

C/ARK



# **MIS Quarterly Status Report**

**January 2020**

# Current Project Status

## January 2020

### ➤ Overview

- We are still trying to fill openings within the department. In addition to the System Project Analyst position that we have had open, one of our Personal Computer Technicians resigned in December leaving another opening. Both positions have been posted. To keep our ability to provide service to the employees of the City, we have hired a temporary PC Technician until a permanent replacement can be found.
- We have continued with our Cybersecurity training and testing over the quarter. We have now launched the third training module set. This is due to be completed early in January. Following that there will be two additional training module sets that will be launched, one each, in January and March. We have also conducted two "Phishing Campaigns" within the City. The second one showed a marked improvement in employee's ability to identify a threat and react appropriately. We will be conducting another test in January as well as two more following each of the remaining training sessions. Our hope is to see continued improvement as we move forward.
- We continued in our MUNIS training. A Security Role training session was conducted in November. We currently have 150+ Roles in MUNIS. Most of these are name based rather than Job Function based. I have initiated a project to convert all of these Roles over to the correct methodology. It is my hope to reduce the number of roles from over 150 down to less than 50. This will not only improve our security posture of "minimum required access", but will also increase our efficiency of activating individuals within the system
- We have scheduled additional training in the areas of BID Management and Purchasing for February and March of 2020. This training will be in support of our next project; the implementation of the BID module. While we currently own this module, it has never been implemented. We anticipate it to provide us with a much more efficient, automated, and less paper-intensive system.
- Our Database Application Developer has continued his efforts in replacing undocumented and unsupported satellite systems throughout the City. In addition to completing several critical reporting systems in Finance and Personnel, he has also constructed a base program that will serve as the launching spot for all future systems. This will allow us a standard look and feel for these reporting systems going forward.

- The Technology Steering Committee continues to meet and grow. We have leveraged this group in setting training schedules, implementing systems, reviewing cybersecurity test results, and setting priorities for future system rollouts. In the past quarter, the Planning department and the Accessors office have provided representation to the committee.

➤ **Project: Data Backup Capacity Increase**

- We continue to be critically low in available off site back-up storage space. As previously mentioned, our current back-up solution has reached capacity and we are now looking for alternative storage methods. It was budgeted to replace the existing platform, however, in researching the cost we discovered that we have replacement insurance on the existing appliance. What this means is that, if we are able to wait until August of 2020, we will be given a new appliance of equal size for free. After cost analysis of this option, we have determined that it is in the financial best interest of the City for us to apply less expensive temporary back-up improvements in order to be able to take advantage of that free replacement. To that end we have begun a “clean up” campaign to remove obsolete and duplicated data from our back-up stores. We anticipate a significant reduction in usage which, coupled with a possible inexpensive Network Attached Storage appliance, will carry us through to August of 2020.

➤ **Project: Develop Ability for WSA to Accept On-line CC Payments**

- This has been completed and implemented. Citizens are now able to pay Sewer Assessments on-line using a credit card.

➤ **Project: Automation of data Entry – Kent County to WSA**

- On-hold due to higher priorities. The efficiencies available by automating this process are relatively low compared to the effort to develop the system. This project will be revisited as priorities allow.

➤ **Project: Migration of Data Bases to Virtual Environment**

- 95% Complete – Estimated completion in first quarter of 2020.

➤ **Project: Further Deployment of MUNIS Modules**

- The next module to be implemented will be the BID System. This will involve the automation of the existing BID process, which is predominantly paper-based today. We will also be improving some Purchasing functionality in the process.

➤ **Project: Further Deployment of MUNIS Modules (cont.)**

- A demonstration of the MUNIS Maintenance module was conducted in December. In attendance were Facility Maintenance, DPW, Fire, Police, and Finance. This module would vastly improve our current Vehicle, Building, and Facility maintenance processes. It would automate most of the currently manual reporting, provide maintenance trend analysis, interface with the MUNIS financial modules, and provide a seamless interface to the Work Order system. Once again, this is a module that we already own but have not implemented.

In order to take advantage of these features, we will need to upgrade from our current revision of the MUNIS package to a more current version. This upgrade is mandatory for support and currently scheduled for Fiscal Year 2021. The Demonstration was very favorably received and it is generally felt that we should include its implementation into the upgrade project next year.

➤ **Project: Implementation of a MIS Help Desk Ticketing System**

- We continue to refine and roll-out our Help Desk Ticketing system. Currently all service requests are entered, tracked and processed through the system by the MIS department. Six “testing” individuals from the user community have now been trained on how to enter a ticket themselves and track it through the process. We will be monitoring their feedback and making necessary adjustments before rolling it out to the remainder of the users next quarter.

➤ **Project: Reduction in Telecommunication Expenses**

- Last quarter I reported on how we were able to reduce our wireless service by approximately \$1,300 per month. In continuing these reduction efforts we were able to identify another potential savings in the telecommunications area. By using a different service provider, we will be able to reduce our monthly expenses on a line connecting Fire Dispatch with the State’s Dispatch Center by over \$1,700 per month. This will require an up-front connection charge of \$3,900. However, with the available savings, we will recoup this expense in under three months. This change will be going in front of the Finance Committee for approval in January.

➤ **Personnel Status:**

- Open Position – System Project Analyst
  - This position has been posted. We have reduced the requirements, as well as the associated salary, in hopes of finding a larger pool of qualified candidates.

➤ **Personnel Status (cont.):**

○ Open Position – Personal Computer Technician

- This position became open in December with the resignation of one of our Technicians. The position is posted. While we search for a qualified candidate, we have hired a temporary resource to fill in.