

Attachment B

CITY OF NEWPORT BEACH CITIZEN TECHNOLOGY TASK FORCE

Date: May 4, 2010

TO: MEMBERS OF THE CITIZEN TECHNOLOGY TASK FORCE

FROM: Dan Matusiewicz
Acting Deputy Director of Administrative Services
949.644.3126, danm@newportbeachca.gov

SUBJECT: INFORMATION TECHNOLOGY DEPLOYMENT BY DEPARTMENT

BACKGROUND

The Citizen Task Force was established April 23, 2010, by City Council Resolution 2010-24. The Task Force is charged to review the City's use of technology and make recommendations that could improve the effectiveness and efficiency of our investment of Technology. Resolution 2010-24, which calls out the official duties of the task force, is attached for your review.

MAY 4, 2010 TASK FORCE MEETING

Our first meeting will focus on the following task force responsibility:

Share a variety of models for managing, maintaining and staffing technology in complex organizations

While considering service model options, it may be helpful to review the operating environment of the City. As with an analysis of a business environment, I hope to give you a brief overview of the customers we serve (our community), the broad range of services we provide, the number of personnel deployed to support our business objectives and, the facilities used in order to deliver our services.

COMMUNITY OVERVIEW

The City of Newport Beach is one of Southern California's most scenic and dynamic communities. It surrounds Newport Bay, well known for its picturesque islands and one of the greatest natural yacht harbors in the world, accommodating over 9,000 boats of all types docked within its 21 square mile harbor area. The City has a permanent population of 86,252. During the summer months, the population grows to over 100,000 with 20,000 to 100,000 tourists daily. The predominant industries within Newport Beach include finance, insurance, real estate, healthcare and other professional and scientific professions. The highly educated workforce and the natural resources of the communities have resulted in one of the most affluent communities in the United States. As a result, the community expectation for service is very high. It is staff's goal to meet the high standards of service to which the community is accustomed.

FORM OF GOVERNMENT

The City of Newport Beach was incorporated September 1, 1906. The current City Charter was adopted in 1954. Newport Beach is a charter city governed by an elected, seven-member City Council. The City operates under a council-manager form of government. The City Council appoints a City Manager whose responsibilities include carrying out the policies and ordinances of the City Council, preparing the annual budget, conducting long-range planning, appointing heads of departments, and overseeing the day-to-day operations of the City. The Council also appoints a City Attorney to handle the City's legal affairs and a City Clerk who is responsible for all documentation of Council action, preservation of official records, and serves as the City's election official.

SERVICES PROVIDED BY THE CITY

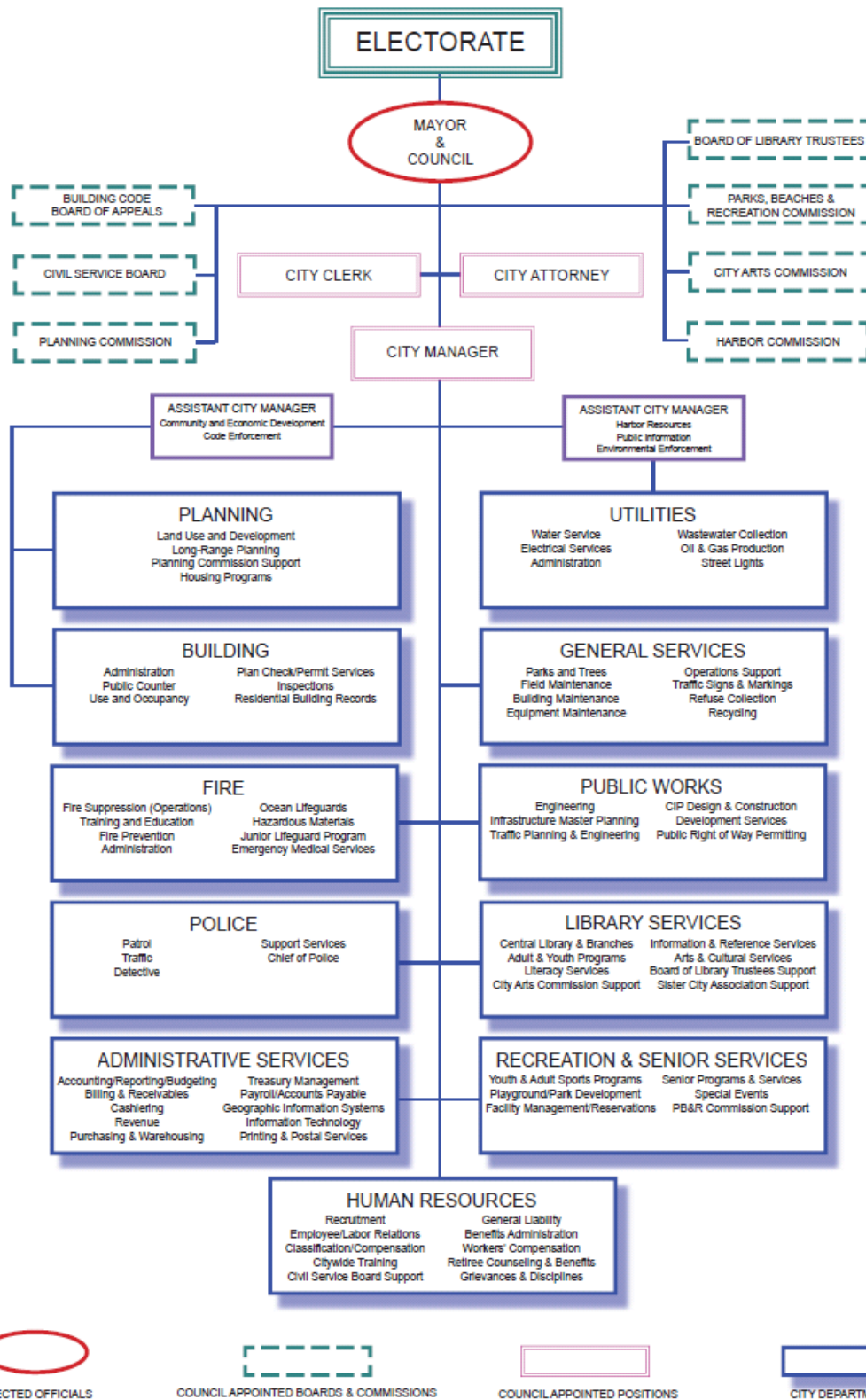
The City of Newport Beach is a full service city providing its residents and visitors nearly all categories of public services including police, fire, paramedic, lifeguard, and emergency medical transport services; engineering, construction, and maintenance of public facilities, public streets, beaches, and parks; planning, zoning, and economic development services; building inspection, plan check, and code enforcement services; libraries and cultural and arts services; recreation and senior services; harbor resources; rubbish disposal, and street light utility services. The City also provides water and wastewater utility enterprise services to most areas within City limits, but it does not provide gas or electric utility services to the public.

DEPARTMENT ORGANIZATION

The entity is organized into 14 major departments. However, there are nearly 100 divisions and cost centers associated with each department and an untold number of program level activities and services provided by these divisions. As an example, the Police, Fire and Utilities Departments are organized into the following divisions based on their unique services they provide or differing business objectives:

Org	Department	Divisions
1810	Police	Chief of Police
1820	Police	Support Services
1830	Police	Patrol
1840	Police	Traffic
1850	Police	Detective
1860	Police	Fleet Maintenance
2310	Fire	Administrative
2320	Fire	Operations
2330	Fire	Prevention
2340	Fire	Emergency Medical Services
2350	Fire	Training & Disaster Preparedness
2360	Fire	Lifeguards
5300	Utilities	Electrical Division
5400	Utilities	Oil & Gas Division
5500	Utilities	Water Enterprise
5600	Utilities	Wastewater Enterprise

The reporting structure of the 14 main departments is depicted on the organization chart below:

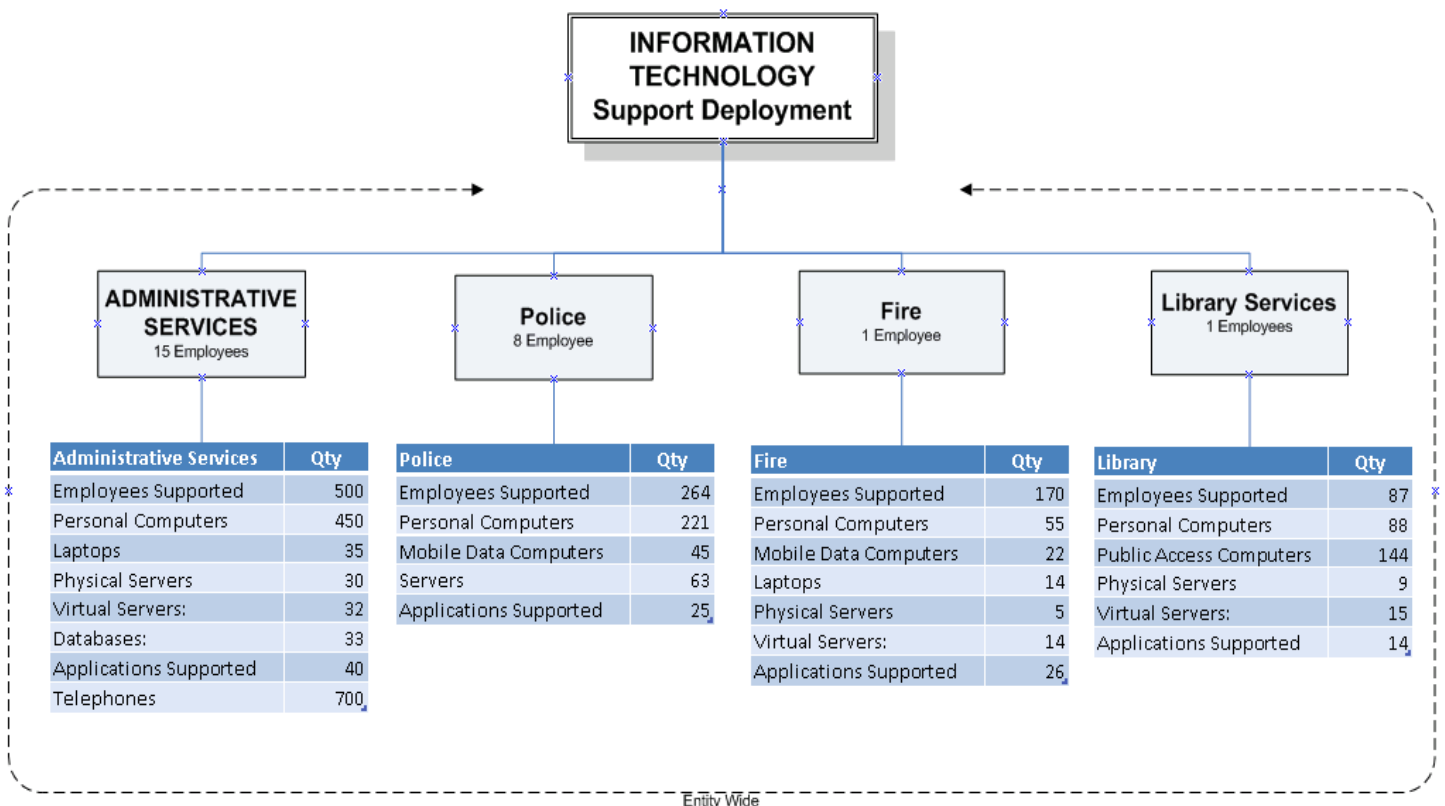


DEPLOYMENT & IT STAFFING THROUGHOUT THE ORGANIZATION

There are currently 806 full-time (FT) employees but part-time and seasonal staff may approach 200 during peak seasons. The City's investment in Information Technology and related staff approximate \$4.4 annually. There are 25 IT staff members deployed throughout the City that reside in four separate departments. Although they coordinate with each other on specific tasks, they largely develop their own technology strategies and are independently managed by their respective Department Directors. The number of staff and resources allocated to each department is depicted below:

Department	Salary & Benefits	O&M and Capital	Total Budget	Total FT Staff	Embedded IT Staff
City Council (Governing Body)	209,105	825,305	1,034,410	-	
City Clerk	341,943	150,595	492,538	3	
City Manager	2,732,226	1,542,673	4,274,899	18	
Human Resources	1,380,258	911,788	2,292,046	10	
City Attorney	1,605,155	743,687	2,348,842	10	
Administrative Services	6,094,654	1,571,322	7,665,976	53	15
Police	36,628,420	6,194,751	42,823,171	238	8
Fire	28,549,380	5,505,803	34,055,183	156	1
Planning	2,577,788	544,522	3,122,310	22	
Building	3,796,334	441,269	4,237,603	31	
General Services	9,768,711	12,266,235	22,034,946	45	
Public Works	4,690,514	860,021	5,550,535	95	
Library Services	4,854,805	1,618,003	6,472,808	41	1
Recreation and Sr. Services	4,226,373	3,364,298	7,590,671	29	
Utilities	6,001,626	18,130,632	24,132,258	55	
Total Operating Budget	113,457,292	55,464,624	168,128,196	806	25
Approximate Entity Wide IT Budget	3,000,000	1,400,000	4,400,000	25	N/A

A SUMMARY OF EMPLOYEES, HARDWARE AND SOFTWARE SUPPORTED BY EACH IT UNIT IS DEPICTED BELOW:



The Administrative Services Department, IT Division is responsible for entity-wide network infrastructure, entity-wide applications including enterprise Financials, Human Resources and Payroll, PC software and support, Geographical Information Systems (GIS) and Telecommunications needs of the entire organization. In addition to entity-wide support, the broad diversity in department missions also generates unique challenges. Unlike many enterprises that are focused on a single business objective, the broad spectrum of distinct services greatly adds to the complexity of the IT environment and other support functions. Because the basic services provided by each department are so unique, the software applications needed to support their business objectives vary dramatically. Some departments also have greater budget challenges than others and/or may lack the general sophistication to adequately assess, plan and implement available technology. In many instances Admin IT may represent the sole source of technology planning in these departments.

The Police Department, IT Staff support the Police Department exclusively. They are responsible for all computers, internal network, video, and radio equipment as it relates to the Police Department. Due to the nature of the police business environment, this department has specialized needs. Some of their unique challenges include:

- Supporting staff and facilities that operate 24/7, 365 days a year
- Reliability and redundancy of systems are critical to safety and support of field officers
- Support of jail monitoring and video and building security video
- Support of video surveillance infrastructure at Little Corona, CDM Main Beach and the Wedge
- Rigorous background standards required of IT due to the sensitive nature of their work
- Providing computer support to staff assigned to regional task forces.
- Providing computer, video, audio, and vehicle tracking devices support for various Detectives' investigations and "sting" operations.
- Helicopter video transmission feeds to EOC and field handheld devices

Fire Department, IT Staff support the Fire Department exclusively. The primary focus of the Fire IT staff is to provide support to all 8 Fire Stations, Lifeguard Headquarters, the Fire Training facility, and the Fire Administrative staff. Similar to the Police Department, the Fire Department has many specialized needs:

- Supporting staff and facilities that operate 24/7, 365 days a year
- Response time to in incident is a critical factor in mitigating property damage and saving lives
- Reliability and redundancy of systems are critical support of Fire personnel and their objective
- The Fire Department relies on a number of regional resources provided including MetroNet providing regional dispatch, OC Sheriff's Department which provide 800 MHZ communication and Orange County Fire Authority which provide regional GIS and Automatic Vehicle Location
- The Fire Department participates in a number of mutual aid agreements to provide regional life and property protection services.

Library Services, IT Staff– Support to the Central Library and 3 branch Libraries exclusively. The primary focus is to give IT support to all Library staff and the public use computers. The IT division in Library department is managed by the Library Services Director. Some of the unique challenges in the Library IT division include:

Supporting 144 public access computers insure that library information services are available to the public 24/7 and that the Newport Beach Public libraries are able to implement the new technologies that the Citizens of Newport Beach expect

- Keeping up with and funding technology
- Meeting the needs of customers with limited computer knowledge
- Meeting the needs of customers who expect the latest technology
- Getting library staff trained and comfortable with new technology

FACILITIES UTILIZED TO SERVE BUSINESS OBJECTIVES

Newport Beach staff is deployed at over thirty physical locations to serve the public. Each facility has some level of network infrastructure, equipment and or telecommunication needs and require support by IT staff.

FACILITIES UTILIZED TO SERVE PUBLIC AND REQUIRE IT SUPPORT	
Administrative Buildings	Libraries
City Hall Complex	Central
General Services Yard & Warehouse	Balboa
Harbor Resources	Corona del Mar
	Mariners
Safety	Community Facilities
Police Station	Balboa Community Center
Fire Station #1 - Balboa	Balboa Beach - Parking Lots and Booth
Fire Station #2 - Headquarters	CDM Beach - Parking Lot and Booth
Fire Station #3 - Fashion Island	Grant Howald Community Youth Center
Fire Station #4 - Balboa Island	Newport Aquatic Center
Fire Station #5 - Corona del Mar	Newport Coast Community Center
Fire Station #6 - Irvine Avenue	Newport Theater Arts
Fire Station #7 - Santa Ana Heights	Oasis Senior Center
Fire Station #8 - Newport Coast	West Newport Community Center
Lifeguard Headquarters	
CDM Lifeguard Substation	Utilities
Junior Lifeguard Facilities	Utilities Admin and Yard
	Big Canyon Reservoir

MANY DEPARTMENTS, MANY MISSIONS, MANY MASTERS

Attached you will find staff reports from each of the individually managed IT divisions. A personal observation is that City IT staff has a very difficult task in serving many masters, many missions and a broad range of business technology applications. The City is fortunate to have such a talented and dedicated IT staff. I am glad I will have the opportunity to work with you over the coming weeks and look forward to learning from your personal experiences and observations of complex organizations. As an employee and community member I look forward to your guidance, input and recommendations.

Dan Matusiewicz

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Attachments:

Resolution 2010-24
Administrative Services IT Staff Report
Police Department IT Staff Report
Fire Department IT Staff Report
Library Service IT Staff Report

RESOLUTION NO. 2010-24

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF NEWPORT BEACH ESTABLISHING THE CITIZENS TECHNOLOGY TASK FORCE

WHEREAS, City relies on technology in all arenas of City government – such as geographic information systems, public safety mobile data terminals, financial systems, personal computers, smart phones, and the City's website and intranet; and

WHEREAS, the City invests approximately \$4.4 million annually in technology, including staffing and hardware and software purchases and maintenance; and

WHEREAS, it is time for the City to evaluate its approach to technology, including planning for future investments and staffing the function; and

WHEREAS, local citizens are available who could share their experiences with technology planning and use,

NOW, THEREFORE, THE CITY COUNCIL OF THE CITY OF NEWPORT BEACH HEREBY RESOLVES AS FOLLOWS:

Section 1. Establishment

A Citizens Technology Task Force is hereby established for the purpose of reviewing the City's use of technology and making recommendations that could improve the effectiveness and efficiency of our investments in technology.

Section 2. Duties of the Task Force

- Provide input based on their experience regarding processes for creating municipal technology strategic plans;
- Share a variety of models for managing, maintaining and staffing technology in complex organizations;
- Discuss applications of technology that are proven to increase efficiency and effectiveness of business processes;
- Discuss applications of technology that can improve communication with residents, businesses, and visitors;
- Provide general cost estimates for ideas generated; and,
- Provide recommendations to the City Council and City Manager.

Section 3. Composition of the Task Force

The Task Force shall consist of seven community members appointed by the Mayor and ratified by the Council. Task Force members will be individuals with background in computers pertaining to networking, security, system administration, software (like Microsoft or Oracle), database or Enterprise Applications (such as financials, HR or billing systems), and/or degrees in computer applications or computer science to bring that level of expertise to the discussions.

Section 4. Duration of the Task Force

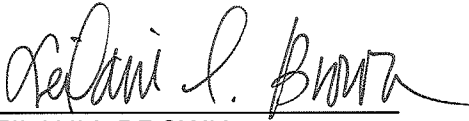
The Task Force shall expire at such time as it completes its listed responsibilities but no later than July 31, 2010.

ADOPTED this 23rd day of March, 2010.



KEITH D. CURRY
Mayor

ATTEST:



LEILANI I. BROWN
City Clerk

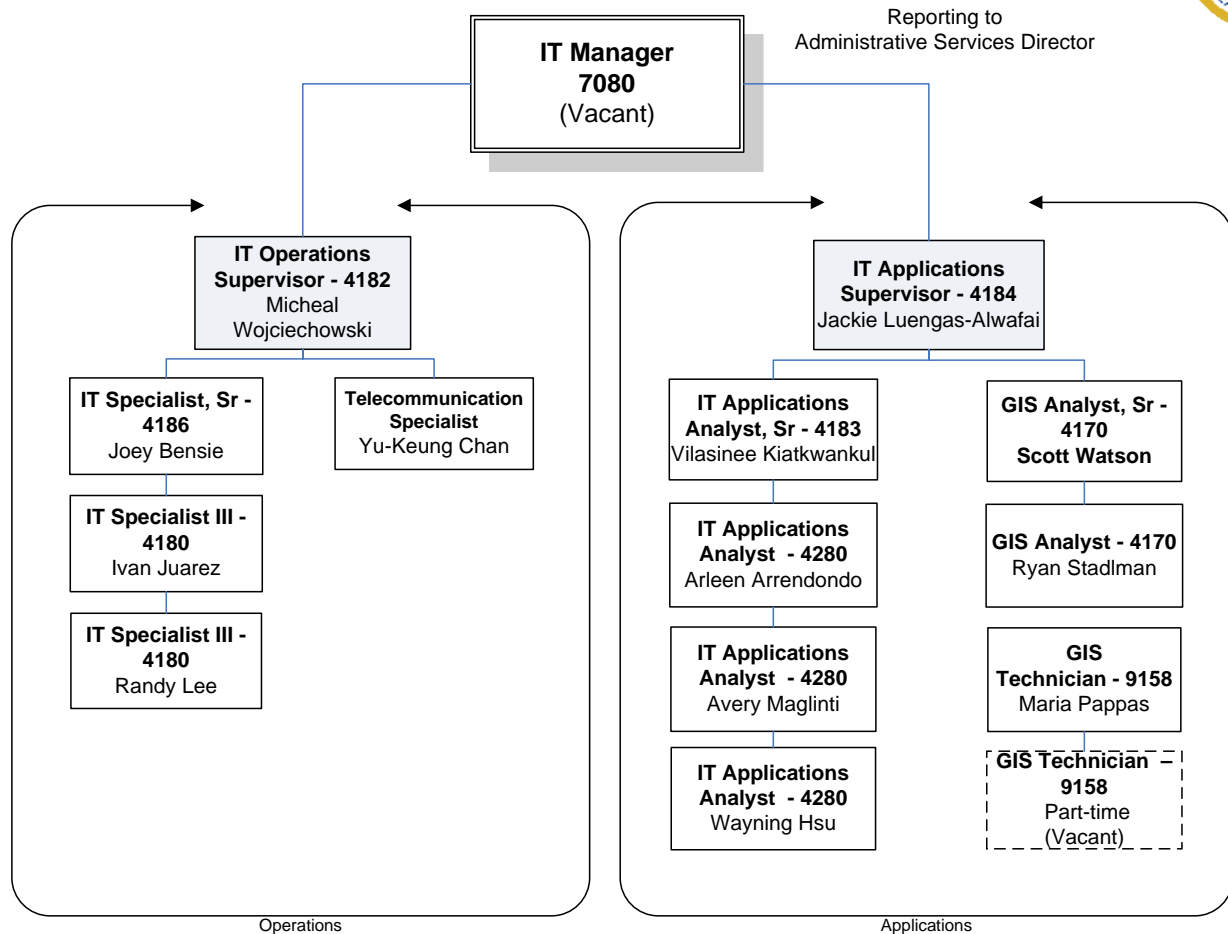


CITY OF NEWPORT BEACH ADMINISTRATIVE SERVICES DEPARTMENT

Resource Management • Fiscal Services • IT • Revenue • Accounting

IT staff members of each sub-division; Applications/GIS and Operations/Telecommunication face significant challenges in their ever-evolving support roles on a daily basis. The City of Newport Beach, most certainly, is on the technological leading edge. The expertise of the IT division is very diverse due to the support performed to departments with different goals and objectives. The departments supported are City Managers, City Clerk, Human Resources, Planning, Building, Recreation, Public Works, Utilities, General Services, Harbor Resources, City Attorney and Administrative Services including Accounting, Revenue and Fiscal Services.

City of Newport Beach Information Technology (IT) Division - Organization Chart



The IT division in the Administrative Services Department does not utilize any consultants to maintain any project or software implementations.

Operation and Maintenance

Employees supported:	500	
Personal Computers:	450	
Laptop Computers:	30	
Servers:	60+	UNIX and Windows
Telephones:	700	

IT staff members also operate and maintain file storage, security, applications, world wide web, document imaging, data warehousing, data mining, SCADA, Video Streaming, Traffic Controls and disaster recovery systems. PC's and Servers within other Departments at remote sites like the Libraries, Utilities, Community Centers, Learning Centers are also operated and maintained by IT staff.

Software	Description
FinancePlus	Fund Accounting, Accounts Payable, Budget Preparation, Personnel Budgeting, Purchasing, Fixed Assets, Employee and Retiree Benefits, Human Resources and Payroll
CommunityPlus	Utility Billing, Misc. Billing, Pet & Business Licenses and Cash Receipts
Permits Plus	Automated permit management solution
Safari	Automated recreation registration
EDC-AIMS	Automated issuance management system (citation management)
Alchemy	Document Imaging storage & retrieval
PSIcapture	High speed image batch capture
Arbor Access	Landscape maintenance & Inventory
AIMWorx	Telephone management applications
ARC-Info	GIS software suite of applications including web based applications
Colonial	Property management software
DMP	IntegraPay remittance processing software
NBID	customer service web based application
EAC	Employee access center
FleetAnywhere	Automotive fleet management
Evision	Select alert, ACIS, IVR & web based applications
CISCO Firewall	Network security
Cisco Router and Switch Programming	Data, Voice and Security of WAN/LAN with priority on voice traffic.
Altiris	PC management (Enables deployment of pc images and installation of applications)
VMWare	virtual server management
Online Services	Permit Info, Special Events, Bill Payments, Supplier Registration, Parking Citation Payment & Adjudication, Service Requests

Sophos	Anti Virus
Microsoft Exchange	E-mail
BES	Blackberry Enterprise Server
Univerge	Voice Mail
CityLaw	City Attorney – project tracking database
Websense	web monitoring & filtering
ProofPoint	SPAM filtering
Microsoft Office Suite	Word, Excel, Access, PowerPoint, , Expression Web, Publisher, Visio, Outlook
Microsoft OS	Windows Server 2003, Server 2008, XP Professional, Vista Enterprise, Windows 7
Adobe software products	Acrobat, Indesign, PhotoShop, PageMaker, Illustrator
Database Engines	Oracle, Informix, MS SQL
System Administration	HP-UX, Microsoft Server 2003, Microsoft Sever 2008
Vision CMS Website	Internet and Intranet website development & management. City primary site, NBVison2025, NBCityNews, NewportBeach100, CleanWaterNewport, WestPug, Library and Camp Newport
Crystal Reports Server	Report writer
Citrix	Enables building department real time access to PermitsPlus while out in the field.
Arcserver	Backup software
Sonasoft	Email Backup that enables us to recover a single email, an entire mailbox, or the entire server.
HP Lefthand SAN	Highly reliable network storage that enables us to replicate important data off-site for disaster recovery. It is implemented at City Hall, Library, Utilities and Big Canyon Reservoir.
Granicus	Council Agendas and Video Streaming.

Some of the more specific and significant projects that IT staff have recently implemented and have been involved in include:

- Implemented CISCO firewall solution for advanced level security with full redundancy
- Implemented strategic automated Internet access failover.
- Upgraded wireless communications solution between City Hall, Utilities, General Services, Fire Departments & Library sites. Developed and implemented high speed bandwidth solution for Newport Coast Community Center and Oasis.
- Created and Implemented enhancements to the EAC (Employee Access Center) system
New features include providing employees with a simple web interface to manage personal information (mailing address, telephone numbers, etc) and health benefit enrollments. Employees have access to Employee Information, Salary & Misc. Benefits, Payroll Check and W-2 history, Deductions, Certifications, HR Forms and Insurance plans.

- Implemented upgrades and enhancements to the City document management/imaging system

Scanned Employee records and digital files are available with the Human Resources module of the City Financial/HR system. Scanned images are also available within the Accounts Payable module of the City Finance system as well as in the CommunityPlus Business Licensing module. Many records are now available to the public through the City Website. Image capturing devices and software have been continually upgraded and processes have been streamlined to provide quick, efficient means of transferring paper to digital data.
- Implemented newly acquired high resolution aerial photography into the City GIS system

Images can be viewed as a GIS overlay along with many other available graphic layers. The images are also available to the public through the GIS web interface available on the City website. Topographical data and Light Detection And Ranging (LIDAR) data have also be incorporated into the GIS database. LIDAR is an extremely powerful component that allows 3 dimensional view of topography including structures and other land elements. “Drapping” high resolution aerial photos over LIDAR produced topographical views are dramatically impressive. GIS now maintains a library of 3 aerial photo layers. A cooperative agreement initiated by GIS with other Departments will make available yearly updates to the aerial images.
- Implemented strategies to integrate the Public Works & Building Department’s Permits Plus Data into the GIS web based mapping application

Planning Activities and Nonconforming Sign Information entered into Permits Plus can now be viewed graphically on a map and the data viewed online. Now Planners can go to one source for the information they need instead of having to log into several systems. GIS staff has developed a CIP tracking application for the purpose of displaying relative information regarding the planning and progress of City Capital Improvement Projects.
- Implemented strategies to link scanned images such as Tract Maps, Lot Line Adjustments, etc. to the GIS

This allows for better customer service at the Building and Planning Department front counters as employees no longer have to go in search of documents in various filing cabinets. The document can be viewed right there on the computer saving a tremendous amount of time. Just recently the Planning Department’s Historic Modification Permits were linked to the system.
- Implemented SelectAlert system

SelectAlert provides a subscription based solution for providing information, news and notifications to citizens based on a wide variety of available categories. The system also provides a completely automated method for sending notifications to customers that have delinquent accounts and/or are due for renewals of service. The system support all notification methods including; e-mail, telephone, FAX, RSS new feeds and supports TTY devices for the hearing impaired. GIS staff members are integrating this system into the GIS system as mean of notifying citizens, geographically as to pending emergency situations. Over 115,000 telephone number (residents & businesses) have been integrated into this system, thus far. This system also supports both static and interactive telephone and web based applications including; Virtual FAQs, bill payments and permit inspection scheduling.
- Implemented WebSense and Webstat business applications

Valuable tool sets for providing information such as bandwidth utilization and statistical analysis of external visits to the various City websites.

- Video Streaming applications
Video streams are made available to the public and internally for the purposes of providing a training network – primarily for public safety personnel. New to streaming a Video Short – short clips and PSA's available on the City website.
- Created and Implemented strategies designed to facilitate the plan check process
IT staff members have played a major role in developing automated solutions designed to assist Building, Planning and Public Works Department's speed up the permitting processes. Solutions included many new online web based applications that proved access to the public through the City website as well as new enhancements to the current permit management system.
- Created and Implemented wireless solutions for field personnel
Building Inspectors are now using an IT developed wireless solution designed to automate and provide complete remote access to the permit issuance, tracking and inspection software system. The IWater mapping system provides Utilities Department water maintenance crews access to online digital map data.
- Implemented a major upgrade to the City's E-Mail systems
A significant (although seamless) upgrade to the City integrated E-mail & Voice mail systems were completed. These communications systems are also completely integrated with Microsoft Active Directory and also interfaces with IT supported Blackberry Enterprise Server and Blackberry devices.
- Implemented a major upgrades to the City's Voice systems
Telephone switching equipment at City Hall, Police, Library and Fire & Marine Headquarter site were upgrading. Advanced IP telephone technology is now being used throughout City Facilities. IT staff provided updated voice and data communications new facilities at CDM main beach and have prepared communications connectivity of the Newport Coast Community Center and the new Fire Station 8. IT staff is testing telephone systems with advances feature and technological improvements for use in the new OASIS Senior Citizens Center. Selection of a new phone system will set the standard for all new City Facilities including the planned City Hall & Park project.
- Implemented significant Windows & Unix server upgrades/replacements
All servers have been upgraded and use is being made of advanced Virtual Machine technologies. The upgrades have been designed to create better fault tolerance, increased uptime, better performance, lower power consumption and lower cost of ownership.
- Created and Implemented an automated solution to facilitate the Employee Performance Evaluation process
A web based solution designed to automate and facilitate the entire EPE process was implemented. This application was developed and implemented by IT staff.
- Created and developed an automated web parking permit renewal system.

- Created web instructor enhancements to the automated Recreation Registration System and Implemented a newly designed web Charter Boat permitting system.
- Created and implemented a geographic based vehicle tracking system.
- Created and Implemented Jr Lifeguard automated registration solution
A web based solution designed to automate and facilitate the entire registration process was implemented. The system will be expanded next year to include increased functionality. Wireless networking for use by the entire program has also been configured and implemented by IT staff.
- Implemented an automated parking citation system AIMS
The AIMS system is an account based system that links customers, tickets, permits, and vehicles to a single account for efficient searching, tracking, and customer services. The system includes a web based citizen's Parking Citation Appeal and citation payments.
- Implemented an automated recruitment application – NEOGOV insight
NEOGOVS is a web based solution designed to automate the entire employee hiring process from department and division requisitions to candidate tracking and hire.
- Implementation and enhancements continue on the NBID system
This Putnam award winning IT developed application continues to evolve. The NBID applications is actually a very simple, automated, customer service web based system that interface many disparate databases – meaning that information from multiple sources can be displayed simultaneously on a single screen simply by entering extremely minimal amounts of information. The interface is very simple however; the “behind the scenes” queries and joins are extremely complex. More and more information has been added to help automate and facilitate customer service processes.
- Enhancements on web and voice citizen payment options
The NBID web/voice application allows citizens to view and pay all of their city accounts by credit card using the NBID Number found on any City of Newport Beach billing statement. Online Bill pay allows citizens to view their statements and pay by credit card, sign up for paperless bills or Autopay.
- Development and Implemented supplier application
Online Suppliers is a web based application designed to automate the management of vendor and supplier information. This application is primarily being used by the purchasing division and was developed completely in house.
- Developed and Implemented enhancements to Quest
Quest is a web based application allowing citizens to enter their own customer service requests. The application can be used to apply for a business license, start and stop water service, contest a parking citation, change customer information, enter water quality & fire code complaints and make public records requests. The module empowers citizens and provides them with constant communication on their request. The latest developments include modules designed to provide benchmarking statistic for many City Departments.
- Implementation of internal issue tracking & collaboration
In addition to being used for Citizen Requests, Quest is currently being used internally as an issue tracking and management tool. Departments such as IT, Utilities and

General Services use the system to track support tickets and work orders. All issues are tracked from start to finish and can be shared with the appropriate staff within the organization.

- Traffic Signal Modernization
Network Design, Security, Router and Switch Configuration and Implementation.
- Cox Cable Partnership
Eliminating unreliable T-1s and moving to faster more reliable “cable” network.
- Phone/Voice System modernization
Evaluating new VoIP (Voice over IP) phone solution for use at OASIS senior center and new Civic Center.
- Implementation of New Internet and Intranet Web Site
IT played a major role in implementing the site and converted all online service applications. These applications are consistently ranked near the top of “most visited web content”.
- Security Cameras
Management of cameras at City Hall and Castaways Park
- New Wireless infrastructure around City Hall
Installation of new Wireless Access Points that enable us to broadcast multiple wireless networks. One for our secure private network, one for public and one for testing from outside the City.
- Zenoss Proactive network monitoring
Unifies and improves IT service monitoring to key applications and business services across the entire physical and virtual servers in the enterprise.
- VPN network
Two types of VPN access have been implemented, Cisco and NetMotion. For constant connections from outside of the City, Netmotion is used. (eg. Building Inspectors, Utilities SCADA operators, and one of the City Attorneys that works exclusively from home.) The Cisco VPN solution allows employees to access Pentamotion or email during their off-hours.
- Library Security
Designed and implemented new security plan at the Libraries to enable Library IT staff to more efficiently manage and deploy public computers at all branches.
- City advisers for new Facilities
Act as advisers for the City in the evaluation of plans that relate to Telecomm/Network, Security and Audio Visual in regards to the new Senior Center and Civic Center. One of the biggest daily accomplishments that IT staff members provide is connectivity (voice and data communications) to all City remote sites. Providing constant network connectivity to more than 18 City sites (Police, Fire & Marine HQ, Central Library, Utilities, General Services, Community Centers, Branch Libraries, and Fire substations) is often a big challenge. Staff members are committed to providing the best possible service and network and server uptime has been dramatically improved.

- The City Telecommunications operation - Along with the telephone company deregulations that occurred during the mid 1980's, the City was faced with the prospect of taking over the maintenance and operation of its entire telephone system. The City has, in affect become its own telephone company. While not on the same scale as AT&T, City staff performs essentially the same types of operation and maintenance services on a slightly smaller scale.

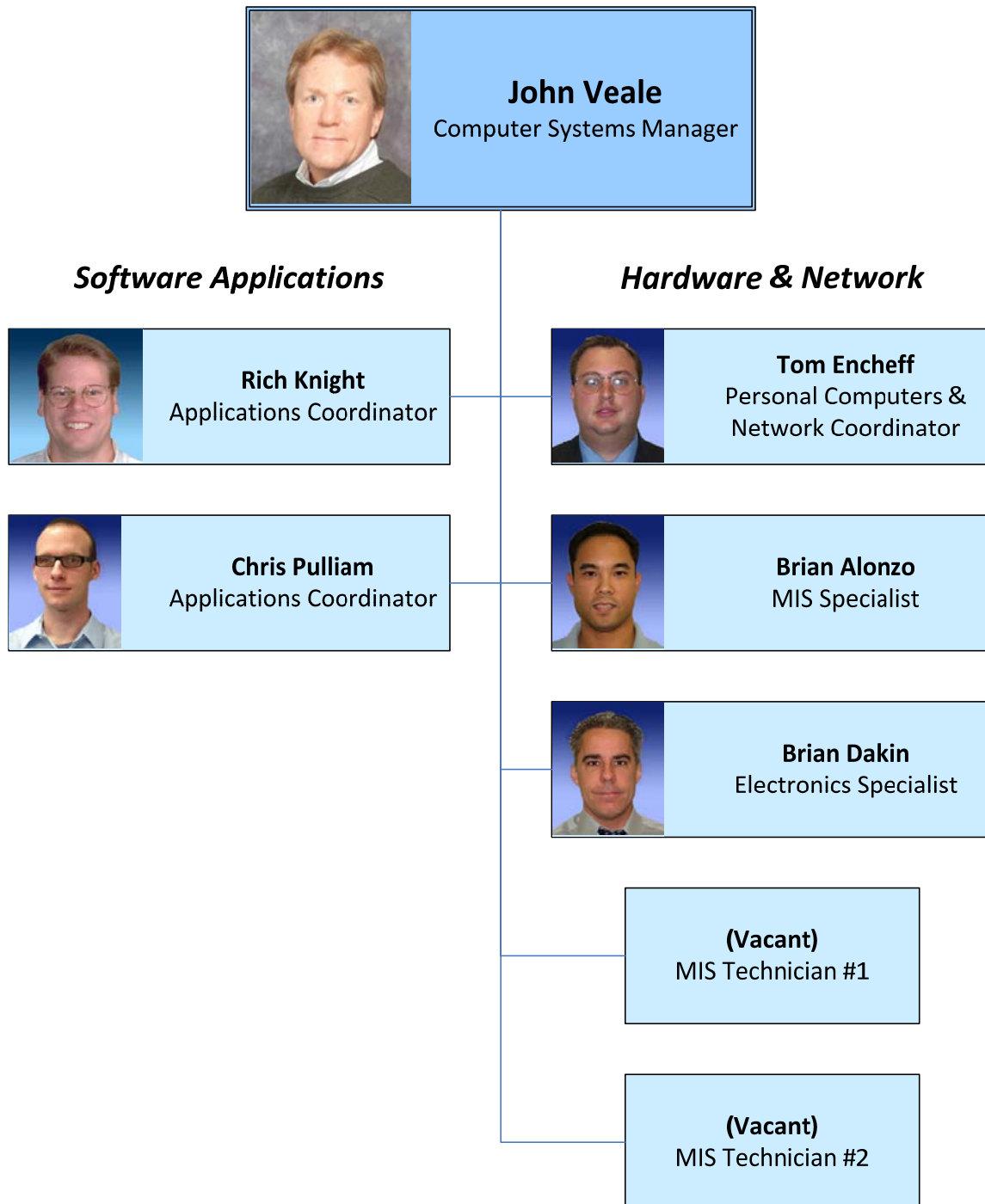
Newport Beach Police Department

Information Technology Report



April 2010

Newport Beach Police Department Information Technology Section Organizational Chart



Newport Beach Police Department

Overview of Operations and Maintenance

General Overview

The Information Technology (IT) Section of the Newport Beach Police Department (NBPD) is responsible for:

- All of the computers, networking, video and radio communications for the personnel and facilities at the following locations:
 - Police Department Head Quarters (PD) – including jail monitoring video and building security video
 - The office of the Court Liaison Officer (CLO) at Harbor Justice Center
 - Air Borne Law Enforcement (ABLE) helicopter program offices at the Orange County airport
 - Field Vehicles (45) – marked Patrol/Traffic fleet and support vehicles
- Providing support for the PD computer equipment at the following locations:
 - PD equipment located at the Life Guard head quarters at the Newport pier
 - PD equipment located at the Newport Coast Fire Station.
- Providing computer support for the Police Department personnel assigned to the following three regional tasks forces:
 - Regional Narcotics Suppression Program (RNSP)
 - Orange County Auto Theft Task-force (OCATT)
 - Regional Computer Forensics Laboratory
- Supporting the video and networking equipment at the following beach front locations:
 - Corona Del Mar Main beach Life Guard station
 - Corona Del Mar beach (“little” CDM)
 - The Wedge
- Providing computer, video, audio, and vehicle tracking devices support for various Detectives’ investigations and “sting” operations.
- Setting up, supporting and removing computers and networking equipment for the July 4th Dispatch and Jail Booking substation at City Hall.
-

Our IT staff has also been tasked with assisting other City Departments with specific projects. Most recently, the NBPD IT staff assisted the Office of the City Attorney with a lengthy personnel investigation that spanned multiple months. This task required working with outside investigators as well as City Attorney staff.

The IT Section staff provides support for the on-going operations of the Police Department on a 24 hours-per-day, 7 days-per-week, 365 days-per-year basis. All IT Section staff members are subject to “Call Out” at any time and work extended hours as necessary. Staff members are expected to maintain composure during times of peak work activity and during tense or stressful situations.

Staff members are required to maintain confidential information and not be subject to impeachment in court due to character, reputation, history of dishonesty or violation of law, including drug violations.

All employees of the NBPD IT Section, in addition to possessing the appropriate technology skills, must also satisfy the following qualifications:

1. Background investigation – which includes, but is not limited to:
 - a record free from:
 - i. Conviction of any felony
 - ii. Any misdemeanor conviction involving moral turpitude
 - iii. An excessive number of citations for traffic violations
 - b. Verifying that the employee has maintained a credit history clear of adverse ratings
 - c. A personal history demonstrating responsibility, dependability, honesty, integrity, acceptable communication skills, good judgment and the ability to relate well with others.
2. Polygraph (i.e. Lie Detector) examination
3. Drug Test

Due to these various requirements, it is difficult to find and hire qualified candidates to work in the Police Department's IT Section.

Newport Beach Police Department List of Computers and Servers Supported

Active Desktop Computers: 221

Mobile Data Computers: 45

Laptop Computers: 53

Servers: 63 (see list below)

Server Name	Type	Description
able-server-2	POWEREDGE 2800	ABLE File and Print server
alchemy-web	POWEREDGE 1950	Document Imaging frontend web server for document lookup and display
backup	POWEREDGE 1950	Symantec Backup Exec media server
backup_array	PowerVault MD1000	Symantec Backup Exec external storage array
CAD	POWEREDGE 2850	Computer Aided Dispatch server
CAD RMS Backup	POWEREDGE 2950	Symantec Backup media server for CAD and RMS
cases2007	POWEREDGE 2950	Active case digital photos
CASESARCHIVE	POWEREDGE 1950	Archived case digital photos
CDMARRAY	PowerVault	Beach Camera external storage
CDMCAMERA	POWEREDGE 1950	Corona Del Mar Beach camera server for retention of digital videos
civica-sql	POWEREDGE 2850	Newport Beach Police Department web server database
civica-web	POWEREDGE 2850	Newport Beach Police Department public web server
COPLINK	POWEREDGE 1650	Integrated Law and Justice COPLINK intermediary server for sending data from NBPD to ILJ
database-server	POWEREDGE 1850	FileMaker Server version 5.5 databases
DB2-SERVER	POWEREDGE 1750	FileMaker Server version 5.5 databases
DCSERVER1	Virtual	Active Directory Domain Controller
DCSERVER2	POWEREDGE 1950	Active Directory Domain Controller
DCSERVER3	POWEREDGE 1950	Active Directory Domain Controller
doc-image	POWEREDGE 2950	Document Imaging Primary Content Server for scanning and retention of case files
doc-image-clone	POWEREDGE 2950	Document Imaging Secondary Failover server
FAXSERVER	POWEREDGE 2950	Facsys Fax server
FILEMAKER55	POWEREDGE 1950	Jail Management Server FileMaker 10 databases
FILEMAKER9	POWEREDGE 1950	FileMaker Server version 9 databases
fw-mgmt2	POWEREDGE 2950	Firewall Management Console
GAL-SYNC	POWEREDGE 1850	Global Address List Synchronization Server
GEOSEVER	POWEREDGE 1950	Computer Aided Dispatch/Records Management Geo Verification Server
GEOSEVER2	PowerEdge 1950	Geo Verification Secondary server
GST-APP	POWEREDGE 1950	Automatic Vehicle Locator Application server for mapping and locating Police vehicles
GST-SQL	POWEREDGE 1950	Automatic Vehicle Locator Database server
INTRANT2	POWEREDGE 1850	Intranet Web Server (NBPD Portal site)

JMSFM10	PowerEdge 1950	Jail Management FileMaker 10 server
jms-server	POWEREDGE 1850	Jail Management Print and Photo Management server
JOBSCHED-SERVER	POWEREDGE 1650	Automation Server for mail notifications
NAS	POWEREDGE 2850	Computer Staff Software Repository/Deployment
NBPDMASA	POWEREDGE 2650	GE MAS Alarms Primary Server
NBPDMASB	POWEREDGE 2650	GE MAS Alarms Secondary Server
Netmotion1	POWEREDGE 1950	Mobile Data Computer remote VPN management primary server for allowing Police vehicles encrypted access to department resources
Netmotion2	POWEREDGE 1950	Mobile Data Computer remote VPN management secondary server
NORTONSRVR	Virtual	Norton AntiVirus management console and database server
OWA2	POWEREDGE 1950	Outlook Web Access frontend email server
Packateer	Network Appliance	Network Bandwith Throttle and Management Console
PALM-SERVER	POWEREDGE SC440	Jail Management Handheld Server for cell safety checks
PHOTO-SERVER	POWEREDGE 2650	Archive case digital photos
ponyexpress1	POWEREDGE 2850	Exchange 2003 backend primary email server
Ponyexpress4	PowerEdge 2950	Exchange 2003 backend failover email server
PrintServer2	Virtual	Network Printer Management Server
RADIOSEVER	POWEREDGE 1950	Motorola Radio server for coordinating radio traffic to dispatcher workstations
RES-SERVER2	Virtual	Network Resource server for applications
RET_WEB	POWEREDGE 1850	Retiree Website server
RMS	POWEREDGE 2850	Records Management Server for archiving scanned case files
roaming1	POWEREDGE 2950	Roaming Profile for users accounts primary server
roaming2	POWEREDGE 2950	Roaming Profiles for user accounts secondary server
server-vol1	POWEREDGE 2950	Primary file server for division electronic resources
server-vol2	POWEREDGE 2950	Secondary file server for division electronic resources
SpeedTrack1	PowerEdge	Electronic Daily Field Reporting primary server
SpeedTrack2	PowerEdge	Electronic Daily Field Reporting secondary server
websense	POWEREDGE 1950	Websense filtering and management server for managing internet browsing
websense-log	POWEREDGE 1950	Websense logging server
Windows Update Server	Virtual	Windows Update Management Console
xserv1	Apple xSERVER	Vmware virtualization host server
xserv2	Apple xSERVER	Vmware virtualization host server
ZNC1	POWEREDGE 1950	Mobile Data Computer data terminal primary server for sending and receiving Dispatch data to police vehicles
ZNC2	POWEREDGE 1950	Mobile Data Computer data terminal secondary server

Newport Beach Police Department Software Inventory

Desktop/Laptop computer software	Description
Windows XP Operating System	
Office 2007 Professional	
Altaris Records Management System	Search and review scanned documents
Adobe Acrobat Reader	
Haines Criss Cross	Address lookup
ILJAOC COPLINK	Research application for querying
FileMaker 6	Database application
FileMaker 9	Database application
ISE Scheduling Engine	Personnel scheduling application
Symantec Endpoint Antivirus	
PrintScreen 2000	
Elete	Query application for police checks
Photoshop CS5	Imaging application
Crime Analyst Software	Reporting software
Faces	Face re-construction software
Olympus DSS	Audio recorder software
Quicktime Media Player	
Windows Media Player	
SMARTstat	Radar trailer software
Roxio CD Recording software	
PowerDVD	
GeoSpatial Technologies Viewer	Vehicle tracking for dispatch center
Oracle 6 Database client	
Computer Aided Dispatch client	For assigning calls for service to patrol officers
Policenet	Internal website portal for access to various web resources both internal and external to the department. Includes access to the photographs, crime stats, OC Sheriff's data, manuals and guides, Records queries, tows, subpoenas and parolee information. Also includes DMV, Cal Trans, and Newport Beach City website links.

Mobile Data Computer software	Description
Windows XP	
Office 2007	
Verizon Access Manager	Allows connectivity to Verizon private network via wireless aircard
Elete	
Adobe Acrobat Reader	
ILJAO COPLINK	
Copware Folio	Digital legal sourcebook and California Codes
Faronics DeepFreeze	Allow computer to retain state even if there is unwanted or accidental system changes, returns computer to pristine state
FileMaker 6	
FileMaker 9	
Symantec Endpoint Antivirus	
Netmotion Client	Mobile Virtual Private Network (VPN) providing field units with encrypted, reliable, remote access to network resources and information. Allows units to reconnect securely to department data and other external remote resources for query remote databases.
GeoSpatial Technologies Mapper	Mapping and routing application for police vehicles. View city and map a detailed image overlay for incidents dispatched to the mobile data terminals.
Policenet	Internal website portal for access to various web resources both internal and external to the department.
Zclient	Mobile Data Terminal software to send and receive calls for service. Provides and office the ability to run queries based on various criteria when performing a traffic stop and investigating an incident.

Newport Beach Police Department

Recently-Completed Projects and Implementations

1. Worked with consultant to update the Jail Management System (JMS) Mugshot/Photo Capture module. The update involved a software update that ran on a new camera and computer hardware
2. Worked with consultant to update the Jail Management System (JMS) Cell Safety Check Handheld module. The update involved a software and hardware update. The new handheld devices communicate with a new server and software to post information into JMS
3. Developed a computer image for and replaced the desktop computers in the Jail. The computer image required Jail Management System specific applications and plug-ins
4. Created and Implemented Department Goals Database for the Office of the Chief, which involved creating a method for providing anonymous feedback for 2010 Department Goals
5. Developed Alternate Method for Calls for Service Benchmarking
6. Revised Training Bulletin Database to run on the new version of FileMaker
7. Modified the Applicant Tracking Database to run on the new version of FileMaker and incorporated the once-separate Rejected Applicant Database
8. Trained Brian Dakin on maintaining the MDCs and providing end-user support
9. Developed, Tested and Deployed new image for the MDCs
10. Revised the process for tracking Uniform and Equipment
11. Deployed and provided end-user support on CLO Thin Client remote
12. Deployed Mobile ELETE
13. Streamed Helicopter video to iPhones
14. Completed Front Lobby Project and installed Mac Mini workstations
15. Completed Multi-month project for Office of the City Attorney
16. Completed Deployment of iPhones to Lieutenant-level staff
17. ISE Master Schedule Daily Roster Reports: At the request of Lt. Koudelka, Lt. Hartford, & Chief Luman, coordinated with Anita (InTime) to revise the Patrol and Traffic reports to include the Officers' ID numbers for ease of use for the W/C's & field supervisors.
18. Deployed Ataris RMS Client upgrade (Altaris v.1.3.40.1)
19. Upgraded COPLINK version 3.4 to 4.2
20. Converted COPLINK infrastructure (servers and network)
21. Coordinated the simplification of COPLINK user names for all employees, so that users are no longer required to precede their login name with "nbpd_" (e.g. replaced "nbpd_rknight" with "rknight")
22. Deployed COPLINK on the MDCs (customized for Deep Freeze)
23. CAD TCP/IP (encrypting CAD CLETS LINES (56K CSU/DSU)
24. Created New Hotsheets
25. AutoIssue: 4 digit VIN modification
26. Modified and deployed PAMS system for the Office of the Chief
27. Supervisory Reports system and forwarding to iPhone
28. Created Lieutenant & Sergeant Promotional Process Survey using FileMaker Web solution for Office of the Chief
29. Rewrote Dog License database for FileMaker 9 and published as FileMaker Web Solution

30. Document Imaging: Upgraded/replaced 2 Alchemy Servers and 1 Alchemy Web Server to the latest version
31. Installed COPLOGIC system for citizen submission of on-line reports
32. Coordinated 4th of July IT resources deployment
33. Upgraded Pentamation software on PD workstations
34. Modified Jail System to capture data for Prop 69 DNA collection requirement
35. Changed locations for Autocite data and DACS data for the new City Hall system
36. Installed and setup backup software on the new server
37. Developed custom SQL scripts for quarterly OTS Grant reporting requirements
38. Graffiti project: replaced process of posting a spreadsheet to the Intranet with the TAGRS system
39. Developed process for posting Sex Registrants page on Intranet
40. Created and deployed Electronic Beat Book
41. Developed new version of POLICENET Intranet site
42. Modified process for generating Average Response Time reports from CAD
43. Coordinated the replacement of Dispatch radio computers w/Motorola, COMSERCO, and OC Communications (servers & workstations)
44. Added videos & flyers for briefings to Policenet
45. Worked with Northrop Grumman staff on the CAD and RMS GEO File Upgrade

Newport Beach Police Department Consultants and Support

Consultants
Bayshore Electrical – Electrical work
City of Costa Mesa – Jail Management System
Embee – Network cabling
KnowledgeCentrix – Firewalls and external network connections security

Support
AT& T – T-1 lines and iPhones
Checkpoint – Firewall support
Civica – Web Site software
Coplogic – Public online reporting tool
Core Systems – UPS maintenance
CrashZone – Accident Recreation software support
Custom Logic Design – MDCs Message Switch and Network Controller
Dell Computers – Desktops and Servers
DoubleTake – Hot server backup software
Duncan Systems - Parking Citations system
Faronics – Deep Freeze system reset software
FaxSys – Fax to Email system
FileMaker – Technical Support
GE MAS – Alarms permits, false alarm tracking, alarms monitoring and billing
Geo Spatial Technologies – Automatic Vehicle Location (AVL) system
Iron Mountain – Offsite tape backup storage
Microsoft – Technical Support
Motorola – Radios and Jail Handhelds (formerly Symbol Systems)
Nokia – Network Firewalls
Northrop Grumman – CAD and RMS systems
Open Text – Document Imaging
Printelligence – Printers maintenance and repairs
Silicon Avenue – Jail and Building Surveillance system
Sprint – T1 ISP provider and Email Spam Filter
Stancil – Telephones and Radio communications recording
Symantec – Antivirus and server backup
Verizon Wireless – Cellular data network for Mobile Data Computers (MDCs)
Wildpackets – Omnipeek network monitoring

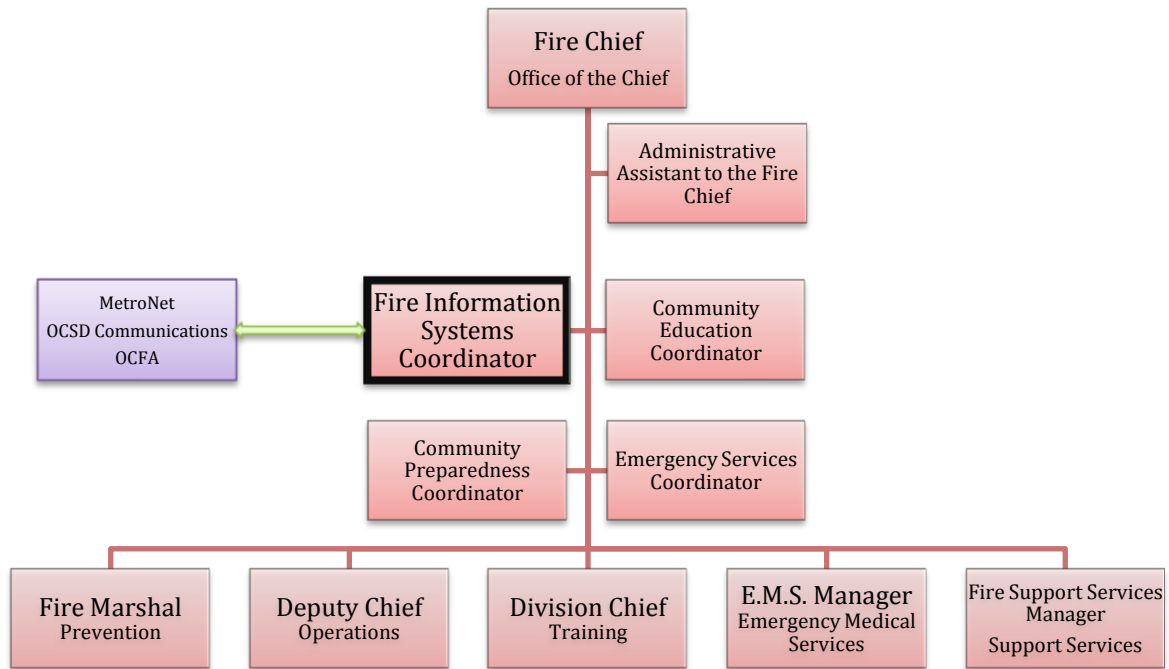


Newport Beach Fire Department

Office of the Chief

Mission Statement

“To reduce the loss of life and property from fire, medical, marine, and environmental emergencies through education, prevention, hazard reduction, and response.”



Objective: To provide any electronic technology based solutions, training, or support to assure that the Fire Department’s mission is accomplished while maintaining “Safety, Service, and Professionalism”. Since response time to an incident is the primary factor in mitigating property damage and saving lives, the focus of the FISC is to provide stable computing platforms and business analytics to achieve this goal.

Consultants and Contractors

The Fire Department does not use outside consultants or contractors (such as Printelligent) for IT support. New technology deployments are performed by in-house staff to assure familiarity with implementation details and operation so that in the event of an emergency, available staff can act independently of outside vendors.

Operations and Maintenance

The Fire Department’s IT operations and maintenance are exceptional due to its 24/7 safety operations. Consequently, the expectations and requirements are also specialized. Additionally, unlike other non-public safety departments, the Fire Department relies on regional resources provided by MetroNet (the dispatch center in Anaheim), the countywide 800 MHz system managed by the OC Sheriff’s Department, regional GIS and AVL (Automatic Vehicle Location) managed by the OCFA (Orange County Fire Authority), and participation in mutual aid agreements to provide

life and property protection.

A heavy reliance on virtualization both for processing and storage has reduced costs of both hardware and personnel since no additional hardware has been required to quickly deploy added servers and dedicated function workstations. Storage virtualization has yielded similar ROI since storage can be allocated only as needed through thin provisioning while still providing the redundancy of tradition RAID systems, without the added cost to each application server.

In addition to hardware failure protection via redundancy, virtualization allows all server hardware maintenance to be performed during normal operating hours without interrupting availability and negligible performance reduction.

One unexpected benefit of application server virtualization is that maintenance such as OS patching requires minimal downtime since reboots occur significantly quicker. By scheduling software updates to the beginning of the FISCs shift, no overtime is required for regular maintenance or upgrade and downtime is limited to a couple of minutes.

Additionally, Altiris Deployment Server is utilized to install initial software images and upgrade desktop computers automatically. Clearly, this reduces new deployment costs and allows older machines to be redeployed for other uses at a minimal personnel cost, which reduces new hardware demands.

As the Fire Department operates its own Active Directory domain, server infrastructure (sans email and related services such as spam filtering), and station networks to support its computing needs, the FISC acts as the system administrator, database administrator, and network administrator.

In addition to the daily, routine support, the FISC provides evening and weekend technical assistance in support of the Fire Department's mission. Generally, this after hours support is provided remotely via VPN.

The FISC supports the highly specialized requirements of each Fire Department division by providing subject area specific technical advice (such as HIPAA security requirements to EMS or IQS software for Training), ad hoc queries from databases (such as performance measurement for Operations and Prevention),

Provide network support and Cisco programming for FD specific needs such as the station's dedicated Internet connections, which reduce traffic on the City's IP network, and WiFi networks that support remote MDC management.

The FISC is also provides support, coordinates purchasing, and provides other technical advice for all fire department communication systems including the countywide 800 MHz system, statewide wildland VHF systems, and cellular telephones and data.

Computing Environment

The Fire Department's computing infrastructure is highly virtualized, including storage, utilizing VMWare's ESXi for server virtualization and DataCore's SANMelody, a hardware independent storage solution, in a fully redundant configuration.

Users

Full Time	150
Part Time and Seasonal	~20

Physical Servers

Virtual Infrastructure	5
Offsite Tape Backup	1
Other	2

Virtual Servers and Workstations

Windows Servers (Virtual)	14
Windows Workstations (Virtual)	8

Physical Workstations

Fire Administration and Lifeguard HQ	29
Fire Stations and other remote facilities	25
Laptops (EOC and regular use)	14
Special Function	2
MDCs (Apparatus ruggedized laptops)	22

Software Environment

Software utilized and/or supported (Partial List)

Windows OS – Server 2003, Server 2008, XP, Vista, “7”
Microsoft Office 2007 Suite(City IT provided)
Pentamation – Finance Plus (City IT provided)
Sophos Antivirus (City IT provided)
Permits Plus (City IT provided)
Expression Web (City IT provided)
Adobe Reader
Adobe Acrobat - Used to create “fillable” forms for Internet usage. (CutePDF is used for routine PDF creation.)
IMR Alchemy – Imaging (City IT provided)
Altiris - Software deployment (City IT provided – FD Manages its own deployments)
FD Training Calendar – FD built and maintained Visual Basic program for scheduling training. Used by Operations and Training divisions.
Fire Inspection – FD built and maintained VB system for tracking Fire Inspections and Citations. Uses Oracle for RDBMS
Fire Apparatus – FD built and maintained program from tracking current apparatus status and assigned location. Used to report problems with apparatus for use during vehicle maintenance.
Zoll Data Systems FireRMS – Fire Department record management system. NFIRS 5 compliant system for internal reporting and submissions NFPA and State Fire Marshal.
SMS (Sunpro Messaging Server) - Used to Synchronize daily roster from Telestaff and import incident data.
Downloader – Department built and maintained to download incident data from MetroNet and translate it into a format usable by SMS.
PDSI Telestaff – Used by all Fire and Lifeguard personnel for staffing positions.
RSI FireMed PCR system – used by EMS to input PCRs
ESRI ArcView – Used to map fire incidents.

FireView – GIS tool for presenting incident data and “What if?” scenarios geospatially. Funded by grant through MetroNet.
FireZone – Drafting tool to develop “Pre-Plans” for commercial hazards
HazMat Database – Chemical description and characteristic database used by Fire Prevention.
UBC – Uniform Building Code software used by Fire Prevention.
Crystal Reports XI – Used for custom queries
Microsoft SQL 2005 – RDBMS for FireRMS, FD sponsored Portals, IQSWeb, and other department databases.
Sybase Adaptive SQL 9 – RDBMS for Telestaff
Visual Studio 2005 – Maintenance of custom FD software. (e.g., “Launcher”, “Downloader”
Motorola TxMessenger (MDC Dispatch) – Used by fire operations. FISC maintains scripts and configuration files.
GST Tracker/Mapper (MDC GPS) – Used by fire operations to track apparatus location via GPS and feed into countywide AVL system.
Hurst Crash Recovery System (MDC Automobile Extrication) – Used by fire operations. Visual database of automobile construction and recommended extrication procedures. Updates via WiFi when apparatus in station.
Adobe CS 4 Suite – Used by FISC for miscellaneous media editing including video upon request.
Several other miscellaneous software packages to maintain cell phones, perform data conversion, test alerting systems, and other utility functions as required.

Recent Projects

- a. Designed, wrote and implemented the Newport Beach Lifeguard Portal for seasonal lifeguard recertification. Online PDF forms for returning seasonal lifeguards to file employment intent, uniform request, parking-permit request, emergency contact and training homework. Eliminated the need to produce DVDs and mail them to “seasonals”. MS SQL based.
- b. Designed, wrote, and implemented a simple NB CERT portal for members to track volunteer hours. MS SQL based.
- c. NB1, NB6, NB7 technology updates. Replaced MDCs and reconfigured to support remote viewing, digital video capture, and correct operational problems. Reprogrammed VHF radios with statewide channel plan.
- d. FireView Desktop deployment and training. By delaying implementation, we were able to participate in a grant funded project that saved \$25K for the City.
- e. Lead Station 5 FirstIn alerting system project from CIP creation to final implementation and testing.
- f. Worked with Operations Chief Mais, and Cynthia Shintani to take advantage of a PSIC grant to acquire 30 Motorola 800MHz radios for fire and lifeguard use at an 80% savings.
- g. Worked with Operations Chief Mais to acquire 30 Bendix King VHF radios for wildland use from 100% grant funding.
- h. Initiated and implemented a web interface to Zoll FireRMS to allow rapid lookup of fire incidents/narratives to save time processing PCRs for EMS billing.
- i. Benchmarking Crystal Reports for Prevention Division.
- j. Implemented IQSWeb for Training Division. Mandated qualification system to track FD personnel certifications and training.
- k. Custom Crystal Reports from Telestaff database for overtime-cost analysis.
- l. Telestaff Audit. Determined that overtime costs were improperly being tracked in Telestaff and incorrectly charged to GL accounts. Programming changes in progress by FISC and Battalion Chief Duncan.
- m. Eliminated Printelligent after evaluating the high costs. Estimate an actual savings of \$15K for FD only with less than 6 hours of staff time required for printer repair or maintenance.
- n. (In progress). New apparatus technology package design and deployment. Truck and 2 Engines. Goal is to reduce deployment costs while adding emerging technologies.

- o. (In progress). Rengineering MDC solution to support MetroNet conversion to commercial broadband provider from existing private lowband network. Software testing in progress, hardware evaluation to begin upon approval of software.
- p. (In progress). The FD will be implementing a secure, encrypted messaging system to comply with federal HIPAA regulations.
- q. (In progress). Evaluating solution to migrate FD-Backup server to Utilities dedicated facility or eliminate and replace with commercial online backup service to reduce cost and increase availability.
- r. (In progress). VMware View deployment to replace Citrix server for EMS billing and decrease desktop costs and support for station computers and personnel.

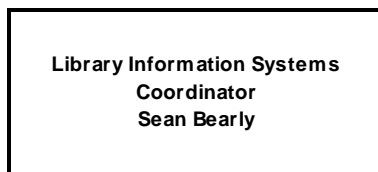
CITY OF NEWPORT BEACH

LIBRARY SERVICES DEPARTMENT

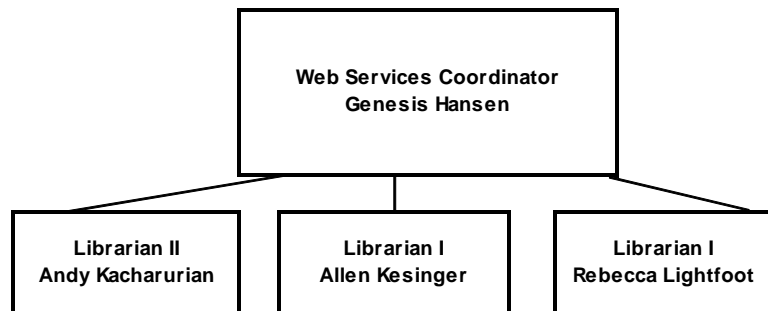
Newport Beach Public Library, (recently named the top library in our population group in California according to the annual HAPLR survey) is the beneficiary of a strong commitment by the City, and our Library support groups, to investments in information technology. Technology changes quickly and Newport Beach residents are early adapters of new technology and expect to see it used in the Library and in City Government.

Library IT Organization Chart

Reporting to Library Services Director



Reporting to Library Services Manager



The Library currently utilizes two outside software consultants.

- Innovative Interfaces Inc. - Supports the Integrated Library System product (Millennium) which the library purchased from them in 2008.
- CraftySpace, Ltd. – Currently designing new website, including integration with the library catalog

Operation and Maintenance

- 87 Employees supported
- 88 staff computers/laptops
- 144 public computers/laptops
- 9 physical servers, 15 virtual servers

The library has a single IT person, the Library Information Systems Coordinator. In addition, several librarians have taken on responsibilities ranging from Website Development to IT systems support. The LIS reports directly to the Library Director and is on the Library Admin Team, which sets the direction for the library. The LIS works with vendors, library staff and City IT staff to guarantee that library services are available 24/7 to library customers and that the library is able to implement the kinds of new services that the citizens of Newport Beach expect.

Software	Description
Microsoft Server OS	Windows Server 2003, Server 2008, XP Professional
Microsoft Desktop OS	Windows XP
Microsoft Office Suite	Word, Excel, Access, PowerPoint, Publisher, Outlook
Microsoft Exchange	E-mail, calendaring, etc.
Adobe	Acrobat, Design (dreamweaver, flash, illustrator, photoshop)
Faronics Deep Freeze	Security software for public computers
HP Lefthand SAN	Network storage with off-site replication of data
Millennium	Integrated Library System (Acquisitions, Cataloging, Circulation, Serials, Online Catalog, Reports)
Oracle	DBMS for Millennium ILS
Sophos	Anti Virus
Symantec Ghost	Disk imaging
Symantec Backup Exec	Server Backup software
Symantec Smartfilter	Internet filter for public childrens' computers
VMWare	Virtual server management

Recent library IT projects include:

- **Replacement of 102 public computers with new computers** – This was the last replacement under the 3-year computer turn-over plan. That plan is being extended now due to tight budget.
- **Upgrade from Office 2003 to Office 2007 on 197 workstations** – this included training for all staff – done by library staff with the help of online tutorials.
- **Migration from proprietary ILS dbms to Oracle** – in order to have the library database accessible to 3rd party products we coordinated the switch to Oracle. Immediate benefit has been to use the City's Campaign software to connect with the database to do email campaigns to customers regarding outstanding fines.
- **Installation of Libratica's Cassie desktop authentication/printing system** – lease for previous product had expired. We looked at several competing products and choose this for its flexibility and the option for customers to pay for print services using their debit/credit cards. Installed on 61 public internet computers.
- **Integration of library catalog with OCLC's Worldcat** – WorldCat is a project to make the materials in all libraries searchable from one website. We exported our records to WorldCat and brought their data into our records, allowing our records to be searched from WorldCat.
- **New website (in progress)** – after website usability testing was completed, we contracted with CraftySpace, Ltd to design a new website to include seamless integration of the library catalog, the look and feel of the new City site and ease of updating and adding new features by library staff.