MIS Quarterly

Status Report

April 2019

Current Project Status
February 2019

➢ **Overview**
  o The main focus of the department in the beginning of 2019 has been in 3 prominent areas
    ▪ <u>Processing of Year End Documents (W2's, 1099's, and 1095's)</u>
      • Since the individuals who completed this processing in 2018 are no longer with the City, this was a "learn as you proceed" process. That increased the complexity to a certain degree. Extensive notes have been developed this year, along with cross-training, to prevent a repeat of these difficulties in future years.
    ▪ <u>Installation of Networking Requirements at the Buttonwoods Facility</u>
      • As detailed later in this report, a great deal of effort was put forth to coordinate the wiring of the facility with the construction efforts.
    ▪ <u>Fiscal Year 2020 Budget Creation</u>
      • A zero-based budgeting strategy has increased the required effort to examine all expenses for their validity, continued need, and consolidation/reduction opportunities.

➢ **Project: Develop Ability for WSA to Accept On-line CC Payments**
  o We have started to implement the process.
  o Met with the Software Provider to determine costs. They charge $1,500 to implement the hooks from the CC Processing Company into their Billing software. We will need to bring this cost before Council before committing.
  o The only CC Processing Company that the Software Provider works with is Point and Pay. We have contacted them and begun the process of setting them up as an approved vendor.
  o Once all approvals are obtained, we will create a project plan for the implementation. We have formed a steering committee to address this as well as standardizing on a process for accepting all tax/assessment payments.

➢ **Project: Automation of data Entry – Kent County to WSA**
  o 75% Complete – Data formatting analysis complete.
  o Next step is to actually write a script in-house to convert the data sent in by Kent County.

- ➢ **Project: Develop City-wide Personal Computer Inventory and Refresh Program**
    - o Complete – We now have a refresh plan that we will be executing during the remainder of this fiscal year into next fiscal year.
    - o All acquisitions are being justified under the current spending freeze on a priority basis.

- ➢ **Project: Migration of Data Bases to Virtual Environment**
    - o 50% Complete – Estimated completion in approximately 6 months
        - ▪ Issue: Lack technical skill set to address the editing of large number of Data Base systems in use throughout the city.
        - ▪ Addressing: DB expertise is being sought as a new hire to an open position.

- ➢ **Project: Further Deployment of MUNIS Modules**
    - o 25% Complete – ongoing continuous improvement
    - o Received and reviewed Readiness Assessment provide by Tyler. Indicated a focus on implementing the Content Management module as a foundation for implementing Bid Management. This installation is scheduled for early April.

- ➢ **Project: Review Wireless Network Access Availability at Remaining City Facilities**
    - o The assessment has been completed. At this time there are several Public Access facilities that would be enhanced with the addition of more Access Points. Two primary facilities are the Thayer Ice Rink and the Swimming facility. Expenditures are being considered at this point on a priority basis.

- ➢ **Project: Implementation of a MIS Help Desk Ticketing System**
    - o 80% Complete – Further steps in the deployment of the selected system have been slowed by competing priorities. It is now scheduled for deployment in April 2019.

- ➢ **Project: Network Preparation of Buttonwood Facility**
    - o 99% Complete
    - o All network wiring and connectivity to the Fiber Backbone Network has been completed. Once the actual office furniture is installed final desktop termination and connection will be performed.

- ➢ **Project: Secondary Network Connection for City**
    - o No Change from prior report - 30% Complete – On Hold for further analysis