shared public safety radio systems.
- ✦ Completion of the 800 MHz radio system.