












Information Technology  
 August 12, 2019 Staff Report

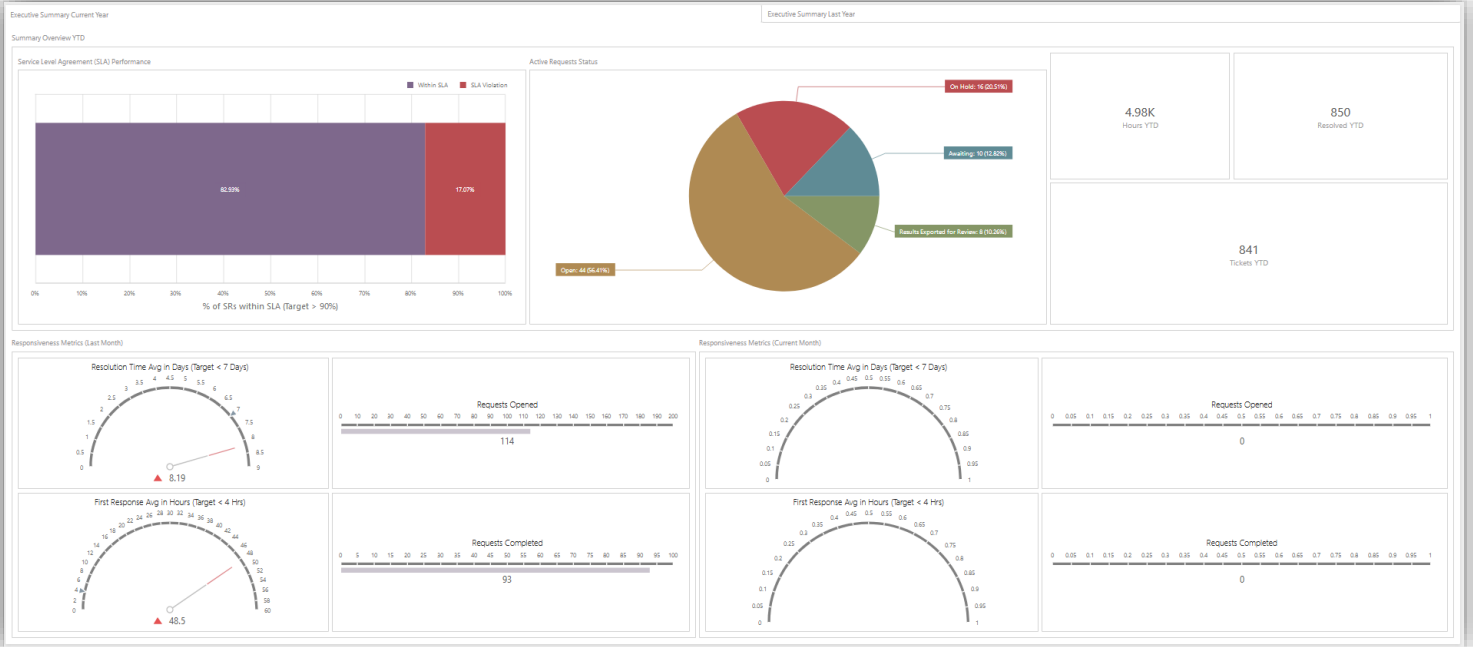
1 2019/2020 TECHNOLOGY WORK PLAN STATUS UPDATE

Council Goals/IT Strategic Elements	Information Technology Workplan/Objectives	Timeline
	<p><b>Citywide Phone System Upgrade</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></p> <p><b>Lead:</b> IT Project Manager/System Engineer</p> <p><b>UPDATE:</b> Received Council approval to authorize purchase of equipment and services on July 22, 2019 meeting. Equipment has been ordered.</p>	<p>2019 1<sup>st</sup> &amp; 2<sup>nd</sup> Qtr</p> 
	<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</p> <p><b>Lead:</b> Systems Engineer</p> <p><b>UPDATE:</b> Received Council approval to authorize purchase of equipment and services on July 22, 2019 meeting. Equipment has been ordered.</p>	<p>2019 1<sup>st</sup> &amp; 2<sup>nd</sup> Qtr</p> 
	<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> Information Technology</p> <p><b>Lead:</b> IT Director</p> <p><b>UPDATE:</b> Two vendor responses. We will provide Council an Agenda Bill with a request to authorize purchase of services.</p>	<p>2019 1<sup>st</sup> &amp; 2<sup>nd</sup> Qtr</p>
	<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</p> <p><b>Lead:</b> IT Project Manager</p> <p><b>Executive Sponsor:</b> Finance Director</p>	<p>2019 1<sup>st</sup> &amp; 2<sup>nd</sup> Qtr</p> 

	<b>UPDATE:</b> Cross-Functional Team Participation and feedback on processes from Other City Departments in progress.	
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">A   1</div> <b>INITIATED</b> <b>ENHANCEMENT</b> <b>REQUEST</b>	<b>Broadband Feasibility Study</b> <i>Conduct feasibility study of broadband services in the Snoqualmie</i> <b>Metrics:</b> <ul style="list-style-type: none"> <li>▪ Options available for the City of Snoqualmie</li> </ul> <b>Division/Workgroup:</b> Information Technology <b>Lead:</b> IT Director <b>UPDATE:</b> <b>NOTE: Coordinate with City Attorney and City Administrator about ownership of WRECO conduits throughout Snoqualmie Ridge – this is critical to this project moving forward</b> <ul style="list-style-type: none"> <li>• Vendor Contact Information <ul style="list-style-type: none"> <li>○ Lori Sherwood - <a href="mailto:lori.sherwood@vantagepnt.com">lori.sherwood@vantagepnt.com</a></li> </ul> </li> </ul>	2019 3 <sup>rd</sup> & 4 <sup>th</sup> Qtr
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">C   3</div> <b>INITIATED</b>	<b>Virtual Desktop Infrastructure Upgrade</b> <i>Replace unsupported hardware in our VDI platform</i> <b>Metrics:</b> <ul style="list-style-type: none"> <li>▪ # virtual desktops upgraded</li> <li>▪ Satisfaction survey to customers</li> </ul> <b>Division/Workgroup:</b> Information Technology <b>Lead:</b> Systems Engineer/IT Director <b>UPDATE:</b> Vendor quotes are available and we are in the process of negotiations.	2019 3 <sup>rd</sup> & 4 <sup>th</sup> Qtr  
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">G   7</div> <b>INITIATED</b>	<b>Agenda Packet Builder Refresh</b> <i>Refresh or replace current legislative software</i> <b>Metrics:</b> <ul style="list-style-type: none"> <li>▪ Complete by 2019</li> </ul> <b>Division/Workgroup:</b> City Clerk <b>Lead:</b> IT Director/City Clerk (Jodi Warren/Tiah Branson) <b>UPDATE:</b> Emailed City Clerk on multiple replacement options on June 4 and June 17—Tiah Branson was copied on these emails: <ul style="list-style-type: none"> <li>• <a href="https://primegov.com/">https://primegov.com/</a></li> <li>• <a href="https://www.tallan.com/government-systems/legislative-management-suite/">https://www.tallan.com/government-systems/legislative-management-suite/</a></li> <li>• <a href="https://www.propylon.com/legislative-solutions/lwb360-council/">https://www.propylon.com/legislative-solutions/lwb360-council/</a></li> <li>• <a href="https://www.hyland.com/en/government/finance-and-administration/agenda-management">https://www.hyland.com/en/government/finance-and-administration/agenda-management</a></li> <li>• <a href="https://granicus.com/legislative-management/">https://granicus.com/legislative-management/</a></li> </ul>	2019 3 <sup>rd</sup> & 4 <sup>th</sup> Qtr  
<div style="border: 1px solid black; padding: 2px; display: inline-block; margin-bottom: 5px;">D   G   7   4</div>	<b>Public Records Management Software</b> <i>Implement a public records tracking software</i> <b>Metrics:</b> <ul style="list-style-type: none"> <li>▪ Total public records requests rendered</li> </ul> <b>Division/Workgroup:</b> Information Technology/City Clerk <b>Lead:</b> IT Director/Systems Engineer	2019 3 <sup>rd</sup> & 4 <sup>th</sup> Qtr

**UPDATE: GovQA is main option for this product. Ensure City Clerk has it budgeted. IT DOES NOT have the budget for this acquisition:**

## 2 KEY PERFORMANCE INDICATORS



## 3 ADDITIONAL ITEMS

- None at this time