



Information Technology  
 May 13, 2019 Staff Report

1 2019/2020 TECHNOLOGY WORK PLAN STATUS UPDATE

Status	Information Technology Workplan/Objectives	Start Date
IN PROGRESS	<p><b>Citywide Phone System Upgrade and Network Switches Refresh</b>  <i>Replace unsupported city phone system</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li>Complete by 2019</li> </ul> <p><b>Division/Workgroup:</b> Citywide  <b>Lead:</b> IT Project Manager  <b>UPDATE:</b> Scope of Work version 2 update in progress.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
↕MERGED↕	<p><b>Network Switches Upgrade</b>  <i>Replace/refresh network switches</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li># of switches replaced</li> <li>Total hours of downtime per replacement</li> </ul> <p><b>Division/Workgroup:</b> Information Technology  <b>Lead:</b> Systems Engineer  <b>UPDATE:</b> We have merged this project with the phone system project above</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
IN PROGRESS	<p><b>Cybersecurity as a Service</b>  <i>Utilize cloud technology to analyze cyber threats within our network</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li># of cyber threats mitigated</li> <li>Total logs processed</li> </ul> <p><b>Division/Workgroup:</b> Citywide  <b>Lead:</b> IT Director  <b>UPDATE:</b> RFP draft completed. Request for RFP Authorization Submitted on the May 13 City Council Meeting.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
INITIATED	<p><b>Finance Software Replacement</b>  <i>Implement a Finance Software that meets the City's requirements</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li>Complete by 2021</li> </ul> <p><b>Division/Workgroup:</b> Information Technology/Finance  <b>Lead:</b> IT Project Manager  <b>Executive Sponsor:</b> Finance Director  <b>UPDATE:</b> Completed Finance Department As-Is Process Analysis and Documentation (will debrief Finance Director on Gap Analysis). Initiated Cross-Functional Team Participation from Other City Departments.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr

<p style="text-align: center; color: green; font-weight: bold;">INITIATED</p>	<p><b>Broadband Feasibility Study</b>  <i>Conduct feasibility study of broadband services in the Snoqualmie</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li>Options available for the City of Snoqualmie</li> </ul> <p><b>Division/Workgroup:</b> Information Technology  <b>Lead:</b> IT Director  <b>Executive Sponsor:</b> Council/Mayor  <b>UPDATE:</b> Conducting research on potential vendors.</p>	<p>2019 3<sup>rd</sup> &amp; 4<sup>th</sup> Qtr</p>
<p style="text-align: center; color: green; font-weight: bold;">INITIATED</p>	<p><b>Virtual Desktop Infrastructure Upgrade</b>  <i>Replace unsupported hardware in our VDI platform</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li># virtual desktops upgraded</li> <li>Satisfaction survey to customers</li> </ul> <p><b>Division/Workgroup:</b> Information Technology  <b>Lead:</b> Systems Engineer/IT Director  <b>Executive Sponsor:</b> IT Director</p>	<p>2019 3<sup>rd</sup> &amp; 4<sup>th</sup> Qtr</p>

## 2 KEY PERFORMANCE INDICATORS

