



MIS Quarterly Status Report

July 2019

Current Project Status

July 2019

➤ Overview

- The largest effort for the past Quarter was the actual move and final configuration of the Buttonwoods Facility. The move itself went rather smoothly from a technology standpoint. As of this writing, there are no extraordinary issues outstanding. The last piece of the move will be the decommissioning of the redundant equipment at the Draper Avenue facility.
- We have also begun preparation for the move of the three departments, Personnel, Community Development, and MIS, still at the Draper Avenue facility into the Holden School Building. We have notified our network provider of the targeted move date and are awaiting final confirmation of personnel placement by room assignment.
- We have conducted interviews for the two open positions within the department and have narrowed the selection down to the final candidates. Employment offers, contingent on successful background checks, should be going out in the first week of July.
- Raymond McKay, the departments Network Manager, retired in late May. We have been using his services on a per-diem basis while we search for a suitable replacement.

➤ Project: Data Backup Capacity Increase

- The City's current data Back-up platform, Barracuda Network Cloud Services, has been maxed out. This means that we are not able to successfully back-up all of the City's data, both dynamic and static, on a regular basis. And, increasing our capacity is going to require a significant investment. However, in order to alleviate the immediacy of the need, we have come up with a temporary solution. Several years ago the department purchased a QNAP Storage Array. This storage device was never fully implemented and remained in storage. By installing and initiating this device, we have been able to take all of our static data and back it up locally. This will allow us the time to properly evaluate options for increasing our off-site cloud storage platform and make the most cost effective choice for increasing that capacity.

- **Project: Develop Ability for WSA to Accept On-line CC Payments**
 - We have completed all required steps for the implementation of this service. We are currently waiting on the two vendors, Vision and Point & Pay, to complete the integration of their two products so that we can open this service to the public.

- **Project: Automation of data Entry – Kent County to WSA**
 - This has been on hold for the quarter waiting for the eventual hiring of a resource capable of writing the necessary scripts to complete this project.

- **Project: Migration of Data Bases to Virtual Environment**
 - 65% Complete – Estimated completion in approximately 4 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**
 - Ongoing continuous improvement
 - We have completed the implementation of the Tyler Content Management system (TCM). A two-day configuration session has taken place. We have scheduled client training for their earliest open time slot, September. The availability of Tyler’s training resources remains the most challenging part of these implementations.

- **Project: Implementation of a MIS Help Desk Ticketing System**
 - 90% Complete – Project on hold. This was being implemented by our Network Manager who has retired. We will reinstate the project when a replacement is hired.

- **Project: Network Preparation of Buttonwood Facility**
 - 100% Complete

- **Project: Development of a Pension Statement Program**
 - The Pension Statements were processed through a program developed by a former MIS employee. Since leaving, no one has been able to review and reverse engineer the process. We have now hired a Contract Database Programmer to specifically focus on the development and processing of these statements.
 - We anticipate the project to take approximately 110 hours.

➤ **Personnel Status:**

- Open Position – Database Programmer / Analyst
 - Interviews were conducted in June. A contingent offer has been made and accepted by the leading candidate. This will be finalized once the background check is complete.
- Open Position – Business Systems Analyst / Project Manger
 - Interviews were conducted in June. A contingent offer has been made and accepted by the leading candidate. This will be finalized once the background check is complete.
- Open Position – Network Manager
 - This position became open at the end of May due to a retirement of the prior employee holding this position. The job description was developed and posted. No suitable candidates have been identified at this time.