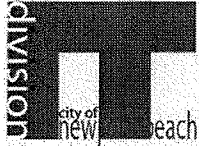


IT DEFICIENCIES NOTED
BY STAFF

- Admin IT Deficiencies
- Police IT Deficiencies
- Fire IT Deficiencies
- Library IT Deficiencies



Administrative Services Department IT Division

Deficiency	Priority	Possible solution
<p>Off-site data recovery strategy – Implement an off-site data recovery strategy for our Enterprise Applications. – Currently, we have offsite backups but we do not have stand-by servers ready to go in case of disaster.</p>	High (1/2011)	<p>Our Enterprise Application servers are 4 years old; our plan is to replace them in January 2011. One of the options could be to use our current servers as stand-by servers in the utilities department data center. Another solution could be to utilize virtual technology and a storage solution as a fail over system in a data center.</p>
<p>Strategic plan development - At the moment we only have one year plan of IT projects; we would like to develop a three and five year strategic plan.</p>	High	<p>Develop a three and five year strategic plan using the recommendation of the IT Technology Task Force.</p>
<p>Higher level of Network segmentation at City Hall - Currently, City Hall is shown as one flat network using a Class B addresses.</p>	High	<p>IT would like to segment the network into a Class C addressing scheme and segment it by purpose, like Servers, workstations, printers, etc.</p>
<p>Implement a payroll system that will support performance based budgeting.</p>	Medium/High	<p>A partial solution could be achieved by enhancing or investigating ways to charge to projects using Sungard Pentamation. A complete implementation will call for replacement of Sungard for a new ERP solution that will provide complete activity costing to support performance based budgeting.</p>
<p>Email Archiving Solution - Currently we back up our email servers daily and we keep a copy of the backup for two weeks. If IT or another employee gets a request for emails through the Public Records Request Act, it is quite tedious to recover and find emails related to the request.</p>	Medium	<p>IT would like to implement a proper Email Archiving solution in order to make the discovery process easier and more efficient.</p>
<p>Secure Data Center - A more physically secure Data Center in our current location and in the new Civic Center.</p>	High	

Newport Beach Police Department

City of Newport Beach IT Task Force Deficiency Report
 Prepared by John Veale, Computer Systems Manager

Deficiency	Priority	Possible solution
<p>Computer Aided Dispatch (CAD) and Records Management System (RMS) are both based on technology that is over 15 years old and need many upgrades to get to current technology. Also, because of the limitations of these systems various third party applications/solutions (e.g. Automatic Vehicle Location, Mobile Data Computer client software, Message Switch, Daily Field Activity Reports, etc.) have had to be used to meet the needs of the Police Department. The use of these third party systems result in various integration and support issues</p>	High	Currently researching other CAD and RMS systems.
<p>Mobile Video Systems (MVS) are over 6 years old and are in need of replacement. The current MVS uses DVD-ROMs for storing the video. The Police Department has had various issues and problems with the DVD media. The prevailing approach in new MVS systems is to store the video to hard drives and then wireless upload the video to a central repository. This approach would save time and money.</p>	High	Currently researching other MVS systems.
<p>Uninterruptible Power Supply (UPS) is near capacity and needs to be upgraded</p>	High	Currently getting quotes.
<p>The Document Imaging System has crashed several times and in some cases it has resulted in data corruption/loss that requires many hours of staff time to recover the data. The vendor has been unable to correct the problem. This system needs to be replaced.</p>	High	Have identified a possible replacement system.
<p>Currently the Computer Section has two unfilled positions (out of 8 possible positions). These 2 positions are lower level/salaried employees, but, their duties are essential to the ongoing operations of the Police Department (e.g. servicing and maintaining the Mobile Data Computers in the field units, end user support, etc.). As a result, the Computer Section is using higher salaried employees to perform the duties of these lower salaried employees and many of the duties and projects of the higher salaried employees are being delayed.</p>	High	Need approval to open up the hiring process for these 2 positions.
<p>License Plate Reader (LPR) systems can be used to identify stolen vehicles, vehicles owned by wanted persons, vehicles with excessive parking tickets, etc. Currently the Police Department is not using this technology. There are plans to begin</p>	Medium	

<p>deploying this technology on a limited basis using grant funds (2 units) and City funds (2 additional units). To increase the effectiveness of this technology it should be incorporated into all of the field vehicles and various stationary locations at high traffic areas in the City.</p>		
<p>The Police Department does not have access to the video feed from the traffic intersection cameras. Also, the video from this system is not being recorded or stored. This information could be very helpful for investigating hit-and-run traffic collisions and other incidents.</p>	Medium	
<p>Identify and deploy an Automated Field Reporting system for personnel to produce various reports in the field, submit them electronically to supervisory personnel and then be routed using work flow capabilities.</p>	Medium	
<p>Replace the current Police Department phone system with a Voice over IP (VoIP) phone system. By replacing the current phone system with a VoIP phone system the Police Department employees would be able to utilize new capabilities such as unified communications, that would help them provide better service to the community.</p>	Medium	
<p>Retrofit secondary server room with a raised floor, additional server racks, and storage cabinets.</p>	Medium	



Newport Beach Fire Department

Office of the Chief

City of Newport Beach IT Task Force Deficiency Report
 Prepared by Jonothon Cone, Fire Information Services Coordinator

Deficiency	Priority	Possible solution
<p>Countwide ePCR – The current paper based “pre-hospital care report” (PCR) is slow and cumbersome since paper copies are delivered to the EMS office to be scanned and OCR’ed. On average it currently takes 2-3 weeks for processing of new PCRs. The county EMS authority has developed specifications for a new paperless ePCR system that would provide regional standards and access to data, and is currently evaluating vendor proposals for the replacement. The primary goals of the replacement are to decrease processing time (and costs) so that reimbursement billing can occur faster, to constantly improve and to allow countywide studies (or other data mining) to identify trends or outbreaks.</p>	<p>High (1/2011)</p>	<p>This is likely to have minimal capital costs to the City since the project is funded by the Orange County LEMSA (local EMS authority) and other grants. Identified City costs include custom import and export modules. Any outlay should be offset by reductions in paper costs and labor necessary for scanning.</p>
<p>MDC/Fire Server Replacement Fund – Work with Accounting Division to setup internal service fund to adequately prepare for scheduled MDC/Server replacements instead of using the CIP process.</p>	<p>Medium</p>	<p>Adequately fund the fire apparatus technology lifecycle. Each ruggedized laptop and dock is approximately \$5K (exclusive of installation that is done in-house). There are 15 frontline apparatus plus reserves. Furthermore, we have standardized on Panasonic Toughbooks based on their proven reliability in the fire service and history of using the same mounting solution in subsequent models. Do something similar for servers. Estimates are under \$12K/year to maintain hardware. Software maintenance is already budgeted.</p>
<p>Fire Inspection Program – In house developed system for maintaining and scheduling fire inspections is need of modifications but the personnel who did the original work are unwilling/resistant to maintain the software to work with current platform.</p>	<p>Medium</p>	<p>The City IT Applications group has agreed to evaluate the possibility of converting to a web-based version since it already relies on Oracle for its database. (It was developed this way originally to maintain consistency with GIS attributes.)</p>
<p>HIPAA Security Enhancements – The Fire Department’s current systems and practices are not fully HIPAA security compliant. Fortunately, we have identified the problems areas and have a plan to resolve any concerns.</p>	<p>High (12/2010)</p>	<p>We have evaluated the solution of using digital certificates and encryption within the current Outlook/Exchange environment. We have concluded that a separate messaging system should be used for HIPAA matters to avoid potential confusion, possible disclosures, and provide better logging to mitigate the City’s exposure.</p>