



Information Technology
 June 10, 2019 Staff Report

1 2019/2020 TECHNOLOGY WORK PLAN STATUS UPDATE

Status	Information Technology Workplan/Objectives	Start Date
IN PROGRESS	<p>Citywide Phone System Upgrade and Network Switches Refresh <i>Replace unsupported city phone system</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> Complete by 2019 <p>Division/Workgroup: Citywide Lead: IT Project Manager UPDATE: Pricing update in progress from vendor due to tariffs.</p>	2019 1 st & 2 nd Qtr
↕MERGED↕	<p>Network Switches Upgrade <i>Replace/refresh network switches</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> # of switches replaced Total hours of downtime per replacement <p>Division/Workgroup: Information Technology Lead: Systems Engineer UPDATE: We have merged this project with the phone system project above</p>	2019 1 st & 2 nd Qtr
IN PROGRESS	<p>Cybersecurity as a Service <i>Utilize cloud technology to analyze cyber threats within our network</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> # of cyber threats mitigated Total logs processed <p>Division/Workgroup: Citywide Lead: IT Director UPDATE: RFP published. Response to vendor questions published. Response due on June 15.</p>	2019 1 st & 2 nd Qtr
INITIATED	<p>Finance Software Replacement <i>Implement a Finance Software that meets the City's requirements</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> Complete by 2021 <p>Division/Workgroup: Information Technology/Finance Lead: IT Project Manager Executive Sponsor: Finance Director UPDATE: Cross-Functional Team Participation and feedback on processes from Other City Departments in progress.</p>	2019 1 st & 2 nd Qtr

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

2 KEY PERFORMANCE INDICATORS

