MIS Quarterly

Status Report

October 2020

➢ Overview

- o Since our last report in January of this year, as is the case universally, our focus has been on, priorities dictated by, and resources consumed by tasks related to the COVID-19 Pandemic. The single most significant accomplishment of the department has been our ability to continue providing technology support to the City in its need for remote and dynamically changing requirements.

- o At the onset of the Pandemic, the MIS Department was able to rapidly deploy approximately 100 remote workstations to employees within a 7 day period. This allowed us to accommodate the quarantine requirement without causing any single department to have to abandon all services to the City. I credit the Administration for its support, our set of Business Partners who found us equipment when none was available, the dedication of my staff to do what was needed, and the cooperation of all of the departments to patiently follow direction and assist us in the deployment.

- o Our one open position, that of System Project analyst, has been on hold pending a better understanding of the Pandemic's economic impact on the City.

- o We temporarily halted our Cybersecurity training and testing in March. That program was reinitiated in May with the slow reintroduction of employees back into the workplace. Over the past 4 Phishing Tests, the City has shown a continued improvement going from a high of ~7% click rate late last year to our latest test results of ~1% click rate.

- o MUNIS Training was severely impacted by the Pandemic. Four days of on-site training that was scheduled for April was canceled. We have just now reengaged with Tyler Technologies in rescheduling training. This training, of course, will be conducted remotely.

- o In addition to converting approximately 80% of our obsolete Database Applications, our Developer was able to rapidly deploy what has turned out to be an extremely useful application. This application automates how our employees report their daily temperature and COVID symptoms tracking requirement. Based on a simple desktop application, this tracking is captured on a daily basis, offers historical trends if needed in an outbreak investigation, and automatically deletes information after its useful tenure.

- The Technology Steering Committee also went on hiatus between March and July of this year. We have now reinstated the meetings, virtually using Zoom, with a focus on efficiency improvement projects and policy adoption

➢ Project: Data Backup Capacity Increase
- Our ability to adequately protect the City's critical data remains a top concern and priority for the department. We are currently conducting a needs analysis in order to go out to Bid for a back-up and recovery solution. Working with our current partners, Barracuda and their Channel Company TBNG, we were able to acquire a replacement device ahead of schedule and at no charge, utilizing our Four-Year credit. While this device is approximately 20% larger than our previous back-up device, it unfortunately does not give us adequate space to handle the City's needs. It does however give us the breathing room necessary to properly evaluate options before selecting our new platform.

➢ Project: Migration of Data Bases to Virtual Environment
- Complete – in process of decommissioning obsolete server previously used/required for these database systems.

➢ Project: Further Deployment of MUNIS Modules
- The implementation of the BID Module has been put on hold. After conducting a training session earlier this year, a number of challenges were identified that would need a development project to accommodate. It was decided by the committee that there are better efficiency opportunities available that would provide a quicker return to operations.
- We have, on a very limited two-department basis, started the use of the inventory module. We are currently waiting on a response from Tyler on when we can conduct a couple days of training for those individuals who would be controlling the inventory with this application.

➢ Project: Receipt Printer Replacement, Collector's Office
- Earlier this year, with Council support, we were able to acquire replacement receipt printers for the Tax Collector's Office. The existing printers were obsolete and incompatible with the current Web-Browser version of MUNIS. This meant that we were maintaining an old desk-top version of MUNIS just for the Collector's Department. We have initiated this project and are currently working with Tyler Technical Support on some issues that were encountered.

- ➢ Project: Timesheet Entry Process Improvement
  - ○ Currently, the method(s) used to convey hours worked to the Payroll Department varies dramatically by department and is extremely paper intensive. At the last Technology Steering Committee meeting, it was decided that this project to improve that process should be prioritized. The objective is to add as much efficiency and automation to the process as possible without a significant cost to the City. We have identified three components; automated Entry System for Municipal employees, automated interface with the CrewSense system (Police and Fire), and an automated interface with the Easy Clocking system (WSA). This project also includes the necessary Workflow and Reporting that would be associated with the process.

- ➢ Project: IT Policy Development & Adoption
  - ○ Per a recent external IT Audit, it was pointed out that the City's Technology Department does not have a set of written policies surrounding the acquisition, acceptable use, and securing of the technical resources. For the most part, while the department currently follows Best-Practice within its operation, there is no formal documentation of these policies and procedures. In an effort to address this need, the department has assembled a set of technology based policies based on the NIST Framework. We are currently reviewing these policies with the other departments and hope to have them adopted by early in 2021.

- ➢ Personnel Status:
  - ○ Open Position – System Project Analyst
    - ▪ This position has been put on hold pending a better understanding of the economic impact of the pandemic.