



Information Technology
 February 3, 2020 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: System Engineer UPDATE: Scope of Work version 4 update in progress. Partial receipt of hardware.</p> | 2019 1 st & 2 nd Qtr |
| ↕ MERGED ↕ | <p>Network Switches Upgrade - COMPLETE <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: All switches have been upgraded.</p> | 2019 1 st & 2 nd Qtr |
| INITIATED | <p>Virtual Desktop Infrastructure Upgrade <i>Replace unsupported hardware in the VDi platform.</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> # of virtual desktops upgraded Satisfaction survey to customers <p>Division/Workgroup: IT Lead: Systems Engineer/ IT Director UPDATE: Hardware contract sent to F&A for 4 Feb., 2020.</p> | 2019 3 rd & 4 th Qtr |
| INITIATED | <p>Public Records Management Software <i>Implement Public Records tracking software.</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> Total public records request rendered <p>Division/Workgroup: IT/City Clerk Lead: IT Director/Systems Engineer UPDATE: RFP reissued on 3 Feb., 2020 to clarify responses and bids.</p> | 2019 3 rd & 4 th 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 | 2019 1 st & 2 nd Qtr |

Division/Workgroup: Information Technology/Finance

Lead: IT Project Manager

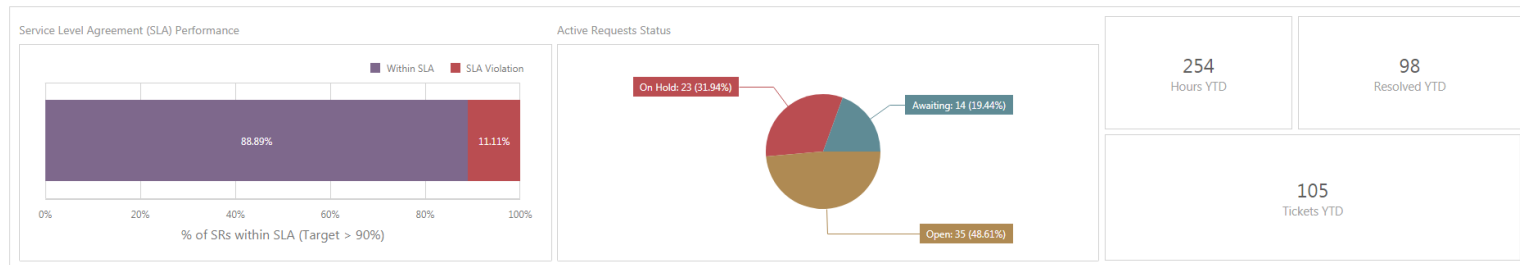
Executive Sponsor: Finance Director

UPDATE: RFP published on 20 Jan. 2020. Responses due by 19 Mar., 2020.

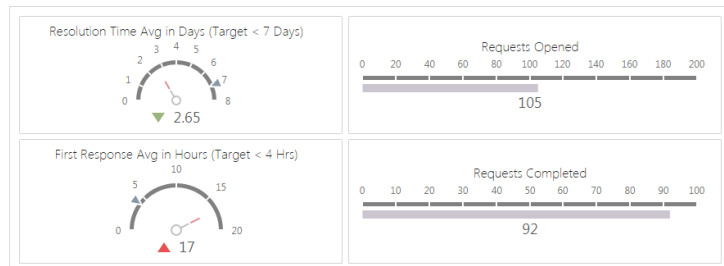
2 SERVICEDESK KEY PERFORMANCE INDICATORS

<https://dashboard.ci.snoqualmie.wa.us/default.aspx?type=IT>

Summary Overview YTD



Responsiveness Metrics (Last Month)



Responsiveness Metrics (Current Month)

