

12. CITY MANAGER

a. Informational Items

vi Update and Overview of the MIS Department

MIS Department Council Briefing City of Sanibel Technology

April 22, 2011

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INTRODUCTION

The MIS department was created with 1 employee in 1999. Hardware assets were: 1 server (IBM AS400) for HTE, approximately 40 computers and a phone system. There were 7 dial up internet connections, and only these had email accounts. MIS was only responsible for the computers, the AS400 and the dial up internet connections.

Today, there are 5 MIS employees supporting 127 fully integrated Windows accounts, 2 high speed internet connections, 8 remote office and facility locations, 33 servers, 145 computers and 65 cameras. Additionally, the MIS department supports: over 70 applications, access control systems, police radios, parking fee collations, AM radio system, 2 phone systems, a comprehensive web site, very robust network security, and more.

This document details the current responsibilities of the MIS Department, the current state of the technology, and the future plans.

MISSION STATEMENT

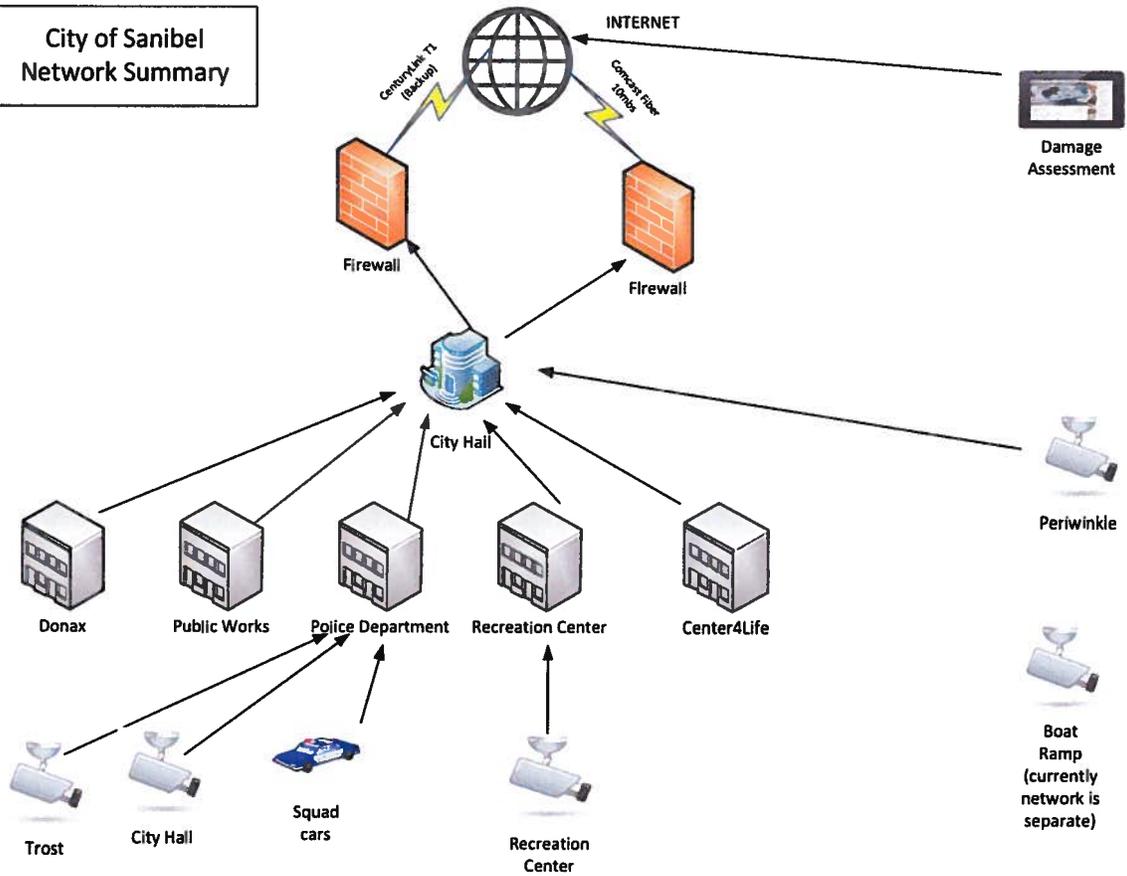
To ensure proper and efficient utilization of technology in order to facilitate cost-effective and mission critical services to the Community.

RESPONSIBILITIES

Network Management

The MIS department provides full support for the City's network and remote office locations. The next page shows a simplified network diagram then the next two pages show the details for the City's network.

City of Sanibel
Network Summary



Insert network page 2 – CONTENT REDACTED

Insert network page 3 – CONTENT REDACTED

Services Provided

24 Hour support. Support is provided for all city technology, 24 hours a day, 356 days per year. Priority is given to public safety and utility issues. MIS has a rotating after hours support schedule and a staff member is working at City Hall on Saturdays. For after hours and emergency, there is an 800 number service that simplifies contacting MIS.

In over 90% of the after hours calls, an MIS staff member has contacted the person requesting service within 5 minutes. All MIS staff carry smart phones and laptops so that when possible, service issues are addressed remotely in short order.

User computers, printers and UPS'

The City has standardized on Dell computers and Microsoft Office applications for routine office needs.

Panasonic Toughbooks and Microsoft Office is the standard for rugged needs like patrol cars and damage assessment.

Mackenzie Hall. Manage and maintain the AV systems in Mackenzie Hall. This included the audio and recording systems, and laptop projection system.

Disaster preparation and deployment. MIS allocates significant resources annually to disaster needs. Technology solutions are developed taking into account Sanibel being a barrier island.

Emergency data and communications van. Satellite internet data access, telephones, police dispatching radios and HAM radios.

AM radio system (2 transmitters). This system allows critical information to be broadcast over an AM radio frequency.

Reverse 911 telephone notification system. Sanibel has partnered with other Lee County agencies in a system from CodeRed that allows automated dialing and messages for emergency incidents like a hurricane or chemical spill.

Off island technologies and supplies for disaster recovery. The MIS department maintains an inventory of computers and related equipment that is used at the off-island City Hall and command centers that can be set up during an emergency

Emergency cell phone bank. Verizon Wireless has a Florida State Purchasing Contract that allowed the City to obtain cell phones free and we only pay for use. MIS keeps these cell phones charged and ready for use.

HAM Radio technology. The MIS department leads the emergency radio technologies utilized by the City. Two MIS staff members have radio licenses.

Website and press release email database.

Currently there are 8,146 active email addresses in the database. MIS assists departments in use and training of this database.

The web site was completely redesigned in 2008. This new design went online July 7, 2008. Since then, there have been over 1.3 million page views.

MIS trains departments to post web site updates and routinely monitors those updates.

City Council agenda. A fully formatted agenda with links to the exhibits is created for each council meeting.

City's main server ("HTE"): This is a state of the art IBM iSeries 520. It is set up to provide business production and a separate testing/training database. This system has been very reliable with little downtime, which are hallmarks of this IBM product.

Police dispatching ("CAD") and reporting system ("RMS"). The police department uses an integrated system from Positron. This system is the primary system used by the PD and requires significant MIS resources for support and maintenance.

Recreation management system ("RecTrac) with online transactions ("WebTrac"). The recreation department uses a comprehensive solution from Vermont Systems.

Data Backups

MIS has formalized backup process that includes full weekly backs, nightly incremental backups, daily reviews of backup logs, data restore testing and off site storage of tape backups.

Email. This has become a mission critical service for the City. MIS has implemented and maintains an email system that is scalable, restorable and protected through industry standard anti-virus and anti-spam systems.

120 email accounts In March 2011, 43,765 emails were delivered to users.

2 email servers. These are some of our most advanced, high performance servers.

1 email gateway

Antivirus and AntiSpam. These two critical technologies protect the City's computers from viruses and significantly reduce the Spam that enters the City's email systems.

Email server antivirus. This system eliminates the majority of viruses that attempts to enter the City through email by deleting the virus before it can enter our systems.

Email server antispam. This system eliminates the majority of Spam that attempts to enter the City through email by deleting the email rather than delivering it to a user. In March 2011, the antispam system blocked 547,072 Spam emails. 92% of the emails received at the City are Spam.

End user computer antivirus. This system runs on user's computers to protect against viruses attacking from the inside of the network.

Sanibel spam blacklist. CONTENT REDACTED

Network Security. With access to State and Federal law enforcement data sources, MIS has implemented significant technology to protect and monitor the City's network.

Weekly reading and research of current viruses and vulnerabilities

Maintenance of firewalls. The two firewalls are actively managed to allow permitted programs like email and WebTrac and block unauthorized traffic.

Verification that network traffic logs are running. The City has security systems CONTENT REDACTED

Wireless. The City's wireless network is open for any use. The wireless network is not connected to City networks so eliminate the possibility of intrusion from the wireless network.

9 network hubs, and 9 separate locations: Recreation Center, Center4Life, Periwinkle/Lindgren intersection, Lighthouse Park,

Trost Parking Lot, Donax Facility, Public Works, City cameras outside the Chamber of Commerce, and the Police Boat dock.

2 full server rooms. The main server room is located at City Hall near Finance and another server room is in the Police Department.

Remote access and secure private networking for 6 PD laptops. The Police Department requires laptops for the officers and detective. These laptops also need to access the City's law enforcement data and network, so dedicated Virtual Private Networking ("VPN") is maintained.

Damage assessment program. Lee County developed a damage assessment program to allow very quick reporting of disaster damage data to the state.

Training. MIS trains City damage assessors that include employees and volunteers.

Load updates for 22 computers. The City identified Samsung "palmtop" computers for this process due to size and wireless capabilities. We have been adding Panasonic Toughbooks with are better suited to the conditions likely in a disaster scenario. These computers must be kept current and ready to use at all times.

Annual audits. MIS actively participates in two annual audits.

Finance. The annual Finance report requires detailed reporting of Finance and MIS data. From MIS resource tracking database, the indirect allocations are calculated.

Florida Department of Law Enforcement ("FDLE"). As part of the City's accreditation to use FDLE's data and subsequent access to the FBI, FDLE performs annual audits of the City's Law enforcement portion of the network.

Regular updates for data from County GIS and Lee County Property Appraiser.

MIS developed a process to download current data from the Lee County Property Appraiser each month.

MIS maintains copies of the County's GIS data for use by the departments.

65 video cameras in 7 locations. Cameras are located at: City Hall, Recreation Center, outside the Chamber of Commerce, Periwinkle/Lindgren intersection, Police Department Boat ramp, Light House Park, and Trost parking.

Alarm and access control systems. MIS manages CONTENT REDACTED

2 phone systems. There are complete phones systems at City hall and the recreation center. MIS programs voice mail and extensions and reset passwords as needed.

Automated deployment of Windows software patches. MIS maintains a dedicated server to keep the City's computers current with Microsoft updates and patches.

Telephone Systems and Cellular Data Connectivity

City cell phones. The MIS department maintains records for cell phones, the employee stipend program, and a Blackberry Enterprise Server that links Blackberry phones with Microsoft Exchange

iPads. The City currently is testing 3 iPads that have full access to the City's email system. iPads are being tested for use as an electronic agenda delivery system.

Long distance account codes. MIS maintains access to Verizon's long distance system. Each employee needing to place long distance calls has a dedicated account code.

Hurricane Hotline. The City maintains a toll free number for recording disaster related information.

Cellular data access for PD. The PD uses Verizon's data network to access the City's law enforcement data. MIS keeps the data connection equipment operational.

All technology purchases . Last year, over 1,100 invoices and PO's were processed by MIS. MIS performs research on technology purchases to ensure that the best technology is used at the best price.

User PC configuration management. It is important to be able to maintain consistency for the computers and software used by the City. MIS also developed processes to quickly replace a defective computer when that PC is critical like Dispatchers, Officers and Rec Center memberships.

Create master image of select PC's. City PC's are classified into several categories. The most critical PC's are exactly imaged ("copied") so that they can be replaced without having to go through the typical long process of loading all software, program by program.

Standard configuration. MIS has standardized the applications allowed on City computers to minimize support.

Authorized software only. Only MIS has the permission to install software to reduce the opportunity for dangerous software to be installed. Users can request that software be authorized for installation by going through their department director.

Browser shortcuts. User's have a large investment of time in setting up their web surfing. MIS copies their web shortcuts so they are not lost if their PC crashes and to make moving to an upgraded PC smoother.

Outlook email "nicknames". User's have a large collection of email shortcuts in their local copy of Outlook. MIS copies these so they are not lost if their PC crashes and to make moving to an upgraded PC smoother.

Local data files. Most user data files are stored on the network, where they can be accessed from anywhere in the city. This also allows the files to be easily backed up each night. Some users need to keep data files on the local PC. In these cases, MIS manually moves files between new computers.

Windows applications. Currently, the number of applications that have been approved for use on City computers is approximately 66. The list of these can be found in the appendix.

Maintain FCC Licensing: The City currently has 10 FCC radio licenses that need to be maintained. These radios and their antenna systems also require monitoring and maintenance.

Design and automate custom reports. MIS is responsible for creating non-standard, special reports to retrieve unique data from the City's servers.

Digital photography, video and conversions for web postings. MIS has been increasingly asked to convert digital media to be posted to the web and for law enforcement evidence.

Social Media: FaceBook and YouTube videos. The City has begun posting content to social media web sites. This includes FaceBook photo and informational messages. City recorded and edited videos are being posted to YouTube. MIS purchased a high end HD video camera and editing software for this. MIS is training staff being in process to shoot, edit and post videos.

MIS time tracking system – all staff time is tracked by project, service and department. This is used to create the end of year MIS Indirect Charges and track resource utilization per department.

Daily, weekly and monthly systems checks

All of these systems require routine monitoring, updating, support, backups and staff training. 1 staff member is devoted to checklist each morning.

Thorguard Lightning Alert System. The Recreation Center has this lighting alert system that is computer based.

User Training Area. MIS maintains 5 computers for training users on City software.

Emergency 911 Phones at Rec Center. MIS maintains and tests seven 911 emergency call phones.

City Hall and PD Tower Lightning Protection System. MIS is the primary contact for this system to arrange for testing and maintenance.

Tarpon Bay Weir Water Level. A remote, wireless system that monitors the water level at Tarpon Bay Weir.

In house software development. All MIS developed software goes through a typical development process that includes: versioning, unit testing, user testing, review cycle and release.

Technology, Computer and Security Policies. The MIS department is routinely responsible for the creation and enforcement of these policies.

Phone system for CHR. Support CenturyLink phone line and phone system hardware issues for CHR.

Comcast Cable TV. MIS maintains TV connections for the police Department, Administration, and the Rec Center.

AutoCad software. Computer aided drafting software that is used to track easement legal descriptions, maintain sewer and drainage maps, and hydraulic modeling of sewer forcemains.

PROJECTS FY 2009 - 2010

The MIS department faces the continual challenge of implementing projects timely while providing appropriate levels of service for the existing systems and users. As we implement new systems, these new systems assist the other department's productivity, but rarely do new systems provide productivity gains to the MIS department. In fact, most new systems increase the commitment of MIS resources to support.

Since resources are prioritized for support, less MIS resources are available for new projects. The resources that MIS can allocate to projects are supplemented through the use of outside contractors.

The advent, and reasonable pricing of Cloud Technology, will allow MIS to implement new technology in the near term that will provide productivity gains for the MIS department.

Completed: 31

1. GIS Pepper Tracking. DNR needed an automated process to inspect properties for Brazilian pepper. MIS developed a program for this.
2. Parking Passes at the Rec Center. MIS led the project to sell Parking passes at the Rec Center. MIS designed new forms and performed the initial training for staff to use the new system. MIS also designed a custom data program to extract parking pass data for automated import into Parking Department handheld ticket writing devices. This saves the PD significant time each day and reduces the occurrence of data entry errors.
3. Boat Dock Alarm. The PD needed an alarm system to protect the boats at the dock.
4. Parking Machine Replacement. MIS worked to test the wireless capabilities of the new system and reviewed the new software. The new parking system has significantly reduced the time it takes a person to purchase a parking pass. A new credit card processing company was evaluated and set up for use by the City.
5. FaceBook and YouTube. This was to set up the City to utilize Social Media networking as a communication tool.
6. Add Additional Areas of Concern To Video System. MIS added a second License Plate Video Camera and the PD Boat Ramp.
7. Public Safety Radio Communication Issues - areas with no radio and poor radio coverage with the handhelds. MIS worked with the PD and Lee County public safety to identify areas with poor coverage and upgrade the Lee County transmitter located on Sanibel. MIS worked on the technical contract issues for the antennas. Additionally, Nextel changed its frequencies, and Public Safety radios across the county had to change their frequencies. MIS managed the contract with Nextel on the work.

8. RFP for City Video Systems. MIS released an RFP for a company to provide repair and preventative maintenance services for the City's video and alarm systems.
9. 2010 Annual Hurricane Plan Update. Each year MIS make changes and adds capabilities to the City's program. This also included annual testing of the hardware and Damage Assessment program. We have increased our supply of emergency replacement computers by obtaining older PC's retired from the State's Attorney's and Sheriff's Offices.
10. City Generator Replacement. The City replaced the main City Hall generator and MIS addressed the technology power issues. The installation was in two phases and in both cases, MIS ensured that critical operations were running off portable generators.
11. Reduce printing waste. At the suggestion of a PD employee, MIS researched Windows fonts for the one that uses the least ink. Once identified, MIS set up all user PC's to utilize this font as often as possible. This process is part of each new computer install.
12. 2010 FDLE Audit. The Florida Department of Law Enforcement is the State organization charged with ensuring that every Florida Law enforcement agency meets state and FBI guidelines in the use of sensitive law enforcement data. Each year, FDLE audits Florida agencies to ensure compliance with established guidelines.
13. Deep Horizons Oil Spill. Mis set up special mailing databases for volunteers, and posted critical web updates and press releases.
14. Reverse 911 replacement. The City partnered with several other Lee County agencies on a single emergency telephone notification system. Last year, MIS worked to identify a replacement upgrade for the system and the process to load that database regularly with current telephone numbers
15. WebTrac. Add the capability to the Recreation Management System, RecTrac, to allow members to purchase and renew memberships, and register for activities online.
16. POS Partner replacement. The City uses a 3 rd party for processing credit card at the parking lots. Last year, Bank of America did not certify that company with their systems. MIS identified 3 rd parties approved by Bank of America and compatible with the Parking Payment System. MIS then facilitated the set up for the new partner and designed the data transfer process.
17. Segway Permits. The City needed a way to allow handicapped people to obtain a Segway permit. MIS was able to implement a process using the existing recreation management System ("RecTrac") at no additional cost to the City.
18. Verizon Cell Phone and BES. MIS purchased and set up a Black berry enterprise server to integrate the City's Blackberry Smartphone's with the City's Exchange system. This is a full integration of email, calendaring and contacts.
19. Smartphone's - Policy and Process. MIS assisted with the update of this policy. MIS maintains the City Manager approvals for use of non-City cells phones by essential personnel.
20. Backup process for PW Unix server. The existing server used by Public Works for time tracking and fleet management needed to be replaced. MIS designed and implemented a virtual server solution for this.

21. Detailed Anti-Spam Filtering. Some employees reported an increase in Spam that was slipping past Symantec's AntiSpam solution. MIS designed and programmed a system to allow employees to forward suspected Spam, and have those email addresses added to the blocked senders list ("Blacklisting").
22. Attorney General LCD Project. The AG is pursuing a class action against manufacturers of LCD screens and needed product purchase information for each Florida City. MIS compiled this info. This includes monitors, TV's, laptops and handheld computers that contained an LCD screen.
23. Records Scanning Server. The PD needed a scanner to digitize paper records and a method to import these scans into PD Records.
24. Google Community Fiber. Google release an RFP for any community to apply for free fiber to be installed by Google. MIS obtained Council approval, designed and conducted an online community survey and submitted an application
25. Relocation of AM Transmitter. The coverage provided by the AM transmitter needed to be optimized. MIS worked with the vendor to select PW as the new location for one of the transmitters.
26. Upgrade Damage Assessment Software, Training and Field Exercises. MIS trains the Damage Assessment Team on the use of the County Assessment Software. MIS also keeps the computers updated with the current software, ready for use at any time.
27. Recreation Facilities Maintenance System. The recreation department needed a system to manage maintenance items. MIS assisted with the review of several options. Antero was selected, purchased and installed by MIS.
28. Upgraded and Simplified Constant Contact Email Templates. The City uses a third party, Constant Contact, to send email press releases. MIS designed a simplified process that allows Departments to send out press releases without the need to request this service from MIS. This process also provides more consistency in the email Press releases across all Departments.
29. Blackberry Enterprise Server. The City switched to smart phones, and those that use Blackberry needed a more reliable way to integrate their phones with the City's Exchange email Server. The MIS department installed and manages a Blackberry Enterprise Server for this.
30. Access to County GIS Software and Data. The City was allowed access to use the County's GIS licensing. This resulted in significant savings since the City did not have to purchase our own licenses.
31. Windows Update Server. This server provides automatic Windows updates to the City's computers.

TECHNOLOGY INVENTORY

Servers

General Servers: 33

PD Servers: 8

Midrange (IBM): 2 (with a production and Training/Test partition)

Total of Server Capabilities

71 GB Memory

37 TB Disk Storage

Databases: 7

RecTrac, Issues, Parking Export, CAD, Crimes, IBM – 2,

Computers (not Server)

	Computers	Laptops	Printers	UPS
Admin	6	3	6	7
Building	3	1	2	4
Civic Center	1		1	1
DNR	3	1	1	3
Donax Plant	3	2		3
Finance	9	1	8	9
Legal	2		2	2
MIS	5	3	3	5
Planning	7		2	7
Police	23	10	16	22
SEMP (Damage assessment PC's)	20		1	1
Public Works	7		4	7
Rec Complex	12	2	4	9
Disaster Supply	45		3	10
TOTALS	145	23	53	90

TECHNOLOGY STATUS

Current Technology and Associated Risks

In order of most risk to less risk

1. Productivity Applications: Word, Excel, Outlook and Web Surfing. These areas pose the most risk to the City and in technology are most susceptible to hacking. Common threats are users accidentally accessing malicious web sites and opening infected attachments.
 - a. This can be a path for introduction of viruses. To reduce the risk, MIS has implemented multiple layers of security.
 - i. CONTENT REDACTED
2. Secure network: This is the next area of risk. Any network is susceptible to malicious attacks. The City has standardized on state of the art network security and intrusion detection, with typical policies to obtain and enforce security goals.
 - a. CONTENT REDACTED
 - b. CONTENT REDACTED
 - c. CONTENT REDACTED
 - d. CONTENT REDACTED
 - e. CONTENT REDACTED
 - f. CONTENT REDACTED
 - g. CONTENT REDACTED
3. Typical business financial capabilities
 - a. The business processes associated with these systems are professional audited annually by the City's financial auditor.
 - b. The City uses online, electronic financial services.
 - c. WebTrac. Allowing financial transactions over the web comes with the usual risks relating to credit cards. The City uses a 3rd party to process the transactions and does not store credit card information on any City server.
4. HTE. Users have access to large areas of data and functionality. The access to data is decided by the department responsible for the data. NOTE: The City is progressing with plans to replace HTE with Tyler Munis. Munis will replace the existing HTE functionality, and add additional capabilities. The risks are increased with Munis because Munis has added capabilities.

- a. Finance determines what city users access what financial accounts.
 - b. Finance determines what finance staff has what capabilities to the financial systems and data.
 - c. CONTENT REDACTED
 - d. CONTENT REDACTED
5. Disaster preparation and business continuity. The MIS department devotes significant resources annually to mitigate disaster concerns.
- a. MIS runs Damage Assessment scenarios each year. This allows the City to regularly use the damage assessment software and emergency communications.
 - b. New systems need to address disaster concerns. If a system is critical, then steps must be taken to ensure the available of that system during a disaster.
 - c. MIS maintains disaster recovery equipment and supplies off island.
6. Citizen Web business processes
- a. The city does not store credit card numbers. There has been a migration to 3rd party's that process the transactions, who are then responsible with the credit card fraud issues.
7. Data backups. The MIS department does not test each backup run for validity. All backup logs are reviewed Monday – Friday to detect backup errors. The City's backups are set through the City Backup Policy.
- a. The City data backups are stored off site each week, as part of a 5 week rotation.
 - b. CONTENT REDACTED
8. CONTENT REDACTED
9. The Web Server is maintained buy a small hosting company, ThinkCreative, in Tallahassee. ThinkCreative was selected through a competitive bid process. Our site is one of ThinkCreative's largest. It is backed up nightly and we are planning to move our Website to the Amazon Cloud this year.

The software running the web site is "ezPublish and is "Open Source" meaning it was developed by the Linux Community freely available to anyone who wants to use it. ezPublish is very popular and is commercially supported.

Although these are risks, the benefits are no cost for the software, full access to the entire software, and we have the capability to load our website to another company server if ThinkCreative becomes unavailable. Also, there is a significant expert community available to provide customizations to ezPublish when needed.

10. Video camera system. The City currently has 65 video cameras located at 7 sites, plus in car video for the PD squad cars.
- a. The cameras use recording systems from three different manufactures. This makes utilizing the cameras more difficult since all the cameras are not available in a single system. MIS is preparing a project to convert the cameras to a single recording system.
 - b. CONTENT REDACTED
 - c. The total data storage for video is very large (over 3 terabytes). MIS has been researching technology to allow duplicate storage of the video data. The currently utilized storage for data this large is "Networked Attached Storage" (NAS), and ranges in price between \$35,000 and \$120,000.

The are plans for a single, integrated video system will address these risks.

11. Geographic Information Systems (GIS).
- a. These systems need to be available during disasters. The City has an informal agreement to use County GIS licensing without a formal inter-local agreement
 - b. MIS has developed plans to ensure that this data is available to City staff during emergencies.
12. CONTENT REDACTED
13. Electronic documents
- a. No additional risks.

FUTURE CAPABILITIES AND PLANS

In order of most important to less important

1. Replacement of HTE with Tyler's Munis ASP (Application Service Provider). The servers for this system will be located in Tyler's data Center rather than here on Sanibel. This has the same risks and issues as Cloud technology since the data servers are not located on Sanibel.
2. Single integrated video system
3. Cloud based systems for email, security camera video storage, backups and user data. The use of Cloud Technology requires constant connectivity to the Web, and this is a risk. MIS is developing plans for increasing our redundancy and connectivity speed to the Web to facilitate Cloud Technology. This issue is additionally compounded since Sanibel is a barrier island subject to hurricanes.
4. Office 2010 and Windows 7
5. Virtual workplace for users with secured, full access to City data. For example, this will allow users to bring up Word and Excel City files from outside the City.
6. Complete conversion of paper records to electronic storage.
7. Electronically delivered Council Agendas (iPad)

ORGANIZATION AND STAFFING

MIS staff is cross trained to produce routine support for all technologies. Individual staff members are more knowledgeable in specific areas and are the leads in these areas for advanced issue support.

Department Director, Bert Smith

Joined the City in November, 1998. BS Chemistry, 22 years of Information Technology experience, 2 Industry Security Certifications and currently pursuing a Master's in Information Technology from Florida Gulf Coast University.

Bert manages the department, makes technology purchases, and ensures the security of the systems, designs and implements new systems and handles advanced networking issues.

Server Administrator, Mike Claney.

Joined the City in June, 2000, 14 years of Information Technology experience.

Mike handles server support issues, HTE server issues, advanced Windows issues and advanced email issues.

Support Technician, Brad Gloer.

Joined the City in February, 2008, 7 years of Information Technology experience, A+, NetPlus, and Microsoft Certified Professional certifications.

Brad handles routine support issues and is the lead for the City's Website.

Support Technician, Lance Henninger.

Joined the City in January, 2006.

Lance has a BS Liberal Studies, an AAS in Computer Technology, 20 years Information Technology experience and retired from the Navy with 20 years experience in Cryptology.

Lance is responsible for routine use support, and is the lead for the emergency supplies and inventory.

Support Technician, Ray Rhodes.

Ray joined the City in April, 2008.

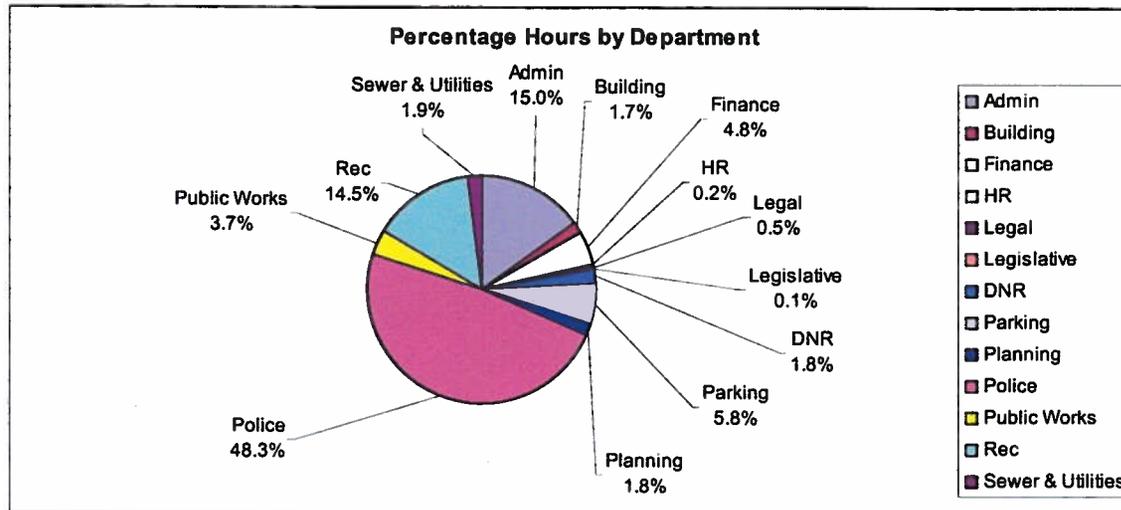
Ray has an AA in Computer Information Systems , will receive a BS in Marketing from FGCU this May, 5 years experience in IT, A+ certification, 4 years in the Marines performing avionics support.

Ray is the primary support for PD system issues.

FY 2009 – 2010 STATISTICS

Resource Allocation (as reported in the CAFR)

	Admin	Building	Finance	HR	Legal	Legislative	DNR	Beach Parking	Planning	Police	Public Works	Rec	Sewer & Utilities
Hours per Department	1302.3	143.8	415.9	20.7	39.1	8.5	157.9	499.7	156.2	4184.7	319.0	1253.7	163.3

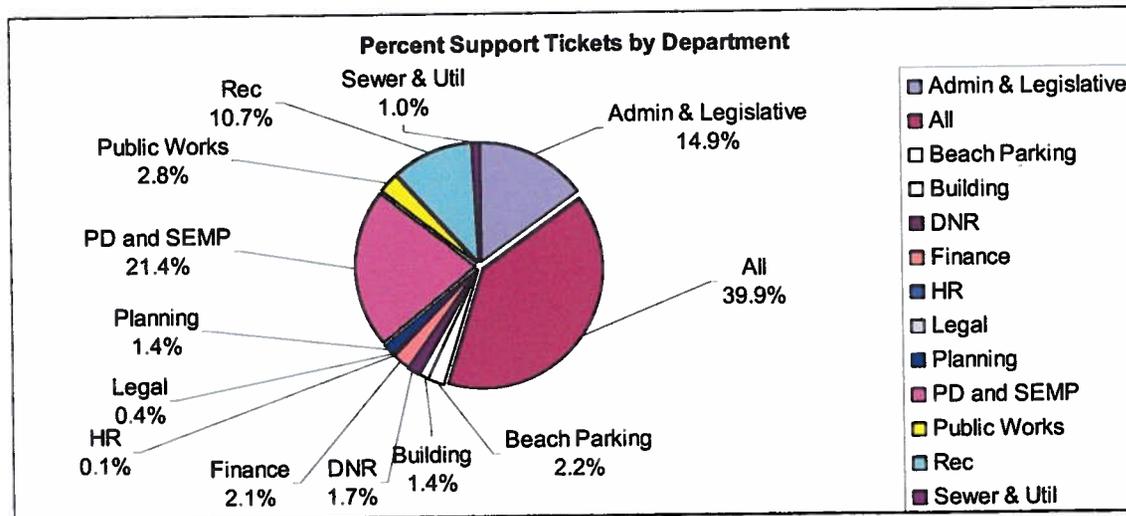


Service Tickets

	Admin & Legislative	All	Beach Parking	Building	DNR	Finance	HR	Legal	Planning	PD and SEMP	Public Works	Rec	Sewer & Util
Incidents	464	1245	68	44	54	67	4	11	44	668	88	333	30

Total 3,120

(Note: all means tasks that affect all departments. For example, if a person in Finance calls that they cannot access email that is categorized as "ALL". If an Admin person calls in needs help with their password that is categorized as "Admin & Legislative").



Public Works

PW is the primary department for use of Computerized Aided Design software ("CAD"). Sanibel uses Autocad, with the following modules:

- Survey: contains legal descriptions for easements and locating properties
- Civil and Map: maintain sewer and drainage maps
- WaterCad: hydraulic modeling of sewer forcemains

PW also utilizes a computerized accounting system for the refueling pumps. This info is interfaces with a virtual Unix server running maintenance applications.

PW also has a weather station that monitoring wind speed, humidity and rainfall.

The garage utilizes a computer diagnostic system to assist with vehicle diagnosis and repair.

Utility Department

The Donax plant utilizes technology to monitor lines, pumps, valves, and input/output modules. Computers monitor the status of lift stations remotely, and notify on call personnel of degraded and critical conditions.

The Utility department has replaced older drives with 19 variable frequency drives. These drives are significantly more efficient and have a longer life span than the previous units.

Order control is facilitated through the use of environmentally friendly compounds.

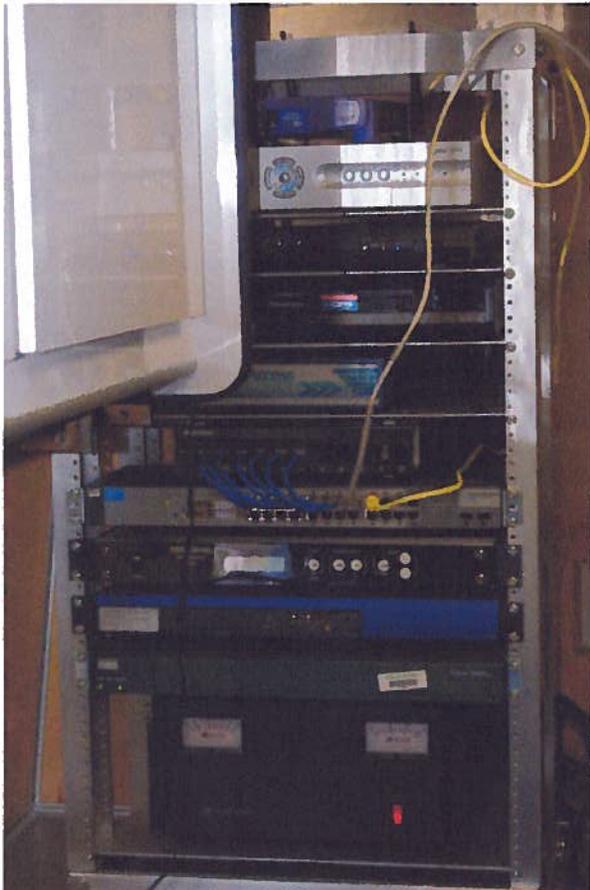
APPENDIX

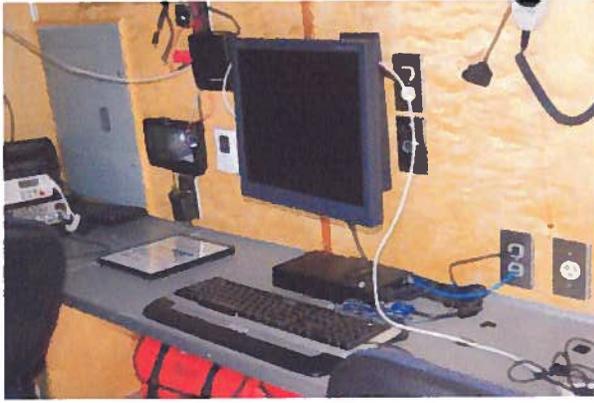
SUPPORTED APPLICATIONS

MS Word	Data On The Run PDA
MS Excel	TimeTrackerMX2 PDA
MS PowerPoint	Norton Antivirus
MS Access	Norton Firewall
MS Outlook	Zone Alarm Firewall
MS Internet Explorer	ADT Video Camera and Archive
MS Security Certificates	Rec Center Video Camera and Archive
MS Media Player	Battery Backup Monitoring
MS SQL Server	Cognos Impromptu QRep
MS FrontPage	DCC Community Notification (Reverse Dialer)
MS Firewall	Past Perfect - Museum Inventory
Microsoft Visio - Drawing and Maps	Total Recorder - Audio Copies of Meetings
Windows XP, Windows 7	Hurrivac
IBM Client Access - AS400/HTE access	Hurritrak and SLOSH Modeling
AutoCAD - CAD Drawing and GIS	Visual Statement - PD Accident Reporting
Various CD and DVD Burning programs	FDLE EAgent - FBI and All States Records
FTR Digital Recorder/Player Software - Mackenzie Hall	Lee County Locals - Wants and Warrants
PaintShop Pro	PD Missing Persons National Notification
Adobe Acrobat Reader	CJNet Intranet - Pawnshops, State Drivers License
Adobe Acrobat Professional	Lee County Courts Booking System (UBS)
Adobe Audition Audio Editor	Bank of America Online Banking
WinZip	Public Works Weather Station
Terminal Services Client - Server Access	DBase Planning Historical Database
VMWare	POS Partner – transmits credit card transactions from PC to clearing house
NT Backup	Schlumberger Park Folio – downloads credit cards transactions from handhelds to PC
HP Network Print Manager	Positron Dispatching
LaserFiche - Electronic Documents	Positron Records Management
Paintshop Pro	Positron In Car Reporting
IfFanView Graphics Viewer	Net Motion Remote Access
ESRI ArcView – GIS	HTWebtrac
SolarWinds	
Ethereal	
Adobe Audition	
Vmware Workstation and Server	
Firefox	
Citrix	
VNC	
I2C Geocove Damage Assessment	

DISASTER PREPARATION

SEMP Van





Off Island Emergency Supplies



AUDIO SYSTEMS

MacKenzie Hall

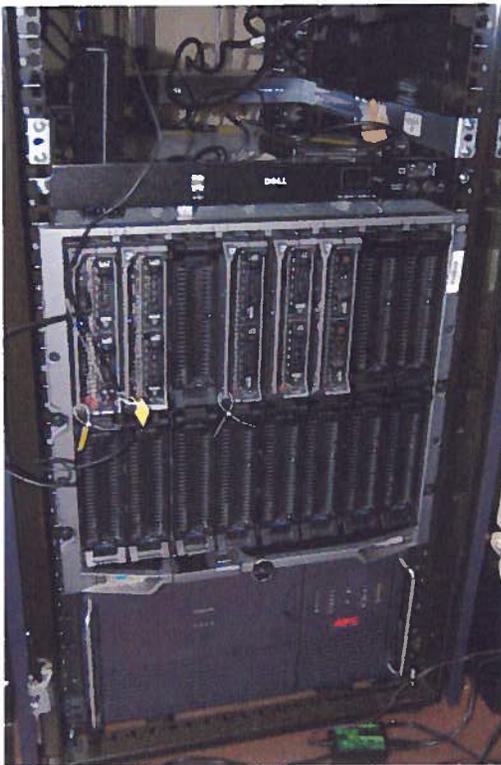
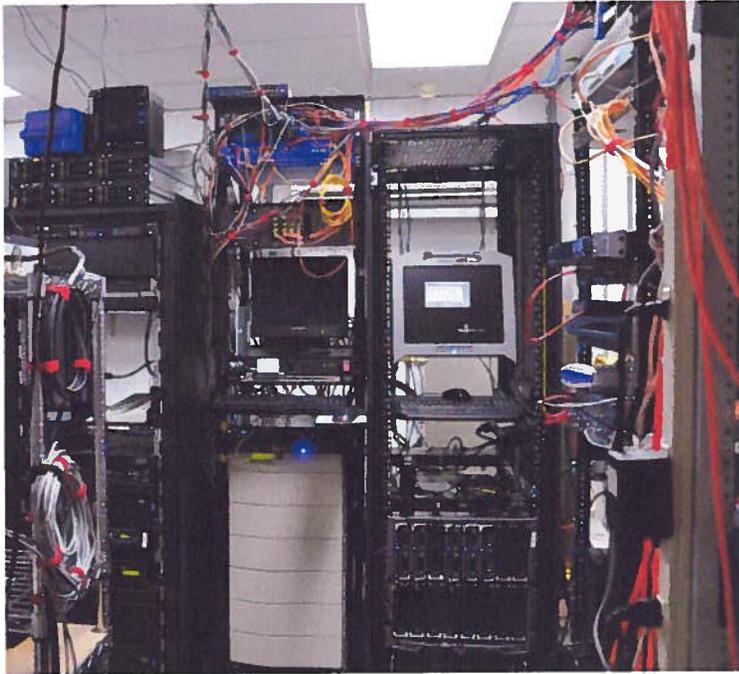


Rec Center Audio System

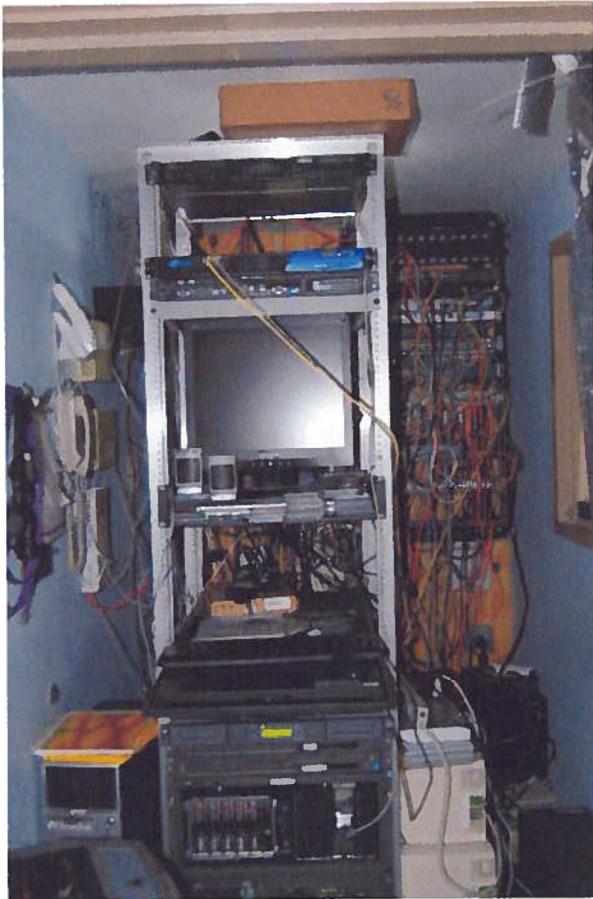


NETWORK LOCATIONS

Main Server Room



PD Server Room



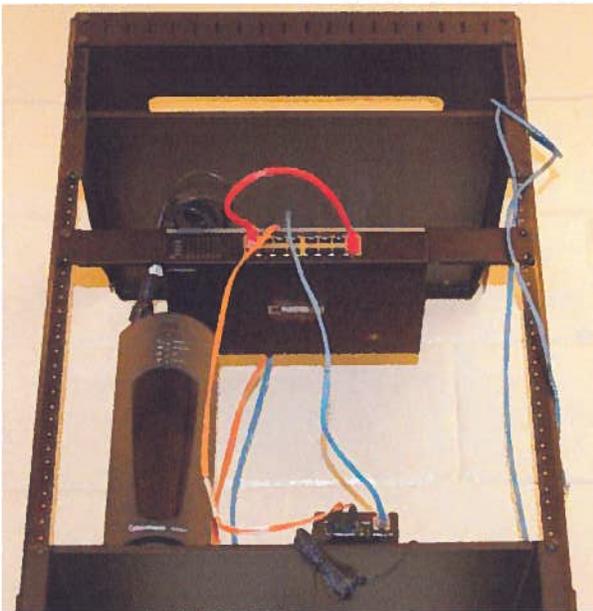
Dispatch



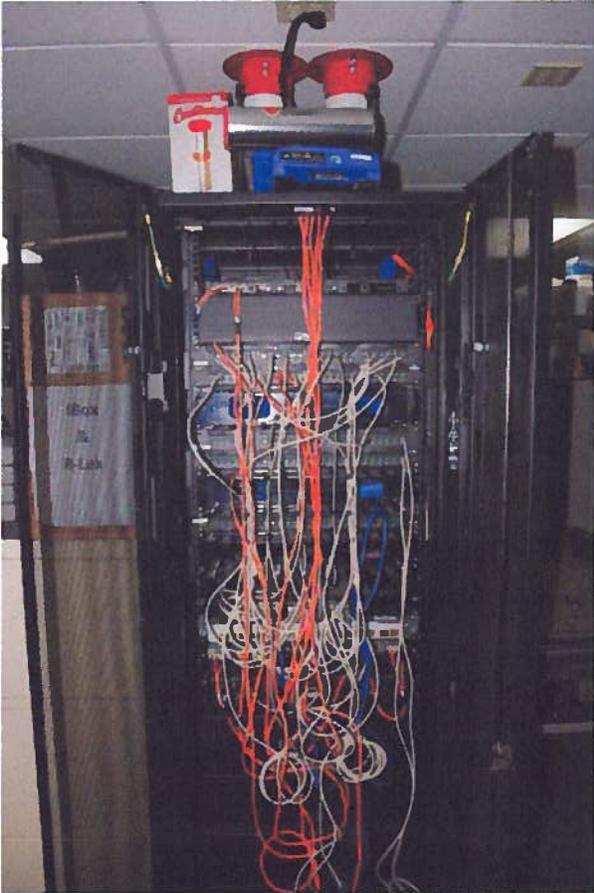
Center4Life



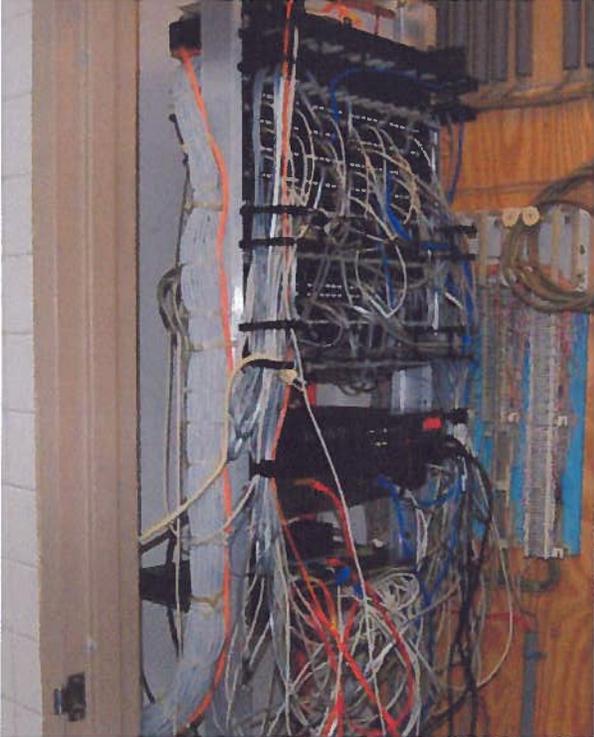
Donax



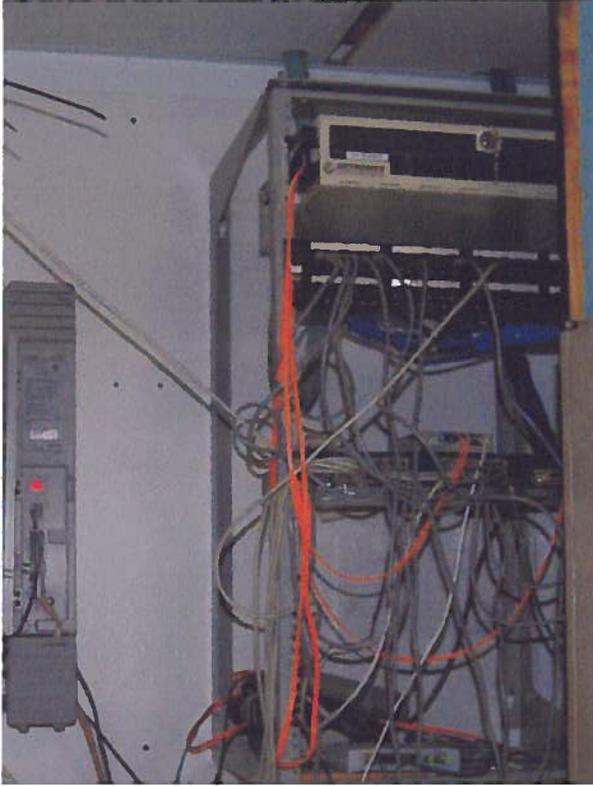
MIS Work Bench Area



Planning/Building/DNR



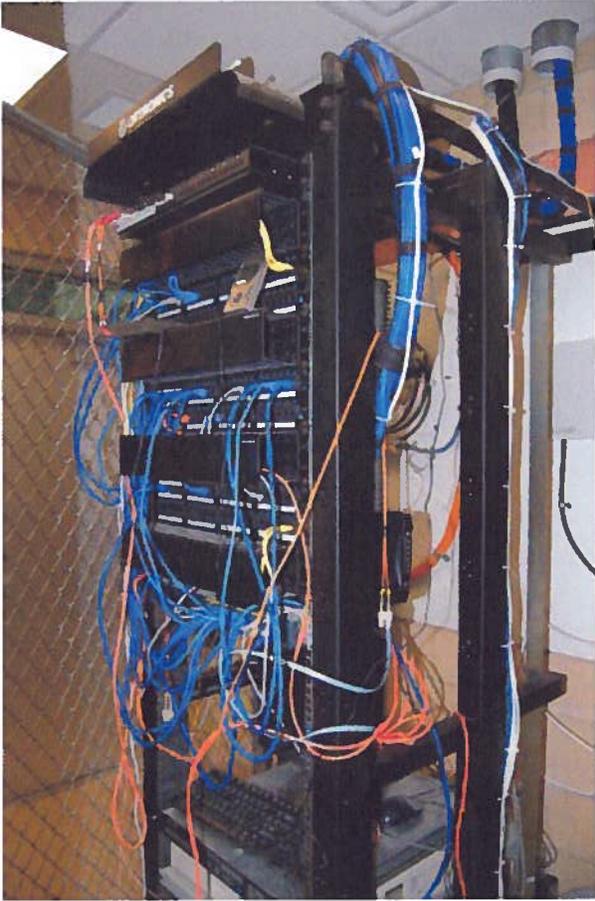
Public Works



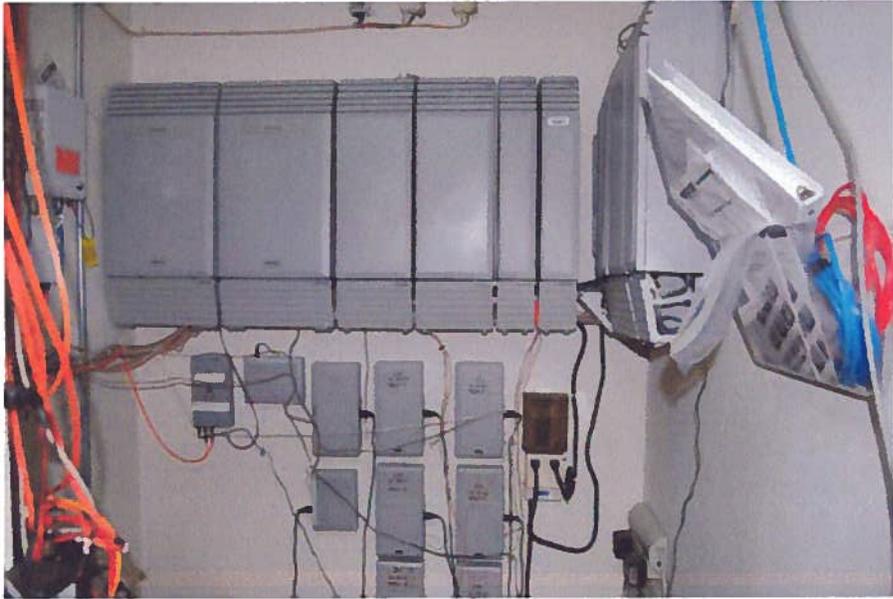
Rec Center Main Server Room



Rec Center AV Room



City Hall Phone System

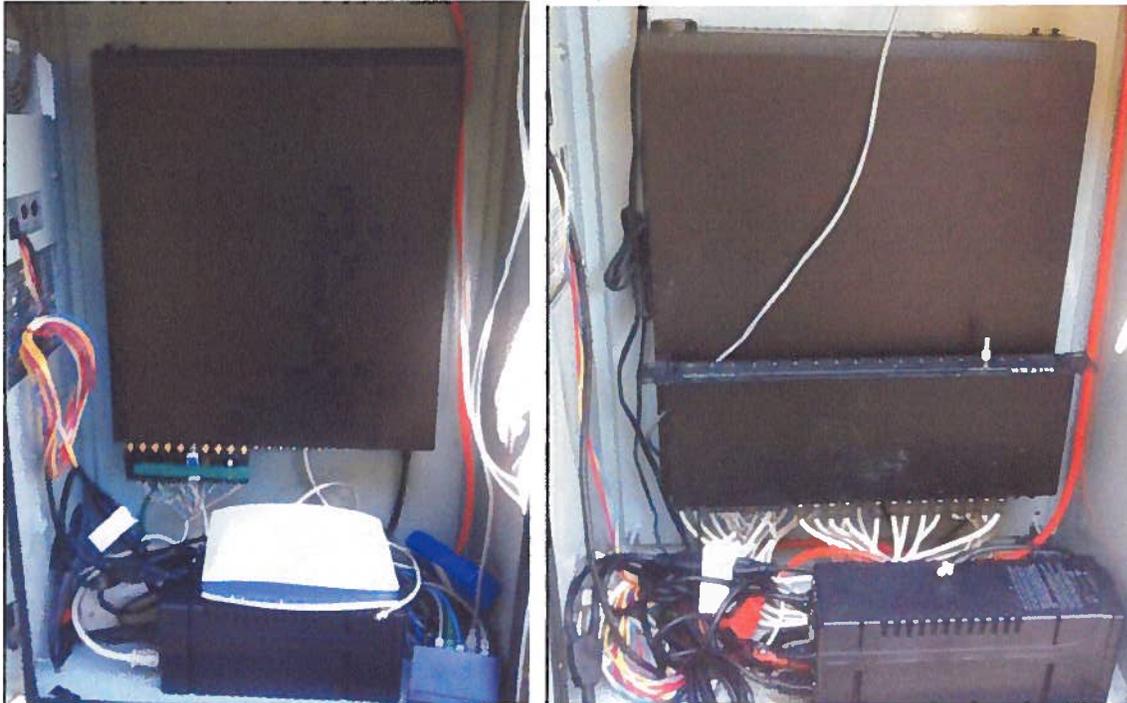
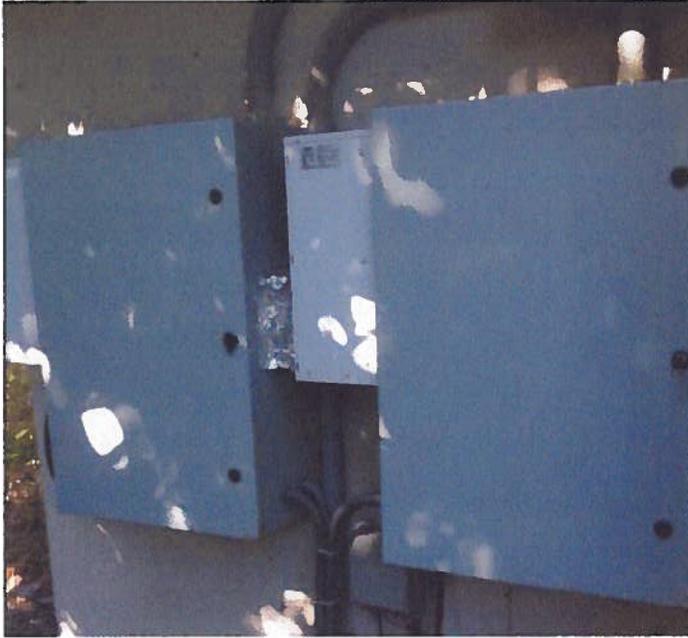


Rec Center 911 Emergency Phones



VIDEO SYSTEMS

Lighthouse





Boat Ramp



Causeway



CONTENT REDACTED

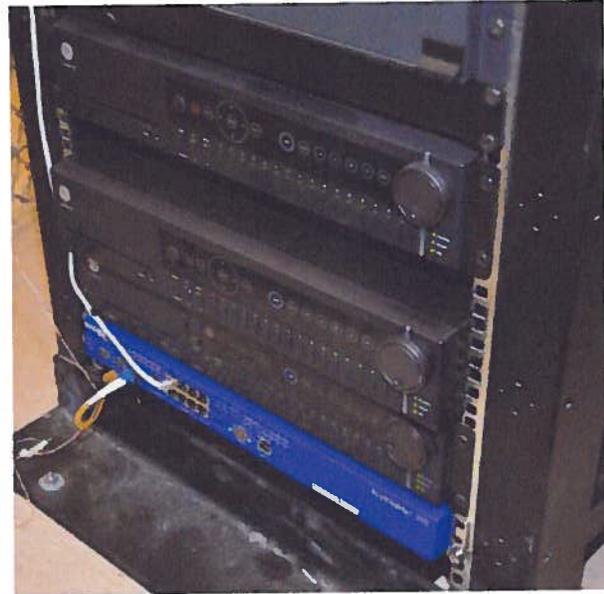
Chamber Location



Trost



Recreation Center



ALARM SYSTEMS

Boat Ramp

CONTENT REDACTED

Historical Village

CONTENT REDACTED CONTENT REDACTED

Recreation System

CONTENT REDACTED CONTENT REDACTED

OTHER PHOTOS

Damage Assessment PC's



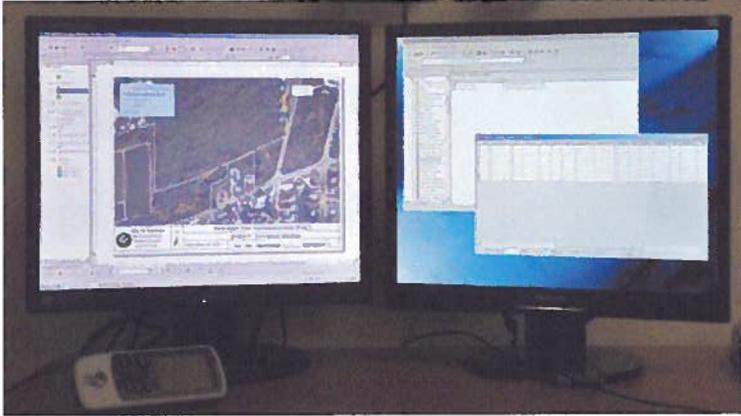
Emergency Cell Phones and AV Equipment



Computer Building, Software Loading and Troubleshooting



Geographic Information System ("GIS")



Parking Machines



Portable Radar Trailer



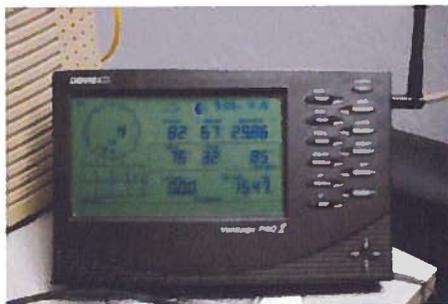
AM Radio Transmitters



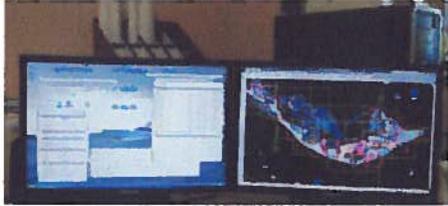
Weir Water Level Monitoring



Weather Stations



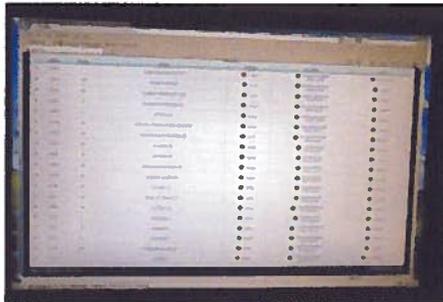
AutoCAD Design and Plotter



Utility Lift Stations



Utility Station Remote Monitoring



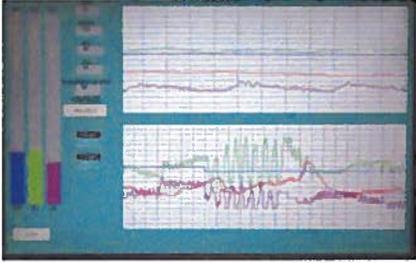
Donax Energy Efficient Pumping



Donax Water Quality Testing



Donax Facility Computer Control



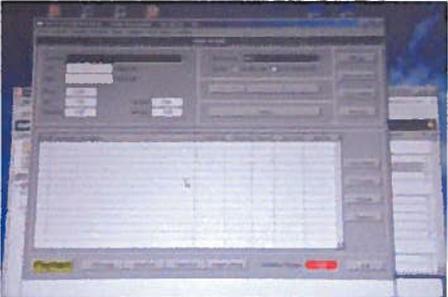
Computerized Fueling Accounting



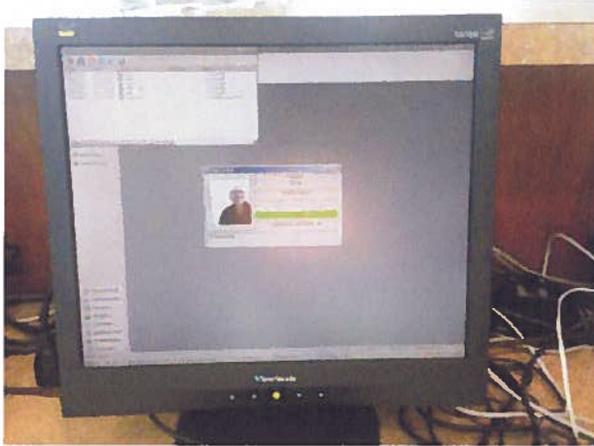
Recreation Center Lightning Warning System ("ThorGuard")



Recreation Management System ("RecTrac")



Recreation Member Pass Swipe and Show



Recreation Slideshow City Announcement and Scheduling Presentation

