

# Appendices

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## Appendix A

# IT Overview and Staff Deployment

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- Administrative Services IT Staff  
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- Police Department IT Staff Report
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Overview

## **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**

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### **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**

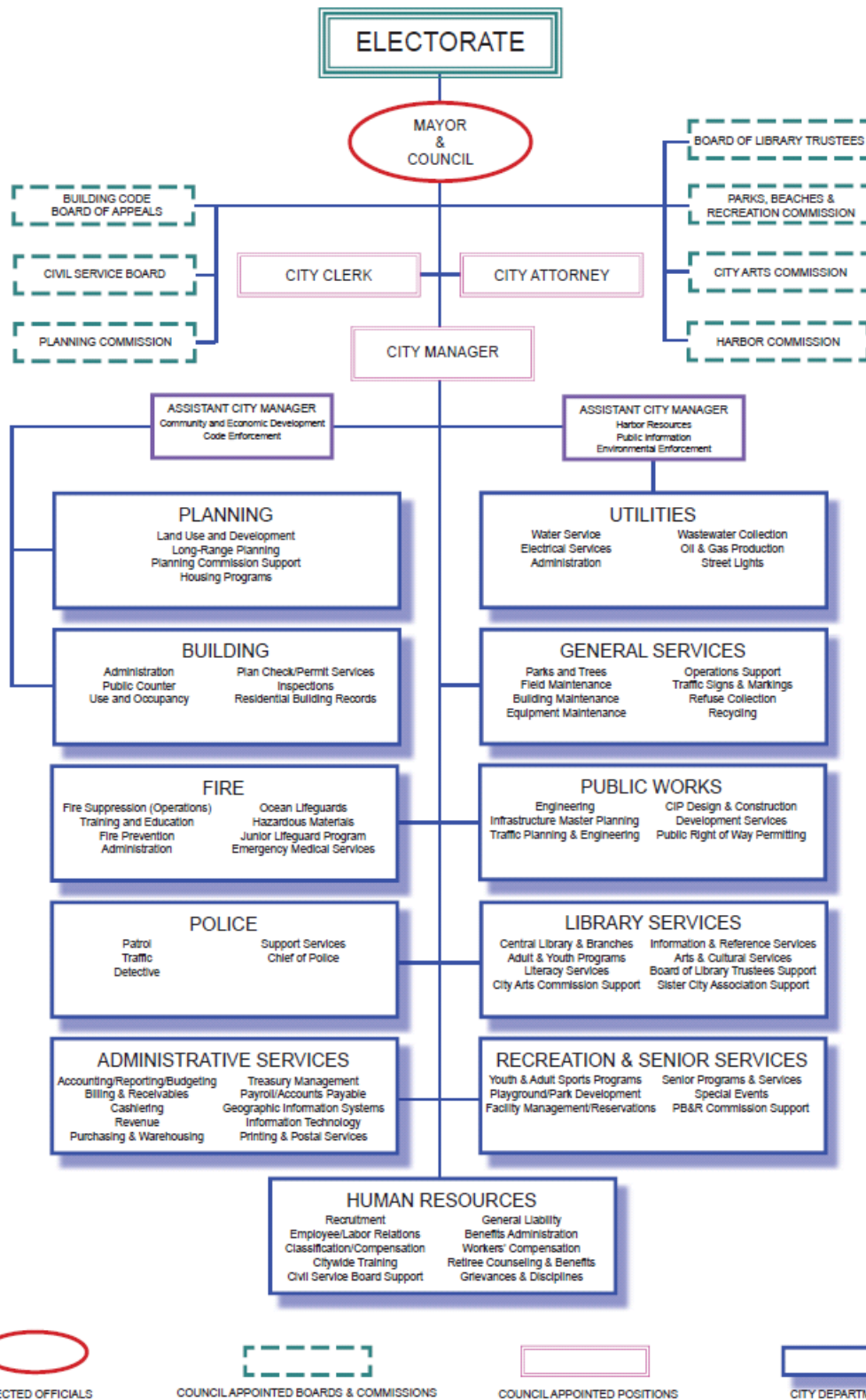
The City of Newport Beach is a full service city providing its residents and visitors nearly all categories of public services including police, fire, paramedic, lifeguard, and emergency medical transport services; engineering, construction, and maintenance of public facilities, public streets, beaches, 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:

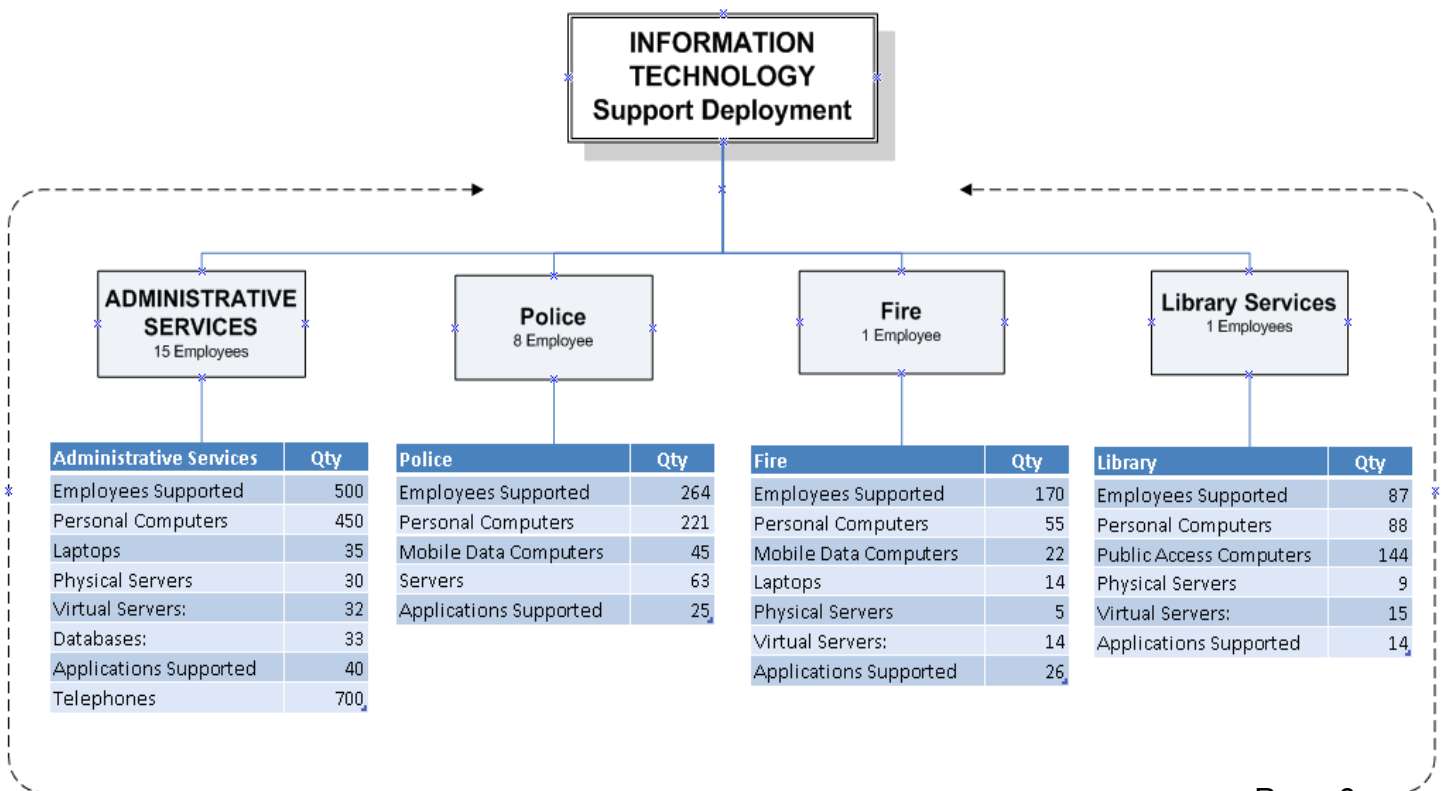


**DEPLOYMENT & IT STAFFING THROUGHOUT THE ORGANIZATION**

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	
<b>Total Operating Budget</b>	<b>113,457,292</b>	<b>55,464,624</b>	<b>168,128,196</b>	<b>806</b>	<b>25</b>
<b>Approximate Entity Wide IT Budget</b>	<b>3,000,000</b>	<b>1,400,000</b>	<b>4,400,000</b>	<b>25</b>	<b>N/A</b>

**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	
<b>Administrative Buildings</b>	<b>Libraries</b>
City Hall Complex	Central
General Services Yard & Warehouse	Balboa
Harbor Resources	Corona del Mar
	Mariners
<b>Safety</b>	<b>Community Facilities</b>
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	<b>Utilities</b>
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.

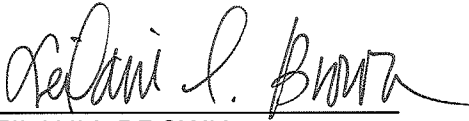
ADOPTED this 23<sup>rd</sup> day of March, 2010.



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KEITH D. CURRY  
Mayor

ATTEST:



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LEILANI I. BROWN  
City Clerk

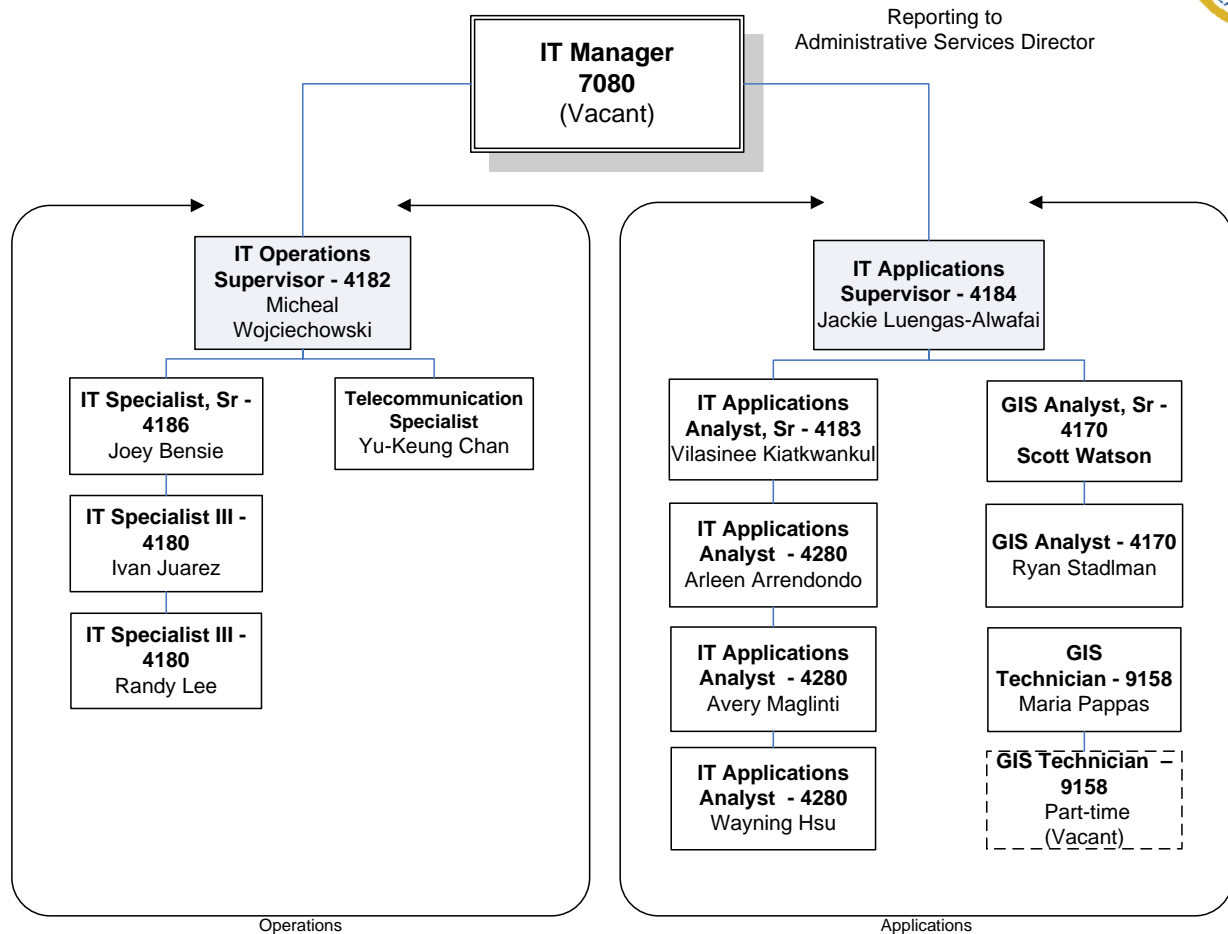


# CITY OF NEWPORT BEACH ADMINISTRATIVE SERVICES DEPARTMENT

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

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

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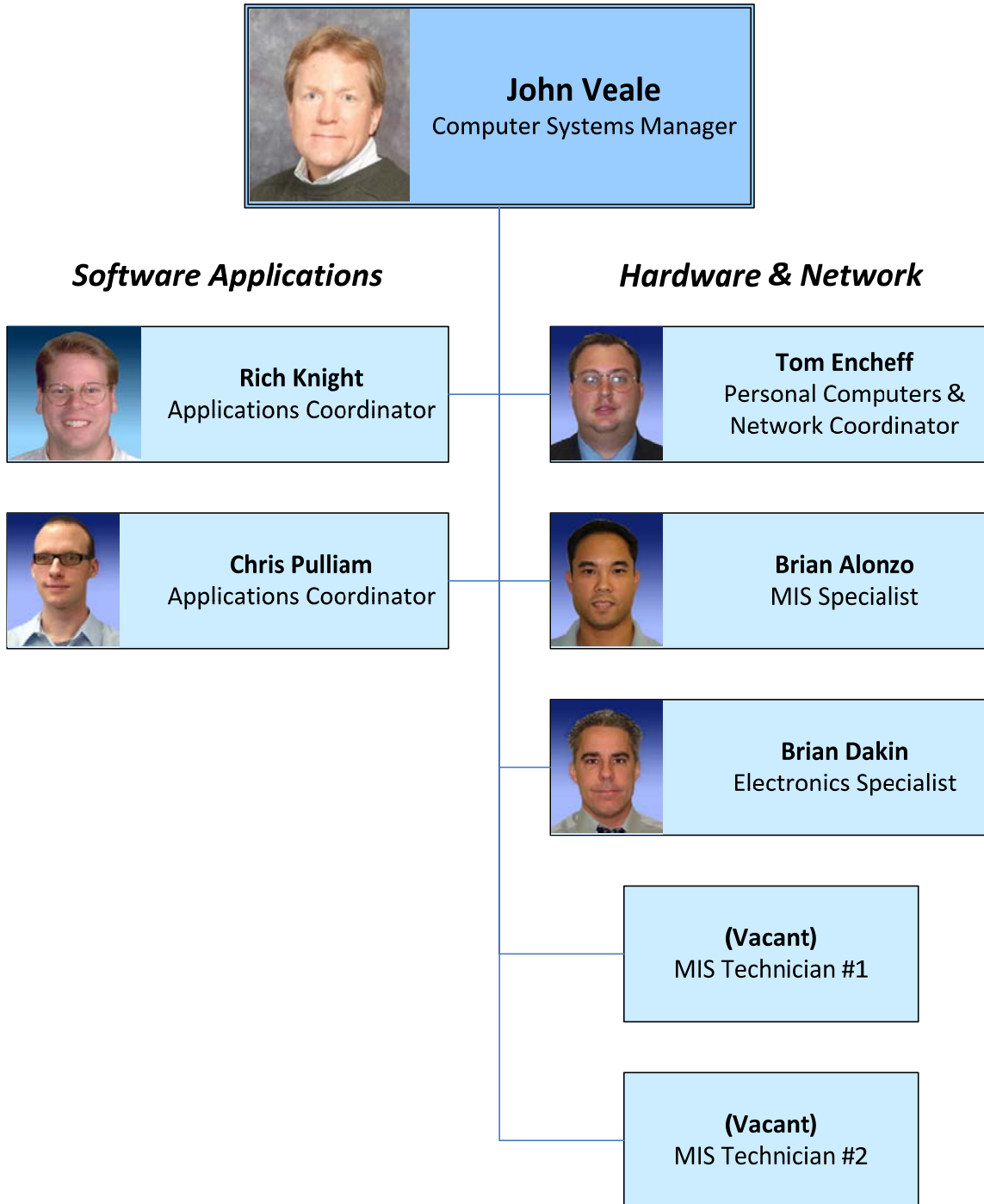
Newport Beach Police Department

# 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 4<sup>th</sup> 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)

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

# Newport Beach Police Department Software Inventory

Desktop/Laptop computer software	Description
<b>Windows XP Operating System</b>	
<b>Office 2007 Professional</b>	
<b>Altaris Records Management System</b>	Search and review scanned documents
<b>Adobe Acrobat Reader</b>	
<b>Haines Criss Cross</b>	Address lookup
<b>ILJAOC COPLINK</b>	Research application for querying
<b>FileMaker 6</b>	Database application
<b>FileMaker 9</b>	Database application
<b>ISE Scheduling Engine</b>	Personnel scheduling application
<b>Symantec Endpoint Antivirus</b>	
<b>PrintScreen 2000</b>	
<b>Elete</b>	Query application for police checks
<b>Photoshop CS5</b>	Imaging application
<b>Crime Analyst Software</b>	Reporting software
<b>Faces</b>	Face re-construction software
<b>Olympus DSS</b>	Audio recorder software
<b>Quicktime Media Player</b>	
<b>Windows Media Player</b>	
<b>SMARTstat</b>	Radar trailer software
<b>Roxio CD Recording software</b>	
<b>PowerDVD</b>	
<b>GeoSpatial Technologies Viewer</b>	Vehicle tracking for dispatch center
<b>Oracle 6 Database client</b>	
<b>Computer Aided Dispatch client</b>	For assigning calls for service to patrol officers
<b>Policenet</b>	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.

<b>Mobile Data Computer software</b>	<b>Description</b>
<b>Windows XP</b>	
<b>Office 2007</b>	
<b>Verizon Access Manager</b>	Allows connectivity to Verizon private network via wireless aircard
<b>Elete</b>	
<b>Adobe Acrobat Reader</b>	
<b>ILJAOC COPLINK</b>	
<b>Copware Folio</b>	Digital legal sourcebook and California Codes
<b>Faronics DeepFreeze</b>	Allow computer to retain state even if there is unwanted or accidental system changes, returns computer to pristine state
<b>FileMaker 6</b>	
<b>FileMaker 9</b>	
<b>Symantec Endpoint Antivirus</b>	
<b>Netmotion Client</b>	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.
<b>GeoSpatial Technologies Mapper</b>	Mapping and routing application for police vehicles. View city and map a detailed image overlay for incidents dispatched to the mobile data terminals.
<b>Policenet</b>	Internal website portal for access to various web resources both internal and external to the department.
<b>Zclient</b>	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 4<sup>th</sup> 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

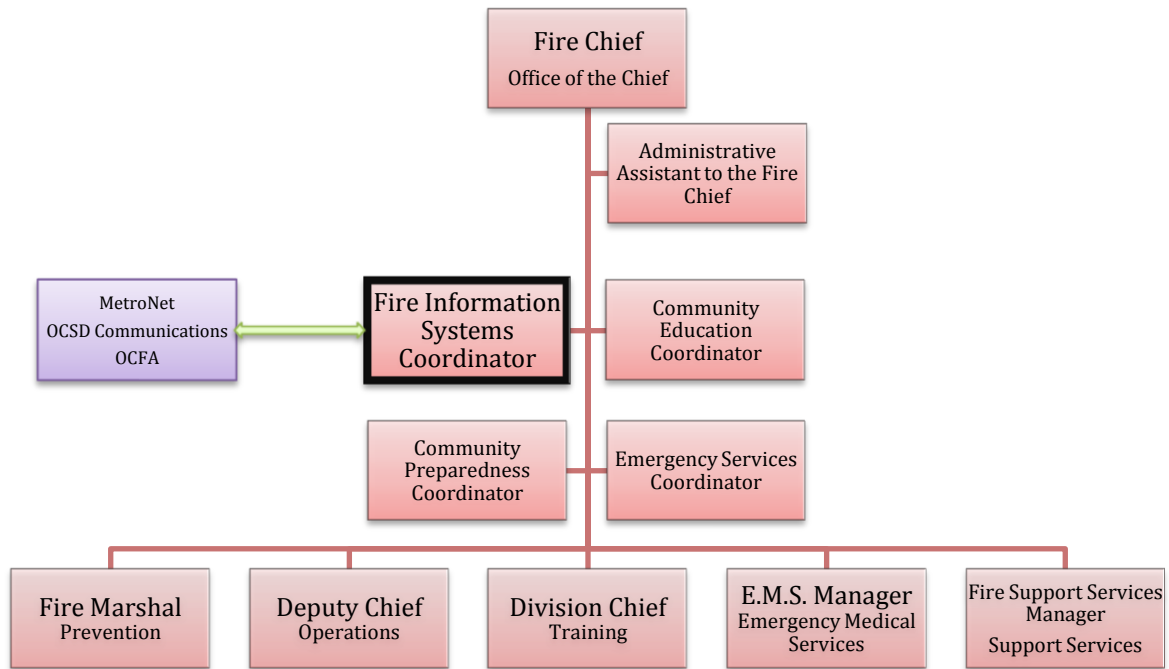


# Newport Beach Fire Department

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.

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### 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.

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### 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

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## 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.

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### 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.

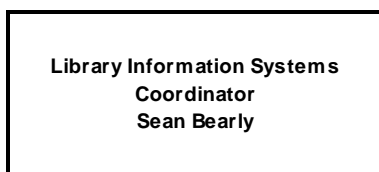
# CITY OF NEWPORT BEACH

## LIBRARY SERVICES DEPARTMENT

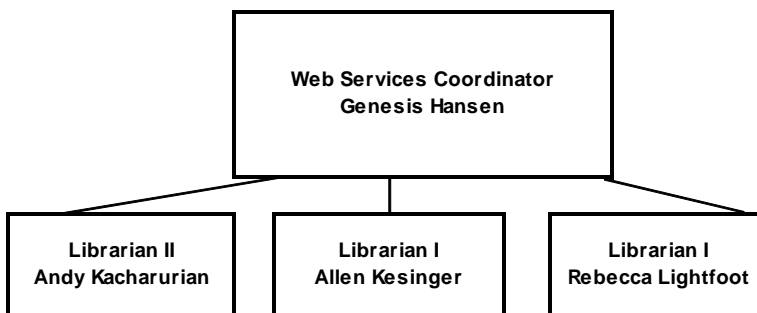
Newport Beach Public Library, (recently named the top library in our population group in California according to the annual HAPLR survey) is the beneficiary of a strong commitment by the City, and our Library support groups, to investments in information technology. Technology changes quickly and Newport 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 LISC reports directly to the Library Director and is on the Library Admin Team, which sets the direction for the library. The LISC 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 3<sup>rd</sup> 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.



# Citizen Technology Task Force

## Overview

# Citizens Technology Task Force

## *Commission Members:*

**Ted Cooper (Chair)**

**Bruce Brandenburg**

**Timothy Britt**

**Philip Drachman**

**Froelich Franz**

**David Lown**

**David Scheeff**

# Staff Support Members

Dan Matusiewicz

Staff Liaison, Acting Deputy Director  
Administrative Services Department

[danm@newportbeachca.gov](mailto:danm@newportbeachca.gov)

949.644.3126

Tracy McCraner, Director of Administrative Services

[tmccraner@newportbeachca.gov](mailto:tmccraner@newportbeachca.gov)

949.644.3123

Lillian Washington, Deputy City Clerk

[lwashington@newportbeachca.gov](mailto:lwashington@newportbeachca.gov)

# Presentation Overview

- ▶ Review Council Mandate
- ▶ Overall Task Force Objective
- ▶ Schedule
- ▶ Today's Meeting Goal
  
- ▶ Summary of Written Reports
  
- ▶ IT Staff & Tech Staff Presentations
  - Admin Services Dept
  - Police IT Services
  - Fire IT Services
  - Library IT Services
  
- ▶ Q&A

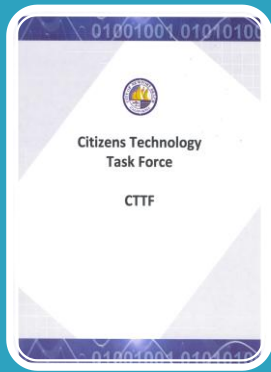
# Council Mandate

## Resolution 2010-24

### **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.

# Overall Objective of Task Force



Prepare a written report to City Manager and City Council summarizing input, discussions and recommendations

# Overall Schedule

<b>Task Force Meeting Date</b>	<b>Location and Time</b>	<b>Meeting Purpose</b>
May 4	Council Chambers 4:00 p.m.	Explore and recommend models for managing, maintaining and staffing technology in complex organizations
May 18	Council Chambers 4:00 p.m.	Recommend applications of technology that are proven to increase efficiency and effectiveness of business processes
June 1	Council Chambers 4:00 p.m.	Recommend applications of technology that can improve communication with residents, businesses, and visitors
June 15	Council Chambers 4:00 p.m.	Recommend process for creating a municipal technology strategic plan  Review draft committee report
June 29 (if needed)	Council Chambers 4:00 p.m.	Finalize report and discuss with the City Manager and Council if necessary

# Today's Meeting Goal

## 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.

# Community

- ▶ Area: 25.3 square miles
- ▶ Population: 86,252 permanent. Increases to over 100,000 in the summer with 20,000 to 100,000 tourists daily
- ▶ Affluent Community with high expectations
  - Median value for homes exceeds \$1 million
  - Per Capita income: \$86,586
    - Triple the national average of \$27,589

# Community

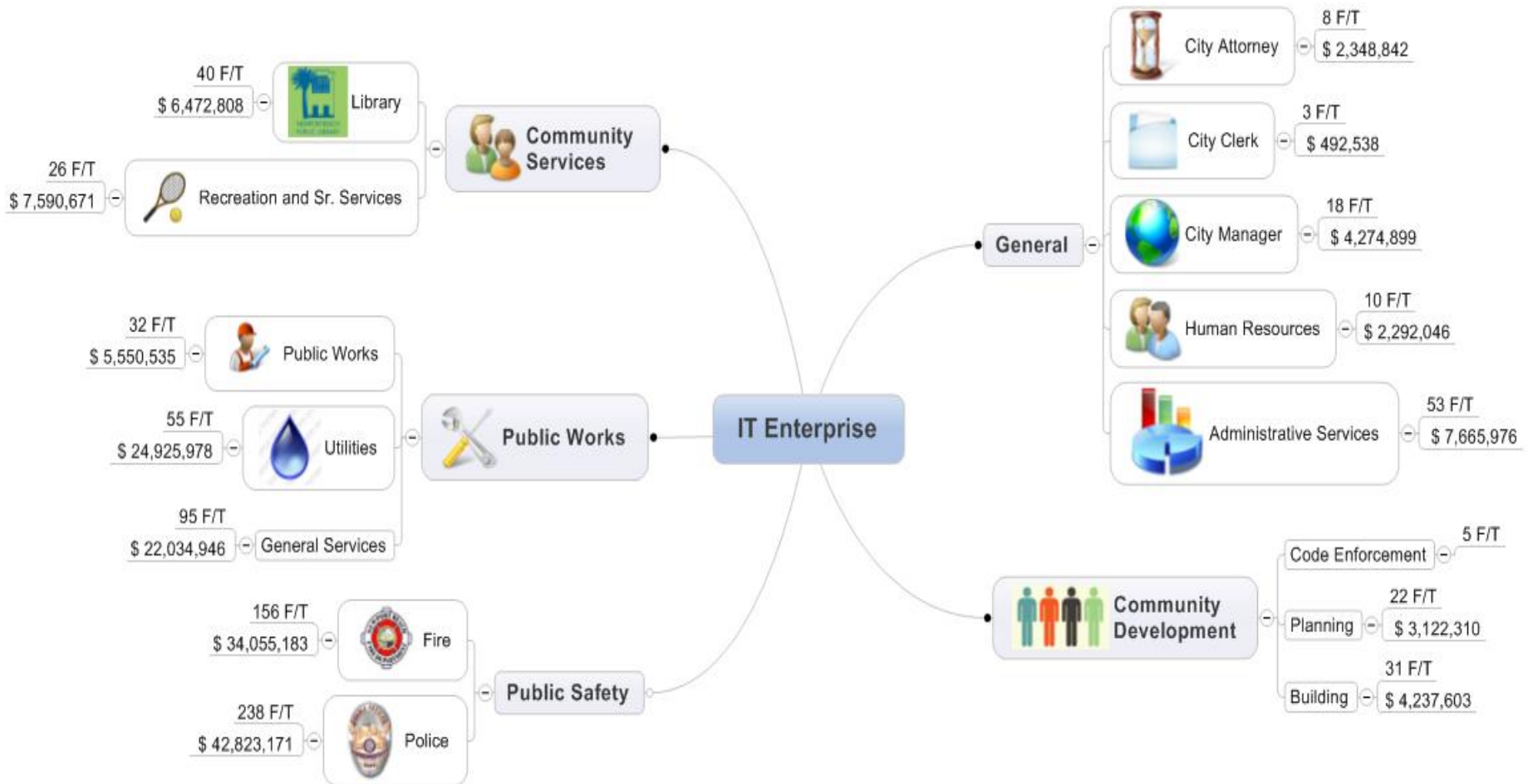
## ▶ Workforce & Employment

- Highly educated workforce
- Predominant industries include:
  - Finance
  - Insurance
  - Real Estate
  - Health care
  - Professional services
  - Scientific services

## ▶ Unemployment Rate: 6.1%

- Approximately half of the statewide rate of unemployment

# Full Service City



# IT Deployment

Department	Salary & Benefits	O&M and Capital	Total Budget	Total FT Staff	Embedded IT Staff
<b>GENERAL GOVERNMENT</b>					
City Council (Governing Body)	209,105	825,305	1,034,410	-	
City Clerk	341,943	150,595	492,538	3	
City Manager	1,234,204	448,686	1,682,890	8	
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
<b>PUBLIC SAFETY</b>					
Police	36,628,420	6,194,751	42,823,171	238	8
Fire	28,549,380	5,505,803	34,055,183	156	1
<b>COMMUNITY DEVELOPMENT</b>					
Planning	2,577,788	544,522	3,122,310	22	
Building	3,796,334	441,269	4,237,603	31	
City Manager - Code Enforcement	544,048	123,157	667,205	5	
<b>PUBLIC WORKS</b>					
General Services	9,768,711	12,266,235	22,034,946	108	
Public Works	4,690,514	860,021	5,550,535	32	
Streetlight Utility	374,570	932,921	1,307,491	4	
<b>UTILITIES</b>					
Water Enterprise Utility	4,116,357	15,732,025	19,848,382	37	
Wastewater (Sewer) Enterprise Utility	1,510,699	1,465,686	2,976,385	14	
<b>COMMUNITY SERVICES</b>					
Library Services	4,854,805	1,618,003	6,472,808	41	1
Recreation and Senior Services	4,226,373	3,364,298	7,590,671	29	
Harbor Resources (Part of City Mgr)	953,974	970,830	1,924,804	5	
<b>Total Operating Budget</b>	113,457,292	54,670,904	168,128,196	806	25
<b>Approximate Entity Wide IT Budget</b>	<b>3,000,000</b>	<b>1,400,000</b>	<b>4,400,000</b>	<b>25</b>	<b>N/A</b>

# Facilities Serving the Public and requiring 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

# Tenure & Historical Counts by Position

Administrative Services					FTE Counts			
Job Title	Class	Years in Position	Years in IT for the City	Position Status	FY 08	FY 09	FY 10	FY 11
<b>Operations</b>								
IT Operations Supervisor	4182	3.75	16.12	Occupied	1.00	1.00	1.00	1.00
IT Specialist, Sr.	4186	2.54	2.54	Occupied	1.00	1.00	1.00	1.00
IT Specialist III	4180	19.02	25.81	Occupied	1.00	1.00	1.00	1.00
IT Specialist III	4180	3.48	3.48	Occupied	1.00	1.00	1.00	1.00
Telecom/Network Coordinator	4520	0.00	0.00	Eliminated	1.00	1.00	1.00	-
Telecom Specialist	4530	0.00	0.00	Vacant	1.00	1.00	1.00	1.00
IT Manager	7080	0.00	0.00	Vacant	1.00	1.00	1.00	1.00
Operations Total					7.00	7.00	7.00	6.00
<b>GIS</b>								
GIS Analyst	4170	11.05	12.80	Occupied	1.00	1.00	1.00	1.00
GIS Analyst	4170	6.37	10.54	Occupied	1.00	1.00	1.00	1.00
GIS Technician	4151	20.82	20.82	Occupied	1.00	1.00	1.00	1.00
GIS Coordinator/Supervisor	4172	0.00	0.00	Eliminated	1.00	1.00	1.00	-
GIS Technica Aide	9158	2.31	2.31	Occupied	0.50	0.50	0.50	0.50
GIS Total					4.50	4.50	4.50	3.50
<b>Applications</b>								
IT Applications Supervisor	4184	15.02	18.98	Occupied	1.00	1.00	1.00	1.00
IT Applications Analyst, Sr.	4183	8.00	8.40	Occupied	1.00	1.00	1.00	1.00
IT Applications Analyst	4280	8.63	9.16	Occupied	1.00	1.00	1.00	1.00
IT Applications Analyst	4280	12.08	19.10	Occupied	1.00	1.00	1.00	1.00
IT Applications Analyst	4280	4.65	4.65	Occupied	1.00	1.00	1.00	1.00
IT Fiscal Technician	4110	0.00	0.00	Eliminated	1.00	1.00	1.00	-
Applications Total					6.00	6.00	6.00	5.00
Administrative Services Total					17.50	17.50	17.50	14.50
<b>Police</b>								
PC/Network Coordinator	2137	7.63	7.99	Occupied	1.00	1.00	1.00	1.00
Applications Coordinator - PD	2139	7.82	11.37	Occupied	1.00	1.00	1.00	1.00
Applications Coordinator - PD	2139	0.61	4.11	Occupied	-	-	1.00	1.00
Electronics Specialist	2160	4.29	4.29	Occupied	1.00	1.00	1.00	1.00
Computer App Develop Analyst	2250	0.00	0.00	Eliminated	1.00	1.00	-	-
Police Computer Systems Manager	2260	18.96	20.46	Occupied	1.00	1.00	1.00	1.00
Police MIS Specilaist	2265	4.60	4.60	Occupied	1.00	1.00	1.00	1.00
IT Technician P/T	9163	0.00	0.00	Vacant	0.76	0.76	0.76	0.76
Police Total					6.76	6.76	6.76	6.76
<b>Fire</b>								
Fire Info Systems Coordinator	4139	3.75	14.74	11451	1.00	1.00	1.00	1.00
Fire Total					1.00	1.00	1.00	1.00
<b>Library</b>								
Library Info Systems Administrator	4181	8.56	9.93	12219	1.00	1.00	1.00	1.00
Library Total					1.00	1.00	1.00	1.00
<b>Total IT for Entire City</b>					<b>26.26</b>	<b>26.26</b>	<b>26.26</b>	<b>23.26</b>



# Entity Wide IT Support



Administrative Services	Qty
Employees Supported	500
Personal Computers	450
Laptops	35
Physical Servers	30
Virtual Servers:	32
Databases:	33
Applications Supported	40
Telephones	700

Police	Qty
Employees Supported	264
Personal Computers	221
Mobile Data Computers	45
Servers	63
Applications Supported	25

Fire	Qty
Employees Supported	170
Personal Computers	55
Mobile Data Computers	22
Laptops	14
Physical Servers	5
Virtual Servers:	14
Applications Supported	26

Library	Qty
Employees Supported	87
Personal Computers	88
Public Access Computers	144
Physical Servers	9
Virtual Servers:	15
Applications Supported	14

Entity Wide

# IT Tech Staff Presentations



Highlight Department Mission



Quantify People Supporting this Mission



Hardware & Software utilized in support staff (customers)



Overview of the network if applicable



Department Specific IT Challenges

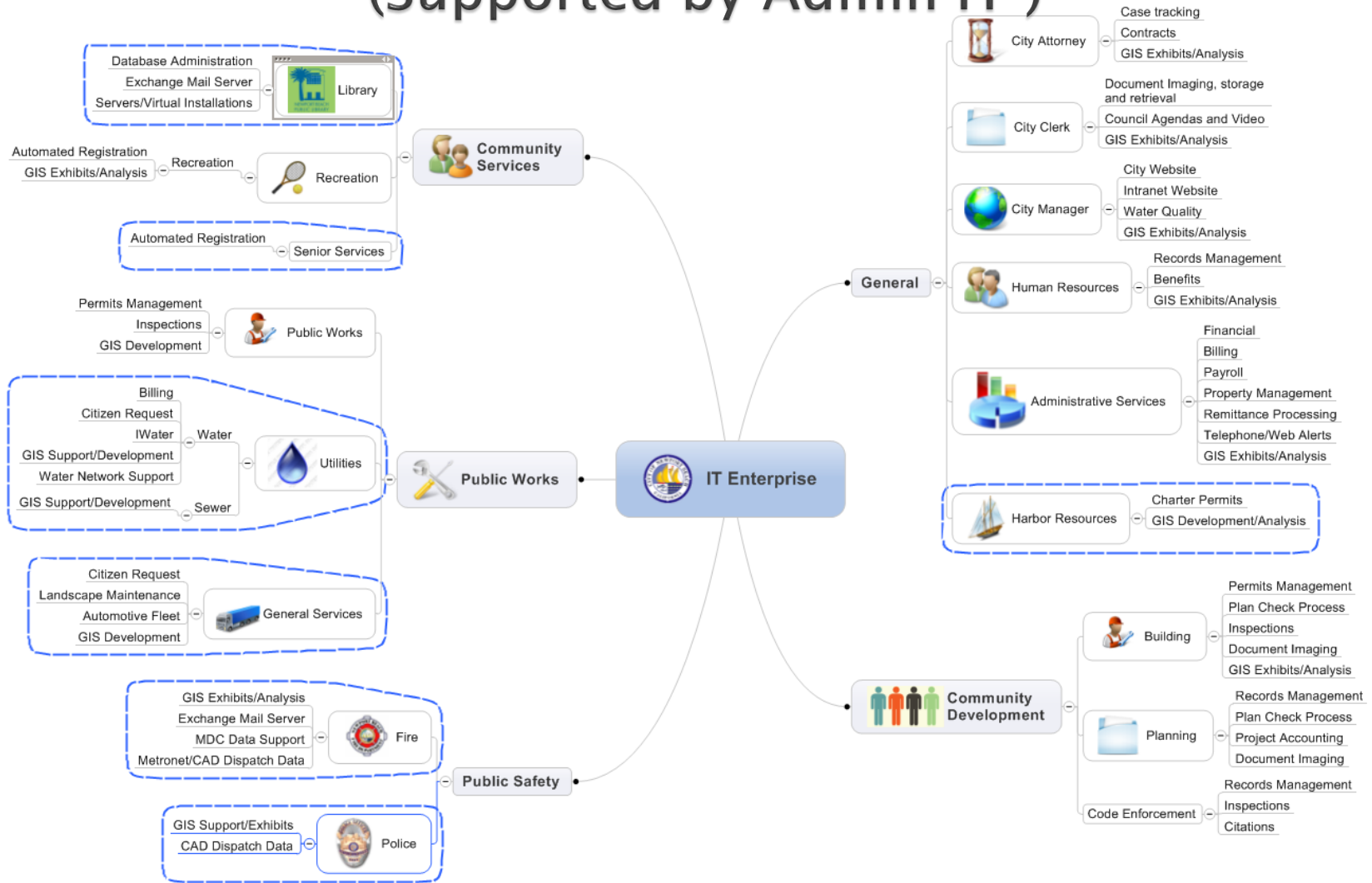


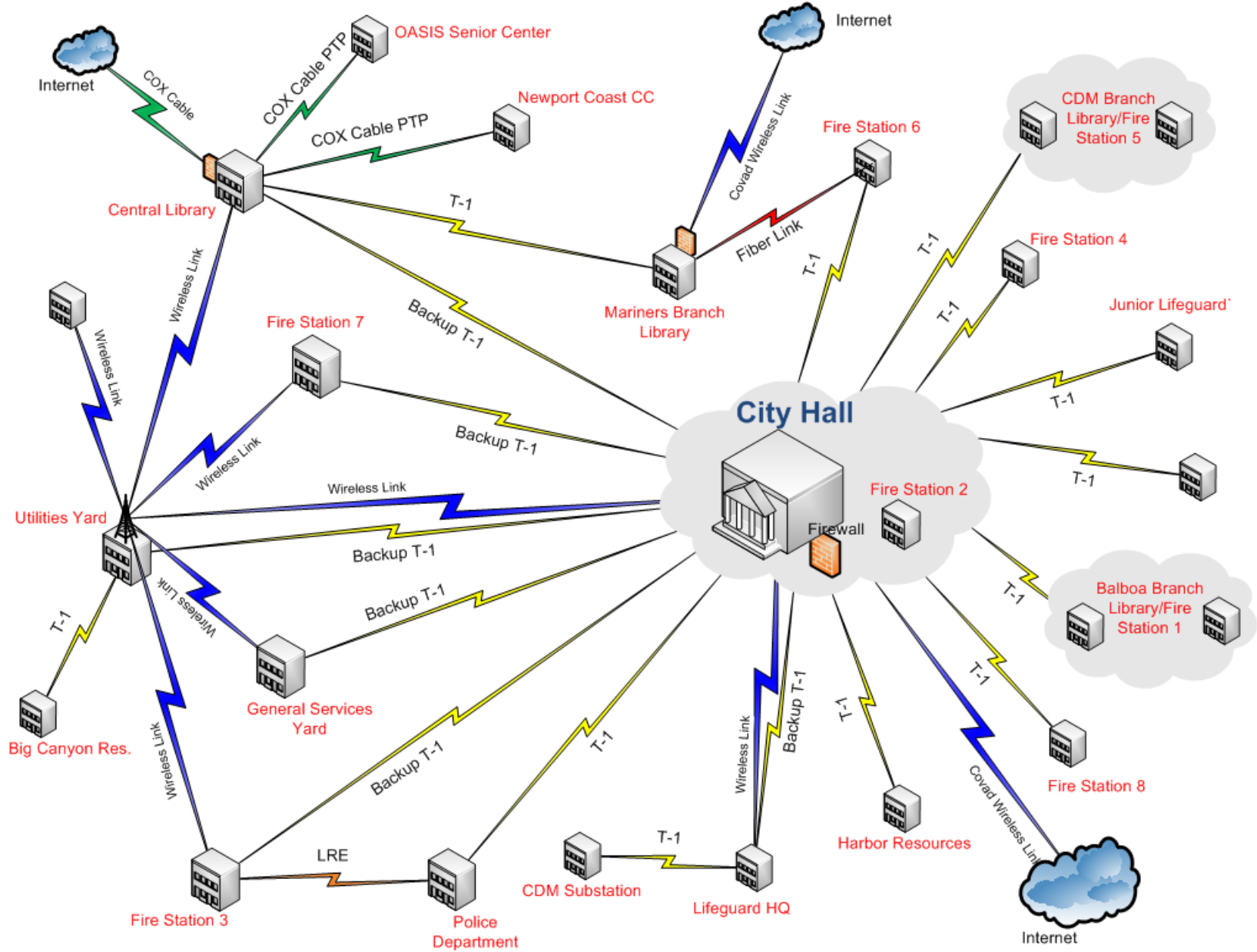


# ADMINISTRATIVE SERVICES (Finance & Technology Svcs) Enterprise IT Support

Presented by Jackeline Luengas-Alwafai  
IT Applications Supervisor

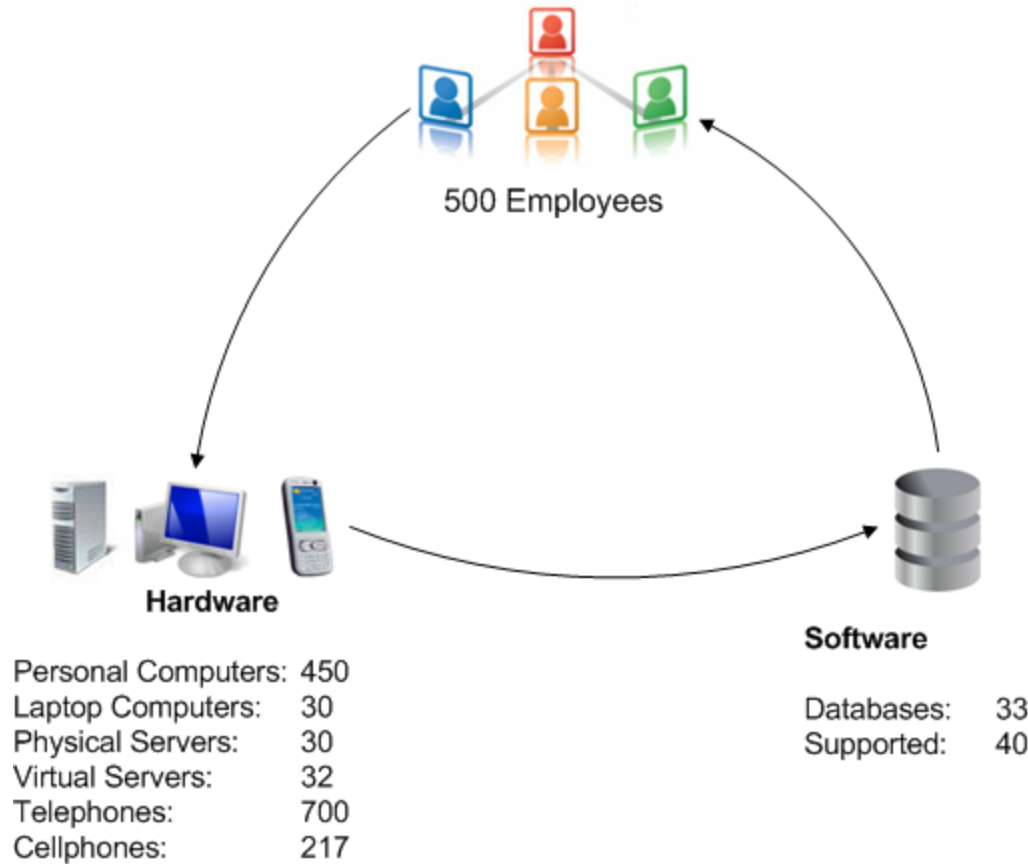
# Enterprise Business Objectives (Supported by Admin IT)





# Support Environment

## Administrative Services IT



Also support file storage, security, software applications, world wide web, document imaging, data warehousing, data mining, SCADA, Video Streaming, Traffic Controls and Disaster Recovery Systems.

# List of Software Supported

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

# List of Software Supported – Continuation

Software	Description
<b>VMWare</b>	Virtual server management
<b>**** Online Services</b>	Permit Info, Special Events, Bill Payments, Supplier Registration, Parking Citation Payment & Adjudication, Business License Applications, Water Services and Service Requests
<b>Sophos</b>	Anti Virus
<b>Microsoft Exchange</b>	E-mail
<b>BES</b>	Blackberry Enterprise Server
<b>Univerge</b>	Voice Mail
<b>CityLaw</b>	City Attorney – project tracking database
<b>Websense</b>	Web monitoring & filtering
<b>ProofPoint</b>	SPAM filtering
<b>Microsoft Office Suite</b>	Word, Excel, Access, PowerPoint, , Expression Web, Publisher, Visio, Outlook
<b>Microsoft OS</b>	Windows Server 2003, Server 2008, XP Professional, Vista Enterprise, Windows 7
<b>Adobe software products</b>	Acrobat, Indesign, PhotoShop, PageMaker, Illustrator
<b>Database Engines</b>	Oracle, Informix, MS SQL
<b>System Administration</b>	HP-UX, Microsoft Server 2003, Microsoft Sever 2008
<b>Vision CMS Website</b>	Internet and Intranet website development & management. City primary site, NBVison2025, NBCityNews, NewportBeach100, CleanWaterNewport, WestPug, Library and Camp Newport
<b>Crystal Reports Server</b>	Report writer
<b>Citrix</b>	Enables building department real time access to PermitsPlus while out in the field.
<b>Arcserver</b>	Backup software
<b>Sonasoft</b>	Email Backup that enables us to recover a single email, an entire mailbox, or the entire server.
<b>HP Lefthand SAN</b>	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.
<b>Granicus</b>	Council Agendas and Video Streaming.

# Admin Services IT Challenges

- ▶ Enterprise Wide Support
  - Network
  - Applications – Financial, Budget, Human Resources, Payroll and Billing.
  - Geographical Information System
  - Telecommunications
  
- ▶ Department Differences
  - Complex and diverse needs
  - Goals and technical objectives
  - Levels of expertise
  - Disparate budgets



# Police Department Police Specific IT Support

Presented by John Veale  
Police Computer Systems Manager

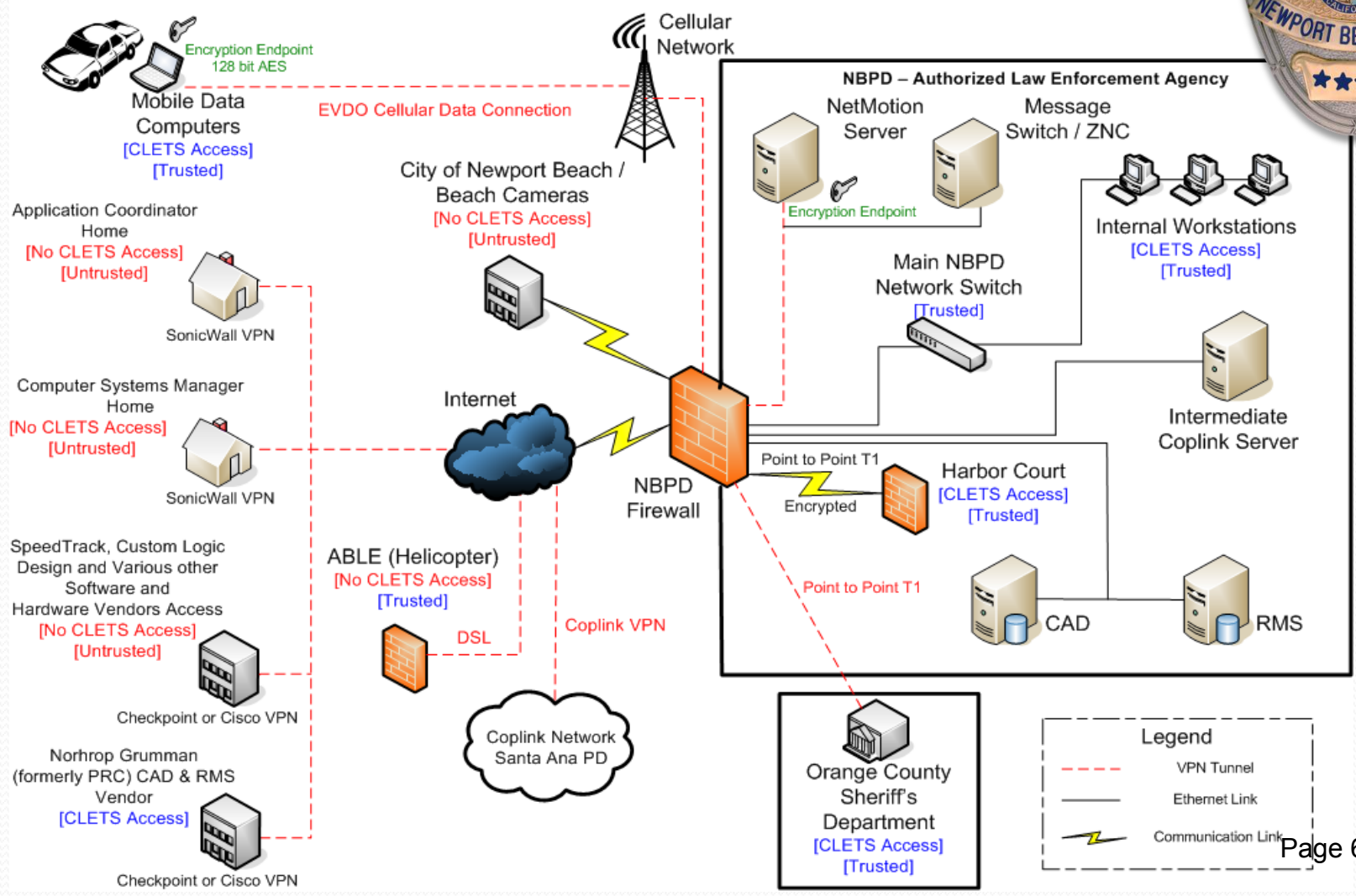
# Mission Statement

The Newport Beach Police Department is committed to providing our Community with the highest quality police services possible to maintain the quality of life that is cherished by those who reside, work and visit here.





# Newport Beach Police Department Network DOJ CLETS Application



# IT Support for the PD



Employees	269
Volunteers & Chaplains	32
Desktop Computers	221
Laptop Computers	53
Mobile Data Computers (MDCs)	45
Servers	63
Mobile Video Systems	32
In-House Software Applications	25



# Qualifications for PD IT Staff

- **Background Investigation**
  - Record Free From
    - Conviction of a Felony
    - Any Misdemeanor conviction Involving Moral Turpitude
    - An Excessive Number of Citations for Traffic Violations
  - Credit History Clear of Adverse Ratings
  - A Personal History Demonstrating: Responsibility, Dependability, Honesty, Integrity and Good Judgment
- **Polygraph (i.e. Lie Detector) Examination**
- **Drug Test**
- **Provide support**
  - 24 hours-per-day,
  - 7 days-per-week,
  - 365 days-per-year



# IT Challenges

- Computer Aided Dispatch (CAD) and Record Management Systems (RMS) are based on technology that is over 15 years old and needs many upgrades to get to current technology
- MVS Systems are over 6 years old and are in need of replacement
- Uninterruptible Power Supply (UPS) is near capacity and needs to be upgraded



# Fire Department Technology Overview

Presented by Jonothon Cone, M.S.  
Fire Information Systems Coordinator

# Fire Department

Department Mission Statement (aka Business Objective):

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

FISC Objective:

Deliver Cost-Conscience, Comprehensive, Computer and Communications support and expertise to fulfill the mission.

# Fire Department IT Resources

▶ Physical Servers	8
▶ Virtual Servers (and Workstations)	22
▶ Physical Workstations	70
▶ “MDCs”	22
▶ Software Supported	>30
▶ Users	~170

(Support at 13 locations within City)

# Fire Department Software

## (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.

# Fire Department IT Special Concerns

- ▶ 24/7 365 Operating Hours
  - Virtualization (Fog/Cloud Computing)
- ▶ Coordination of Regional Resources
  - MetroNet
  - OCSD Communications
  - OCFA – GPS and AVL
  - Mutual Aid
- ▶ Reliance on Communications
  - Voice
  - Data
  - Video
- ▶ Business Analytics
  - Reducing response time saves lives
  - State and National reporting

# Fire Department IT Challenges

- ▶ Maintaining service levels with reducing funding
- ▶ Seasonal workload fluctuation
- ▶ Slow WAN to many facilities
- ▶ Prioritizing workload – Multiple shifts
- ▶ Information to the field
- ▶ Disaster preparedness
- ▶ Communications and IT synergy



# Library Services Library Specific IT Support

Presented by Sean Bearly  
Library Information Systems Administrator

# Newport Beach Public Library

## (Business Objective)

*“To serve as the cultural, educational, and informational heart of the City”*

- ▶ Library Service is the Newport Beach community’s most valuable resource for educational, informational, and cultural enrichment. The library system offers a diverse range of materials, information and special programs for every age group in our community.
- ▶ Over 330,000 items available for loan
- ▶ Over 90,000 registered customers
- ▶ 1.3 million items loaned to 45,300 individual customers in past year
- ▶ 570,000 website page views per month average
- ▶ 86 Internet computers and 34 laptops in constant use by public

# Library IT Resources and Customers

- ▶ 87 Library staff supported
- ▶ 88 Staff computers/laptops
- ▶ 45,000 active customers
- ▶ 144 Public computers/laptops
- ▶ 9 physical servers
- ▶ 15 virtual servers
- ▶ 10 or so software products, suites & OS

# NBPL Software Products

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

# Library IT Challenges

- ▶ 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

# Appendix B

## Citizens Technology Task Force

Supplemental City Manager Questions - 6/15/2010

#	Date	City Manager Questions	Proposed Resolution	Status
A	05-May	What is the private and public sector doing in terms of “cutting edge” (and a little back from cutting edge) IT?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
B	05-May	What do the experts think the next 1, 3, and 5 years will bring?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
C	05-May	Less servers in-house and more “cloud” servers?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
D	05-May	What modern programs for Finance, GIS, Project Management, Performance Measurement, Police, Staff Scheduling (like Fire, PD), Payroll, etc. are out there?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
E	05-May	How do we stay abreast of what’s modern without driving off a cliff trying to be too modern?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
F	05-May	Infrastructure - Laptops v desktops v iPads? Traditional land-line phones versus cell phones and VOIP computer-based phones?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
G	05-May	Is there an industry standard for staffing levels per user or per program?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
H	05-May	How should we modernize our communications efforts with the community – social networking, agenda production/distribution, etc.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
I	05-May	What should we do in the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
J	05-May	What kinds of records management software should we get now to assist in minimizing hauling a bunch of old paper to the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
K	05-May	What kinds of A/V and hardware technologies should the new Council chambers have for staff, Council, the public?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
L	05-May	What should we do regarding teleconferencing and Go To Meeting capabilities – now and in the new City Hall?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
M	05-May	What’s the standard for IT Management?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
N	05-May	We have separate IT now in separate places, managed by non-IT people (PD, Fire, a GIS guy in Planning) – what’s the best way of managing IT today?	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
O	05-May	In-house versus outsourced IT everything – or whatever in-between? Like in-house IT plus an outside manager.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open
P	05-May	Review of our internal service funds for scheduled replacement of programs, hardware.	Review Strategic Plans from other cities and or discussion with Specialty Vendors	Open

# Appendix C

## IT Customer Satisfaction Survey Results - Summary

Total Respondents: 72

Date: 05/18/2010

A. Degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

B. Degree of satisfaction with the City's applications and infrastructure.

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64995	x			x		
64990	x			x		
64936	x			x		
64931	x					Generally, all of the systems seem to work pretty well. However, the EPE system is cumbersome and not particularly user friendly. Many steps are required to work through the various fields to input, edit and submit an EPE. The RMS and CAD systems at the PD seem to be outdated and some seemingly simple info gathering often requires a lot of manual manipulation.
64909	x					The City maintains several applications that assist staff in their day to day operations and run on a pretty sophisticated and complex infrastructure. However, there are a few applications that should be seamlessly integrated to avoid duplication of efforts. Example: The City's document imaging system (Alchemy) and GIS. Permits Plus and Finance Plus. Wish we didn't have glitches in some modules which can take up time trying to fix sometimes.
64869	x					no opinion
64832			Do not use because we have Cone.			
64829			In my position I rarely have contact with the City's IT Personnel.	x		
64789	x					Moderate. Common business applications (ie, MS Office) are satisfactory. Permits Plus is not user friendly.
64729	x			x		
64712	x			x		
64697	x			x		
64696	x			x		
64695	x			x		
64694			Overall the staff is fairly responsive to requests, however solving the problem often takes multiple requests/visits before becoming fully functional.			Repeated failure of microwave relay for all connectivity and backup T1 slows systems down to barely usable speeds.
64692			I do not have any interaction with this department in my position. Therefore I do not feel qualified to give an opinion.			N/A
64690	x			x		
64665	x			x		
64663	x			x		
64659	x			x		
64654	x			x		
64649	x			x		
64599	x			x		
64595	x			x		
64590	x			x		
64589	x			x		
64552	x			x		
64551			Since the Police Department maintains its own IT support team, I have had little interaction with the City's IT staff.	x		
64550	x					This City Hall does not possess the best infrastructure for the technology the IT staff deals with, so the fact that they can keep everyone working is a miracle and mystery to me. To that regard, I think they are exceptional in what they do and perform their jobs admirably for what they have to work with.
64549			Good; however, limited exposure most related to telephone issues with Dan Auger.			N/A
64537			We do not rely on City IT support as we generally receive service from our inhouse staff of Technicians. I can tell you that I have not been impressed with the information available from the City in the area of financial tracking. I am mostly satisfied with the quality and responsiveness of IT support. I wish someone would answer their phones during all business hours.			Again, we rarely use the City's applications except the City web site.
64535						I think that the IT division is broken into to too many divisions and should be one.
64532	x			x		
64497	x					I am very satisfied with GIS services. The proprietary nature of Alchemy and Permits limits efficiency.
64495	x			x		

## Appendix C

### IT Customer Satisfaction Survey Results

Total Respondents: 72

Date: 05/18/2010

A. Degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

B. Degree of satisfaction with the City's applications and infrastructure.

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64493	x					Fair. There needs to be some type of system in which Permits Plus and Finance Place Plus could interact so we are not going back and forth between the two systems to process information on our deposit accounts, time accounting, invoices paid, deposit funds received, etc.
64492	x			x		
64470	x			x		
64469	x					Getting better.
64468			N/A			The applications and infrastructure are good, however, FinancePlus is not very user friendly outside of the accounting module.
64462	x					somewhat, would like an improved payroll and reporting system
64460	x			x		
64456	x			x		
64455	x			x		
64452	x					Many times software applications are missing a feature that would improve job performance. Our IT staff has often helped to create customs or queries to solve our issues. IT staff responds quickly when there is equipment failure and can usually resolve problem.
64450			The quality of the service is excellent. However, it sometimes takes awhile to get work done in particular fire stations. I assume that with the increased workload this could just be a scheduling problem.			The navigation of the applications have improved drastically. I still believe that the performance evaluation is not suited for the fire service and is redundant in several areas. It seems that we answer the same question throughout the evaluation. Also, I would like to see the Grievance application put onto the HR website so an employee doesn't need to walk into HR and pick up the form. I found as a past VP of the Firefighters Association members would shy away from walking in because the fear of public rumors and ridicule.
64430			I have worked with J. Cone projects and he has helped with getting the project done. We have not work with the City IT personnel in a long time. So to the answer is fine.			I think the City should have one IT support service to improve service and bring the collective of the experts together to solve problems and provide more resources to the city staff.
64429	x			x		
64428	x					Does the City's applications or infrastructure create problems being experienced at some of the fire stations? i.e. PC seems to be running slower with alot of new windows popping up in MSN each time I log on. Further, it will not accept "Yahoo as server" for e-mail.
64427	x			x		
64415			Average	x		
64414	x			x		
64413	x			x		
64411	x					The application that I have a problem with is the Annual Employee Evaluation. I am not alone in my feels that the format is repetative and not a good templet for our needs.
64407		x				I've been able to deal with the city's applications and infrastructure. I think it should be cleaned up so it's easier to access information.
64397			Due to the Fire Department's unique needs we have our own IT person. Prior to establishing our IT, we utilized the the city's IT division and there many difficulties using this format.			The EPE system is cumbersome and redundant, it should be overhauled or replaced
64394		x		x		
64390	x			x		
64389	x			x		
64388	x					I think the performance evaluation system needs to be updated.
64382	x			x		
64381	x					I bought a laptop so I could use the Internet on my breaks but the public wi-fi seems to be a little slow.
64378	x			x		
64376			I dont have an opinion one way or the other.	x		
64373			Don't typically have contact with the City's IT department.	x		
64372	x					Seems fine from my limited view. Except the software "Alchemy" seems to be in trouble.
64370	x			x		
64369	x			x		

# Appendix C

## IT Customer Satisfaction Survey Results

Total Respondents: 72

Date: 05/18/2010

A. Degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.

B. Degree of satisfaction with the City's applications and infrastructure.

RESPONDENT ID#	Question A			Question B		
	SATISFIED	UNSATISFIED	OTHER	SATISFIED	UNSATISFIED	OTHER
64367	x				x	
64366	x			x		
64359	x					Somewhat satisfied. I think some of our programs should be more user-friendly, like our budgeting program and our permit tracking system. I wonder too if our GIS System, as good as it is, will be overtaken or rendered less than useful by Google Earth. I doubt it, because of the robust layers that we have. Would there ever be a way to overlay Google Earth's photo quality on our GIS to get the best of both?
64352	x			x		
<b>TOTAL</b>	<b>55</b>	<b>2</b>	<b>15</b>	<b>44</b>	<b>1</b>	<b>27</b>

Appendix D

IT Survey Results – Detail

Total Respondents: 72

Date: 05/18/2010

## IT Survey Results (5/7/2010 - 5/14/2010)

### Total Respondents: 72

ID: 64995

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Very satisfied.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Todd Knipp Fire Department tknipp@nbfd.net Sorry this was late. I have been off duty on an injury.

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ID: 64990

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The City IT Staff is extremely responsive and available. They are very professional, cordial and supportive to work with. The adaptations of the recent City Website has been exceptional, with Department links, community info, etc. The frustrations of the EPE system has been refined well and has created an excellent City wide system. The PD recently upgraded our Geo File data with integration to CAD and RMS. City IT had a strong and supportive role with this. It was a lengthy and complicated project that was highly supported by City IT. We could not be more pleased with the support and cooperative efforts that made this update a success. Thanks!

**B. Your degree of satisfaction with the City's applications and infrastructure.**

We find the systems well structured and applicable to PD and Community needs. Integration with our systems has been well supported.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I would like to consider bringing traffic cameras to PD communications for traffic conditions, accident information and suspect egress monitoring. Discussions may be worthwhile related to document imaging considerations with workflow systems, on a City wide basis.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

If City Hall closes on Friday's I would suggest updating Department pages and information as well as redirects for closed periods. For peak summer periods perhaps a redirect to something like Google or MapQuest for traffic congestion information.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Tom Gazsi, Captain Police Department

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**ID:** 64936

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

satisfied

**B. Your degree of satisfaction with the City's applications and infrastructure.**

sometimes satisfied. there are a number of applications that could be replaced or improved

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

new document management system, web based permit issuance solution

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

a new document management system and a web based permit issuance program would allow the Building Department to make records more easily accessible over the web. I feel that we do good job of this now, but improved technology would make the experience easier and better.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Lanny Krage Building Department 949-644-3293

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**ID:** 64931

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The PD's IT staff is very responsive to our needs and they are very helpful. They are always willing to drop what they are doing to help out. I have not had any real dealings with other City IT staff.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Generally, all of the systems seem to work pretty well. However, the EPE system is cumbersome and not particularly user friendly. Many steps are required to work through the various fields to input, edit and submit an EPE. The RMS and CAD systems at the PD seem to be outdated and some seemingly simple info gathering often requires a lot of manual manipulation.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

The IT staff seem like they could use some help managing the numerous complex systems they maintain and keep running.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None that I am aware of that we are not already trying.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Dennis Birch, PD X3778

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**ID:** 64909

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am completely satisfied with the responsiveness and support the City's IT staff provide on a daily basis. The staff is very good at keeping the user informed of network issues and usually resolve those issues relatively quickly.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The City maintains several applications that assist staff in their day to day operations and run on a pretty sophisticated and complex infrastructure. However, there are a few applications that should be seamlessly integrated to avoid duplication of efforts. Example: The City's document imaging system (Alchemy) and GIS. Permits Plus and Finance Plus.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

See Above

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

1. User-friendly document retrieval interface 2. Digital Plan Check submittal

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64869

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Wish we didn't have glitches in some modules which can take up time trying to fix sometimes.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

More refined reports.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

It already does.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64832

**A. Your degree of satisfaction with the quality and responsiveness of IT**

**support services you receive from the City's IT personnel.**

Do not use because we have Cone

**B. Your degree of satisfaction with the City's applications and infrastructure.**

no opinion

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

faster speed

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

no opinion

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Restadius, Ralph Fire

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**ID: 64829**

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I my position I rarely have contact with the City's IT Personnel

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The City Website and Intranet are very useful.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I am satisfied with the resources I currently use.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID: 64789**

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Overall, I have a high degree of satisfaction. Our systems operate reliably.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Moderate. Common business applications (ie, MS Office) are satisfactory. Permits Plus is not user friendly.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

**D. Any ideas in which the application of technology can improve communication**

**with residents, businesses and visitors.**

I would like to see more project management and collaboration tools integrated into Outlook or similar PIM.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64729

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Excellent although I sometimes hesitate to call because I know they are very busy.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Extremely high

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Of course, better/faster/newer come to mind, but in all honesty, we have great equipment and even better IT personnel

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I think it is imperative that we make it VERY easy for our constituents/customers to use our technology to enhance their experience in connecting with us as City employees. They need to receive answers to their questions quickly and easily rather than feeling like they're getting the runaround.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Cynthia Cowell, Library Director CCowell@newportbeachca.gov 949-717-3800

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**ID:** 64712

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Very satisfied.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Can't think of any right this minute.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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ID: 64697

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

They are extremely quick and efficient in handling any problems we have in the Print Shop.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I am very pleased with the applications and infrastructure that I use on a daily basis.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None that I can think of at this time.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I feel our technology and communication is very up to date and effective in meeting the residents, businesses and visitors.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Richard Flores. Administrative Services. Ext. 3009

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ID: 64696

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Over a long period of time (18 years), I've been very satisfied with the quality and responsiveness of all of our IT staff. They are both technically proficient and responsive.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Generally, I find that the City of Newport Beach is ahead of the curve compared to almost any other we have encountered. Other cities often visit us who are interested in solutions we've developed/implemented.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Our ERP system (Sunguard Pentamation) is a fairly low budget system and we are on the larger size of their client base. We generally receive unsatisfactory support and responsiveness from the vendor. The only reason we've been able to limp along with this solution for the past 20 Years has been to the credit of our applications staff who have been able to resolve sytem bugs and shortcomings on their own. As the years go by, Pentamation tends to follow our lead often implementing our mods into their baseline system. Unfortunately, it may take years before our mods make it into their product.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Although not specifically communications, I find that many residents, including myself, prefer to do as much city business online. Continuing to develop online applications for routine business matters is a great service to the community.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Dan Matusiewicz, Administrative Services Department, 949.644.3126 or

danm@newportbeachca.gov

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**ID:** 64695

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Fairly satisfied. When I call the help line I'm always hopeful that Joey will answer because his customer service skills are superior to the others.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Satisfied

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

It would be helpful to have training sessions offered.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64694

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Overall the staff is fairly responsive to requests, however solving the problem often takes multiple requests/visits before becoming fully functional.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Repeated failure of microwave relay for all connectivity and backup T1 slows systems down to barely usable speeds.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Reliable connection to servers and more frequent replacement schedule for hardware as well as more usable bandwidth.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Reverse 911, twitter, online surf reports and weather info

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Lifeguards

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**ID:** 64692

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I do not have any interaction with this department in my position. Therefore I do not feel qualified to give an opinion.

**B. Your degree of satisfaction with the City's applications and infrastructure.****C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.****D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.****E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Judith Pavlik Clerk II Mariners Library Circulation

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ID: 64690

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am satisfied with the level of support I receive from the IT Department. I rarely interact with them or call upon their assistance, so they must be doing a great job because all of the applications I normally use rarely have any issues which require their assistance.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The City's applications and infrastructure are straightforward, and generally easy to use. Based on my observation and interactions with other coworkers using the myriad programs and applications we use on a daily basis, I would conclude that the level of satisfaction, functionality, and accessibility of the City's applications and infrastructure is of a high quality.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I do not have enough knowledge of emerging technologies to determine whether or not there are IT resources that would enable me to perform my job more efficiently and effectively.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I often hear comments from elderly customers informing me that they miss the automated calls they used to receive, many years ago when this technology was used by NBPL, regarding hold requests. They mention that many in their age group do not have computers, and often they do not get their hold request notices through the mail, informing them that their items are ready to pick up, in time to pick up their items.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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ID: 64665

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Outstanding effort and support of my needs.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

It's getting better and easier to use each year.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.****D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.****E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Rob Beuch Fire Department 644-3377

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**ID:** 64663

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Our I.T. staff at the police department is excellent. No issues or concerns.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Extremely satisfied

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None known

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I would like the voice mail on my assigned phone extension pushed to my email as a wav file. The police department is looking at this right now.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Rob Morton Police Department (949) 279-4816

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**ID:** 64659

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The Police Department's IT section provides excellent customer service. They are very responsive to the Department's needs even with a shortage of two MIS techs.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The Police Department's current applications and interstructure are superior based on the challenge of ever changing technology advances and operating platforms.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Unfortunately, money is the resource the Department and the City need to keep pace with ever changing technology. Currently, the Department is on an XP platform. In the near future, XP will no longer be supported by Microsoft the City and the Department will need to anticipate this change.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

The City's alert system through email and Alert OC is satisfactory to meet the City's needs. I am sure other systems are available through twitter and facebook and they should be explored.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Bill Hartford, Police, 644-3660

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**ID:** 64654

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

My exposure to the City IT is limited. The Police Department provides in house service which is excellent and meets the department's needs quite well.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Again, the Police Department IT unit is excellent. They deal with job specific hardware and software needs for our 24 hour a day operation. Many of the systems are controlled by the Department of Justice or other governmental agencies and requires unique knowledge and clearance to access and/or administer. The service is excellent and the staff is outstanding.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Law enforcement technology is highly specialized and is always progressing and evolving. The police department IT staff maintains our current systems and stays informed on the changes and opportunities that new technology offers.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Continued use of web based technology to improve information sharing throughout the city.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Dale Johnson, Captain Newport Beach Police Department Patrol/Traffic Division  
Commander 949-644-3720

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**ID:** 64649

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Very satisfied.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64599

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I receive great service from the PD's IT group.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I have everything I need to complete my assignments.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I am satisfied with my resources.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64595

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am satisfied as they have always been very responsive when I have needed their assistance.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

For the degree/level that I use it seems to be fine and I am satisfied with it.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None that I can think of at this time.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I cannot think of anything at this time.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Elaine McMillion 717-3809

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**ID:** 64590

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The EMS Division relies heavily on IT for record keeping, documentation and billing for ambulance transportation, which is 90% of what we do. Having our software and computers functioning is vital to our operations. Over the years, it's been more efficient and efficient to have an IT person that is an expert in our systems to assist when we have any technical problems. Also, most of our data is HIPAA protected and limiting access to data is preferred. I strongly prefer and am satisfied having a IT person that is dedicated solely to Fire.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I am very satisfied with the current software applications supplied by the City. Our offices are currently at LG HQ. Our systems generally run slower due to our locale which can be very frustrating.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I recommend that we move forward in procuring an electronic prehospital care record (ePCR) data system. There is a federal mandate that requires healthcare to go paperless by 2014. The county is securing a contract with a vendor to provide a county-wide solution for EMS responses. If we partner with the county on this venture, there could be substantial savings to the City than if we were to secure a vendor on our own. No decisions have been made, since we are still awaiting the terms for individual fire provider agencies.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I liked when Chief Lewis did the NB Live broadcasts for Fire that was available on the City website and City station. I often heard positive feedback regarding the productions.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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ID: 64589

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Always knowledgeable and quick to respond

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I have no problem

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Can't think of any.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I've only received positive response from the community.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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ID: 64552

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am very satisfied with the quality and responsiveness of our IT staff.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I do not know much about what, specifically, they do, but the technology infrastructure and the applications available all seem to work very well so, as an end user, I am very satisfied. There seems to be numerous passwords and log-in scripts that we have to remember for the various applications and systems we use. Some consistency in this area may be helpful.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Updated and improved digital audio/video recording system in police units. In particular, improved audio capturing capability.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

E-mail distribution lists for particular community associations, business associations, particular types of businesses, or areas of the city may be helpful to have; we may already have some of these. Facebook and Twitter already seem to have a following. The Alert OC system is very useful and should be maintained and, where possible, improved over time.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Than you. Jeff Lu, PD

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**ID:** 64551

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Since the Police Department maintains its own IT support team, I have had little interaction with the City's IT staff.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The City's technologies that I use, seem to be functional and user friendly; however, the majority of applications and technologies I utilize in the course of my daily duties are maintained at the PD.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

At the Police Department, we are very fortunate to have up to date technologies and an excellent IT staff. Our requests for service are responded to very quickly, and the IT staff is always friendly, knowledgeable, and professional.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

The City's upgraded website and electronic services are excellent. I believe the City offers a great deal of electronic information resources to the Community.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Lieutenant Craig Fox, Executive Officer Police Department x3710

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**ID:** 64550

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The current staff is highly responsive and knowledgeable. My department is very satisfied with their quality of work and responsiveness.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

This City Hall does not possess the best infrastructure for the technology the IT staff deals with, so the fact that they can keep everyone working is a miracle and mystery to me. To that regard, I think they are exceptional in what they do and perform their jobs admirably for what they have to work with.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I am currently working with the Acting IT Manager in researching software that will make the agenda process more efficient, reduce unnecessary copying, and eliminate duplication of effort. Additionally, it would improve the current document imaging system that is not user-friendly.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

In an age where most people have an email address, the implementation of e-Notifications is helpful. Placing as much information on the web, without overwhelming the reader, is also a useful tool.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Leilani I. Brown, City Clerk 949-644-3005

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**ID:** 64549

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Good; however, limited exposure most related to telephone issues with Dan Auger.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

n/a

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Our Support Services here at the PD seem to have the resources to readily assist us.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Not well versed in this area to comment.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64537

**A. Your degree of satisfaction with the quality and responsiveness of IT**

**support services you receive from the City's IT personnel.**

We do not rely on City IT support as we generally receive service from our inhouse staff of Technicians. I can tell you that I have not been impressed with the information available from the City in the area of financial tracking.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Again, we rarely use the City's applications except the City web site.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Yes, I beleive we should have a more robust personnel and payroll system.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Perhaps partnering with other cities to cover more items of interest in the broader area. As an example, crimes that have occured in the HB, Costa Mesa, Irvine and Newport Beach areas.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Bob Luman, Police, 664-3701.

ID: 64535

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am mostly satisfied with the quality and responsiveness of IT support. I wish someone would answer their phones during all business hours.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I think that the IT division is broken into to too many divisions and should be one.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No. The IT Division has made themselves readily available for callers who has had problems with downloading information.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Lillian Washington City Clerk's Office (949) 644-3005

ID: 64532

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Highly satisfied

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Highly staisfied

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Having the ability to view quick time movies would be helpful

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Capt. Carlos Medina Fire Department cmedina@nbfd.net (949) 644-3299 x2101

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**ID:** 64497

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I have generally very happy with the quality and responsiveness of IT support services. Personnel have always been timely, professional and courteous.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I am very satisfied with GIS services. The proprietary nature of Alchemy and Permits limits efficiency.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Link the finance system, Permits, Alchemy and GIS.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Eliminate Alchemy in favor of a non-proprietary system where staff can use the windows based folders for ease of input. Staff and the public can then use simple internet browser applications to view any information placed in public folders.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

James Campbell, Principal Planner

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**ID:** 64495

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Satisfied. I love the GIS applications. Permits Plus and Finance Plus are much less user-friendly.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.****D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Katie Bowden, Economic Development, 644-3230

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**ID:** 64493

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very good.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Fair. There needs to be some type of system in which Permits Plus and Finance Plus could interact so we are not going back and forth between the two systems to process information on our deposit accounts, time accounting, invoices paid, deposit funds received, etc.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

It would be most helpful if IT could notify us when there is a problem with our system. There have been several times that I had to call to find out if there was a system wide problem.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Gaylene Olson, Planning Dept. ext 3225, golson@newportbeachca.gov

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**ID:** 64492

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The hotline is awesome! Somebody always picks up the phone. If they can't solve a problem at the moment over the phone, they schedule a time that works best around my schedule to stop by. Very helpful.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Pretty good.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Currently, we use different screens and software for billing, project updates, keeping our supervisor up-to-date, project actions. Permits Plus and Basecamp aren't very easy to use and we need to enter the same information in a couple different screens. Not efficient.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

A program that could do all the above (in "C") and be visible for the public. I would recommend speaking with Dan Campagnolo; he's the man!

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Russell Bunim Planning Department x3233

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**ID:** 64470

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Moderately satisfied.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

IT is assisting the Building Department with selecting the software to switch to web base permits system.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I do not know if IT has a web master at this time to maintain information on the city web pages.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Faisal Jurdi, building Department. (ext. 3277)

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**ID:** 64469

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

excellent

**B. Your degree of satisfaction with the City's applications and infrastructure.**

getting better

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

i really wish we could stream music. background music helps me get through my work.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64468

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The applications and infrastructure are good, however, FinancePlus is not very user friendly outside of the accounting module.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

automated email clean up of some kind

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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ID: 64462

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Excellent

**B. Your degree of satisfaction with the City's applications and infrastructure.**

somewhat, would like an improved payroll and reporting system

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

would like more admin service staff to assist with improved financial reporting (payroll, etc)

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

not at this time

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Tracy McCraner Director of Admin Services

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ID: 64460

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied - the IT staff is extremely responsive to requests for service.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Again, very satisfied. The library works very closely with City IT and the customers and staff benefit.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I'm not aware of anything at this time.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

The library is always exploring ways to offer virtual services to our customers. I think

City IT does this as well, and it is great to see the City move in this direction.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Tim Hetherton Library Services Manager Circulation & Technical Processing Coordinator  
Newport Beach Public Library 1000 Avocado Ave., Newport Beach, 92660 (949) 717-3819, FAX: (949) 640-5681

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**ID:** 64456

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

IT personnel are always friendly and prompt.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The City provides all of the tools necessary to complete my work.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Heather Hart, Mariners Branch Library 949.717.3840

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**ID:** 64455

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very high. I have always found the staff to be responsive, helpful and pleasant. They respond to our problems as quickly as possible. They are willing to take on a challenge when we ask for help. I have always felt that the IT department is a partner with the Library and they are willing to support of our different needs.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

What I use works well.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I do miss the old training classes that the City used to offer. Intellectually I know that there are other avenues of training/learning open to me, but it was a format & format that I beneficial to me.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I think that the current website and the news alerts are great. I like the video clips that give us updates on what is happening, especially Dave's and the ones from Public Works. I think that we need to be sure that people know that they are there. I hope that there will be video (or at least pictures) of the Civic Center construction progress.

**E. Your name, department and contact information. If you prefer to remain**

**anonymous, that will be acceptable.**

Melissa Kelly Library ext. 3852

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**ID:** 64452

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Our IT staff has always been very responsive.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Many times software applications are missing a feature that would improve job performance. Our IT staff has often helped to create customs or queries to solve our issues. IT staff responds quickly when there is equipment failure and can usually resolve problem.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Only that occasionally there just isn't enough IT staff to meet high demands quickly.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Our city seems to be far ahead of other cities in using technology to serve the public. I would suggest anything we are not offering yet through the internet should be offered if possible.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Caryl Bryant Revenue x 3149

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**ID:** 64450

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

The quality of the service is excellent. However, it sometimes takes awhile to get work done in particular fire stations. I assume that with the increased workload this could just be a scheduling problem.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The navigation of the applications have improved drastically. I still believe that the performance evaluation is not suited for the fire service and is redundant in several areas. It seems that we answer the same question throughout the evaluation. Also, I would like to see the Grievance application put onto the HR website so an employee doesn't need to walk into HR and pick up the form. I found as a past VP of the Firefighters Association members would shy away from walking in because the fear of public rumors and ridicule.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Please change the employee evaluation format.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None noted. I deal with Fire Prevention and my businesses have mentioned it is a friendly website to navigate.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Keith Winokur, Fire Operations. 644-3377 until May 12th. 644-3375 Station 5 CDM.

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**ID:** 64430

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I have worked with J. Cone projects and he has helped with getting the project done. We have not work with the City IT personnel in a long time. So to the answer is fine.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I think the City should have one IT support service to improve service and bring the collective of the experts together to solve problems and provide more resources to the city staff.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

We need a Web design person to square away a particular web site. It would enable us to get out to the public and our employees more efficient and professionaly. Staff who is not properly schooled should not waste time trying to accomplish such projects.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I am not a tech person, but we need to improve our web service to include Twitter, and Facebook. It seems to be the wave of the future.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64429

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Satisfied

**B. Your degree of satisfaction with the City's applications and infrastructure.**

satisfied

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

none

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

none

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64428

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied with the quality for the City's IT support. When Jonothon is not available I have had quick and immediate response from Mike Wojciechowski fixing the problem at Station #6 and Station #2.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Does the City's applications or infrastructure create problems being experienced at some of the fire stations? i.e. PC seems to be running slower with alot of new windows popping up in MSN each time I log on. Further, it will not accept "Yahoo as server" for e-mail.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

More help with IT systems for FD since Jonothon has other jobs assigned to him i.e. radios in rigs, light bar hookups etc. it takes awhile to get computers up and running.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No. City website looks good enough for this communication.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Captain Robert Masonis. Fire Station #2 NT62.

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ID: 64427

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Quality of work has been satisfactory.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Applications and infrastructure seem to be appropriate.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Not my area of expertise.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Personal contact is still the most effective way to approach our residents and visitors.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Jon Mitchell Lifeguard Captain - Fire Department (949)718-3452 jmitchell@nbfd.net

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ID: 64415

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Average

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Good

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

No

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Brett Sutherland--Fire

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**ID:** 64414

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

We have Jonothon Cone as the Fire Department IT representative and I am overall satisfied with his level of responsiveness and quality.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Given my limited knowledge of the City's applications and computer infrastructure, I am satisfied with our systems and how they work.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None that we arent already doing.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Capatin Jeff Boyles Newport Beach Fire Department Fire Station 2

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**ID:** 64413

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

As you know Jonothon Cone is our lead in the Fire Department. I know at times he coordinates his activities with the city IT. We use technology every day to complete our jobs and I think it is essential that we have one person assigned to our Department due to the amount of work, the nature of the work, and our needs as 24/7 first responders for emergencies in the city. In a nutshell though, yes we are currently happy with the IT service.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I have no problem with the applications and infrastructure except the occasional problem at Lifeguard HQ with the system going down. Usually this occurs during weather events.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I am just concerned that we could lose our dedicated IT person. A Department our size

needs a full time person to address not only the day to day IT operations but the emergency repairs that must take place off hours and on weekends.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

NO ideas here. I like what you have done with the city website. I would just say keep improving and stay flexible as it seems like technology is moving quicker than we can adapt to it. I would survey the residents at some point.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

David Mais. Deputy Chief of Operations for the Fire Department. Thanks to your group for your dedication and diligence related to IT.

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**ID:** 64411

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I am happy with the response and service.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The application that I have a problem with is the Annual Employee Evaluation. I am not alone in my feelins that the format is repetative and not a good templet for our needs.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Faster communication between fire station one and and city hall.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64407

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

My degree of satisfaction with the quality and responsiveness of IT support services has been unsatisfactory.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I've been able to deal with the city's applications and infrastructure. I think it should be cleaned up so it's easier to access information.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I don't know of any IT resources.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

IT personnel should be more aggressive and respond faster on the field if there is a

request for them. The IT personnel that I've met seem to roam around on their own schedule without any accountability. Give them the same structure and press their supervisor to make them work more.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64397

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Due to the Fire Department's unique needs we have our own IT person. Prior to establishing our IT, we utilized the the city's IT division and there many difficulties using this format.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

The EPE system is cumbersome and redundant, it should be overhauled or replaced

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

N/A

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

N/A

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Battalion Chief Chip Duncan (949) 289-4315

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**ID:** 64394

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Low. because of the length of time it takes to get a response or fix to problems.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Most if not all applications are superior to most cities. They are easy to use and have very little overall problems.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

They're major delays in retrieving information off the server.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64390

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

At my level as a supervisor in the fire Department I am satisfied with the IT services

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Scale of 1 to 10, 9

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

NA

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

NA

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

**ID:** 64389

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Never had any problems. Always helpful and able to explain in laymen's terms to get the solution needed.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

no problems

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Internet access on the fire apparatus to go along with new tested software for communication with dispatch and routing to calls. The software is internet based with access to a server in Anaheim. This is to replace old technology and give us up to date information with real time tracking of units.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

The latest change in regards to having businesses update their individual information for Hazardous Materials has been beneficial. My contact with various businesses who use this have been very pleasant. They all say that the system is easy to follow and use. Thank you

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Capt. Jim Boland Fire Operations 644-3377 Station 7A

**ID:** 64388

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very Satisfied.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I think the performance evaluation system needs to be updated .

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I think rather than taking units out of service and out of their areas for a training class (lecture) the class could be given over the internet.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

no

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Ernie Miller-Fire Captain, Fire Station 4,644-3364

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**ID:** 64382

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Great

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Great

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

None

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Justin Kime, Fire Department, Station 2

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**ID:** 64381

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I think our IT staff is very responsive, helpful and knowledgeable.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

I bought a laptop so I could use the Internet on my breaks but the public wi-fi seems to be a little slow.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Classes like Jenny Ellsworth used to offer.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I receive a lot of calls where people attempting to pay a citation or water bill can't for whatever reason, ie. don't know what their citation number is or Master Id.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Shirley Oborny, City Manager's Office, 949-644-3000.

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**ID:** 64378

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Excellent.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Excellent. They are always looking at ways to improve our systems and are open to new ideas.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

They are readily available to my Department. Current work is taking place to upgrade our registration software to Active.net and convert our payroll systems which will improve efficiencies.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

This is currently being worked on to upgrade our registration software with Active.net

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Laura Detweiler, Recreation and Senior Services 644-3157  
ldetweiler@newportbeachca.gov

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**ID:** 64376

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I dont have an opinion one way or the other.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Seems to work fine

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Sorry, dont know enough about IT to give an educated response

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Nope...sorry

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64373

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Don't typically have contact with the City's IT department

**B. Your degree of satisfaction with the City's applications and infrastructure.**

high

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Don't really know what's available

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Don't know

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

**ID:** 64372

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

the IT service has always been good, but lately it has become excellent, even quicker and more efficient.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

seems fine from my limited view. Except the software "Alchemy" seems to be in trouble.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

the NB city IT staff are incredibly smart - I can compare to other cities I have either worked for or had experience in that area with. our staff is many levels above those other cities in "computer applications", at least in my experience. We, Building Dept., will need IT's assistance when "Alchemy software" will be changed to another data software since we have all our records loaded on that ailing software.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Perhaps have an input area for our residents on the front page of our city webpage where viewers can input their suggestions if they have any.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Monika Goodwin, Building Dept., x 3276

**ID:** 64370

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Fire has in-house IT that provides excellent service for a wide range of electronic issues. In his absence, City IT is only able to assist us with computer issues. Their assistance with computer issues is very good.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

High. I appreciate the ability to work remotely when away from the office. I also

appreciate the Blackberry PDA system that we use.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

A pool of small portable printers for use when traveling.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

None

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Steve Bunting X3353

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**ID: 64369**

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

We have our own IT and don't typically have to interact with ITSS. However, our previous interaction with ITSS, was good.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Ok

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Yes, when the employee evaluation form comes up, make it so it crashes and disables the system. Also, is it possible to create video links to send messages or conferences via computer or cable?

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

No

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Thank you for your efforts and concern to do a good job. Keep it up.

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**ID: 64367**

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Satisfactory.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Below satisfactory.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Increased server speed and capacity.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

N/A

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

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**ID:** 64366

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

I have been extremely happy with the quality and responsiveness that I have received from our IT department. All of the IT staff are friendly and always willing to help.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Excellent!!

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

Clone Wayning!!

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

Go to a web based permit system.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Susan McCourt, Building Department - 644-3289

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**ID:** 64359

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

Very satisfied. The responses are fast and almost always solve whatever problem I have created or imagined.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

Somewhat satisfied. I think some of our programs should be more user-friendly, like our budgeting program and our permit tracking system. I wonder too if our GIS System, as good as it is, will be overtaken or rendered less than useful by Google Earth. I doubt it, because of the robust layers that we have. Would there ever be a way to overlay Google Earth's photo quality on our GIS to get the best of both?

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

I could see myself wanting (v needing) an i-Pad to accomplish more stuff while I'm in a meeting away from my desktop. The blackberry just isn't quite that functional.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

I am intrigued by the ability to use Facebook and Twitter more, and to allow folks to submit questions or concerns (potholes, nuisance properties, etc) by an i-Phone app.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

Dave Kiff, City Manager

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ID: 64352

**A. Your degree of satisfaction with the quality and responsiveness of IT support services you receive from the City's IT personnel.**

IT staff have been very timely, knowledgeable, and helpful.

**B. Your degree of satisfaction with the City's applications and infrastructure.**

i'm not very technical. IT staff has always provided me with instructions when i needed them on the applications and / or programs.

**C. Any additional IT resources that would enable you to perform your job more efficiently and effectively.**

the City used to offer in-house training on programs and such... that would be much appreciated again.

**D. Any ideas in which the application of technology can improve communication with residents, businesses and visitors.**

hm... our website has the calendar and events for public use, and Revenue has evision... i think the City makes a good effort in informing the public.

**E. Your name, department and contact information. If you prefer to remain anonymous, that will be acceptable.**

marie lindeman, gs, ext 3061.

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# Appendix E

Revised 06/01/2010

## IT SERVICE MODELS - OVERVIEW

### IN-HOUSE MODELS (Also referred to as IN-SOURCE MODELS)

#### ❖ IN-HOUSE 1

- Centralized
  - All IT staff located centrally and dispatched as required.
  - All IT staff report to IT Manager.

#### ❖ IN-HOUSE 2

- Centralized-Modified 1
  - Core IT staff located centrally and dispatched as required.
  - Specialized IT staff located in specialized departments (i.e. PD; Fire; Library; Public Works; Utility; etc.).
  - All IT staff report to IT Manager.

#### ❖ IN-HOUSE 3

- Centralized-Modified 2 (NB Model)
  - Core IT staff located centrally and dispatched as required.
  - Specialized IT staff located in specialized departments (i.e. PD; Fire; Library; Public Works; Utility; etc.).
  - Core IT staff report to IT Manager and specialized IT staff report to their specialized department heads.

#### ❖ IN THE THREE MODELS ABOVE

- Private sector contractors, consultants and vendors can be utilized to augment the City's IT resources.
- Some IT infrastructure and applications may be located in City facilities and some (i.e. servers) may be located remotely in a vendor's facility.
- Some IT infrastructure and applications may be owned by the City and some may be leased.
- City is responsible for all costs and all risk.
- City is responsible for personnel recruitment, training, various HR issues and facilities.

### OUTSOURCE MODELS

#### ❖ OUTSOURCE 1

- Private Sector Vendor (PSV) manages and operates all IT & Telecommunications infrastructure and Applications – PSV “owns” all associated staff.
- PSV reports to City's IT Manager.

#### ❖ OUTSOURCE 2

- PSV manages and operates all IT & Telecommunications infrastructure – PSV “owns” associated staff.
- City manages and operates all Applications – City “owns” associated staff.
- PSV reports to City’s IT Manager.

❖ OUTSOURCE 3

- PSV manages and operates IT & Telecommunications infrastructure and Applications in core departments – PSV “owns” associated staff.
- City manages and operates IT & Telecommunications infrastructure and Applications in specialized departments (i.e. PD, Fire, etc.) – City “owns” associated staff.
- PSV reports to City’s IT Manager.
- IT supervisors in the specialized departments can report to the City’s IT Manager or to their specialized department heads.

❖ IN THE THREE MODELS ABOVE

- Private sector contractors, consultants and vendors can be utilized to augment the City’s areas of responsibility, not the PSV’s.
- Some IT infrastructure and applications may be located in City facilities and some may be located remotely in a vendor’s facility.
- PSV may own none, some or all of the infrastructure and application assets, and the City would own or lease what the PSV doesn’t own.
- PSV may own or share in the ownership of some or all of the IT facilities.
- City is responsible for contractual costs.
- PSV is responsible for personnel recruitment, training and various issues.
- PSV generally wants to retain & hire all or most of City’s IT staff as it doesn’t want to lose the “knowledge workers” and it doesn’t want to incur the risk and cost of recruitment, relocation and training.
- City generally retains the right of refusal of any of the PSV’s IT personnel.
- City carries minimal risk.
- PSV carries majority of the risk.

COMMENTS

- Of the approximate 25,000 cities and 3,000 counties in the U.S., less than 100 cities and counties (in total) outsource all or some their IT; this low percent is generally due to internal and external politics, pressure, philosophy, fear, intimidation and misunderstanding.
- Of the approximate 100 cities and counties that outsource IT, their degrees of overall satisfaction are “good” to “very good”, with a few “poor” and a few “excellent”.
- A “very good” city with a “very good” City Manager, “very good” IT Manager and “very good” elected officials will have “very good” satisfaction with its IT outsourcing model.
- A “very good” city will also have “very good” satisfaction with its in-house/in-source IT service model.

Numerous factors determine whether and when in-house, outsource or hybrid models are advisable. Key among the factors are as follows:

# Appendix E

Revised 06/01/2010

- Staffing
- Infrastructure
- Facilities
- Supplementary Resources
- Service Level Agreements (SLAs)
- Project Schedules
- Strategic Planning
- Governance
- Control
- Cost
- Risk
- Politics

# Appendix F

Revised 06/01/2010

## IT SERVICE MODELS - EVALUATION

Factor	In-House	Outsource
Staffing	<ul style="list-style-type: none"> <li>• City owns &amp; controls</li> <li>• City carries risk</li> <li>• City recruits, hires, fires &amp; trains</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor owns &amp; controls</li> <li>• Vendor carries risk</li> <li>• Vendor recruits, hires, fires &amp; trains</li> </ul>
Infrastructure	<ul style="list-style-type: none"> <li>• City owns and/or leases</li> <li>• City maintains</li> </ul>	<ul style="list-style-type: none"> <li>• City generally owns and/or leases, though vendor can own at the city's discretion</li> <li>• Vendor maintains</li> </ul>
Facilities	<ul style="list-style-type: none"> <li>• City generally owns</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor can own, but not normally</li> </ul>
Supplementary Resources	<ul style="list-style-type: none"> <li>• City has to purchase contracting/consulting services as needed</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor has pool of skilled resources available as needed/on demand – quickly</li> </ul>
Service Level Agreements (SLAs)	<ul style="list-style-type: none"> <li>• City cannot reasonably be held accountable for missing SLAs as it has no recourse</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor can be held accountable and can be penalized or rewarded for SLA outcomes</li> </ul>
Project Schedules	<ul style="list-style-type: none"> <li>• City cannot reasonably be held accountable for missing project schedules as it has no recourse</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor can be held accountable and can be penalized or rewarded for schedule outcomes</li> </ul>
Strategic Planning	<ul style="list-style-type: none"> <li>• City can develop IT strategic plans on its own or by contracting with a consultant</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor provides staff with expertise in IT strategic planning</li> </ul>
Governance	<ul style="list-style-type: none"> <li>• Mayor; Council; Manager; IT Manager; IT Advisory Council; IT Staff</li> </ul>	<ul style="list-style-type: none"> <li>• Mayor; Council; Manager; IT Manager; IT Advisory Council; Vendor; Vendor Staff</li> </ul>
City Control	<ul style="list-style-type: none"> <li>• Well-managed City can maintain firm control</li> </ul>	<ul style="list-style-type: none"> <li>• Well-managed City can maintain firm control</li> </ul>
Cost	<ul style="list-style-type: none"> <li>• Staffing cost variable</li> <li>• Infrastructure &amp; applications cost variable</li> </ul>	<ul style="list-style-type: none"> <li>• Staffing cost guaranteed</li> <li>• Infrastructure &amp; applications cost variable</li> </ul>
Risk	<ul style="list-style-type: none"> <li>• High – City assumes most of the risk</li> </ul>	<ul style="list-style-type: none"> <li>• Low – Vendor assumes most of the risk</li> </ul>
Politics	<p>In general:</p> <ul style="list-style-type: none"> <li>• City employees prefer in-house</li> <li>• Public safety personnel prefer in-house</li> <li>• Unions “demand” in-house</li> <li>• Media prefer in-house</li> </ul>	

## Appendix G

Revised 06/01/2010

# IT DEFICIENCIES NOTED BY STAFF

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

# Appendix G

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## Administrative Services Department IT Division

Prepared by: Jackie Luengas

Date: 06/15/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<b>Off-site data recovery strategy –</b> 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.	High (1/2011)	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.	TBD
<b>Strategic plan development</b> - At the moment we only have one year plan of IT projects; we would like to develop a three and five year strategic plan.	High	Develop a three and five year strategic plan using the recommendation of the IT Technology Task Force. Plan should be updated annually.	TBD
<b>Higher level of Network segmentation at City Hall</b> - Currently, City Hall is shown as one flat network using a Class B addresses.	High	IT would like to segment the network into a Class C addressing scheme and segment it by purpose, like Servers, workstations, printers, etc.	TBD
<b>Implement a payroll system that will support performance-based budgeting.</b>	Medium/ High	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. Should each city cost center be charged for its share of IT resources?	TBD
<b>Email Archiving Solution</b> - 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.	Medium	IT would like to implement a proper Email Archiving solution in order to make the discovery process easier and more efficient.	TBD
<b>Secure Data Center</b> - A more physically secure Data Center in our current location and in the new Civic Center.	High	TBD	TBD

# Appendix G

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## Newport Beach Police Department

City of Newport Beach IT Task Force Deficiency Report  
 Prepared by John Veale, Computer Systems Manager  
 Date: 06/15/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<p><b>Computer Aided Dispatch (CAD) and Records Management System (RMS)</b> 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.	TBD
<p><b>Mobile Video Systems (MVS)</b> 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.	TBD
<p><b>Uninterruptible Power Supply (UPS)</b> is near capacity and needs to be upgraded</p>	High	Currently getting quotes.	TBD
<p>The <b>Document Imaging System</b> 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.	TBD
<p>Currently the Computer Section has <b>two unfilled positions</b> (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</p>	High	Need approval to open up the hiring process for these 2 positions.	TBD

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projects of the higher salaried employees are being delayed.			
<b>License Plate Reader (LPR) systems</b> 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 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.	Medium	TBD	TBD
The Police Department does not have access to the <b>video feed from the traffic intersection cameras</b> . 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.	Medium	TBD	TBD
Identify and deploy an <b>Automated Field Reporting system</b> for personnel to produce various reports in the field, submit them electronically to supervisory personnel and then be routed using work flow capabilities.	Medium	TBD	TBD
Replace the current Police Department phone system with a <b>Voice over IP (VoIP) phone system</b> . 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.	Medium	TBD	TBD
<b>Retrofit secondary server room</b> with a raised floor, additional server racks, and storage cabinets.	Medium	TBD	TBD

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## 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

Date: 06/15/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<p><b>Countwide ePCR</b> – 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>	High (1/2011)	<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.</p>	<p>Any outlay should be offset by reductions in paper costs and labor necessary for scanning.</p>
<p><b>MDC/Fire Server Replacement Fund</b> – Work with Accounting Division to setup internal service fund to adequately prepare for scheduled MDC/Server replacements instead of using the CIP process.</p>	Medium	<p>Adequately fund the fire apparatus technology lifecycle. 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.</p>	<p>Each ruggedized laptop and dock is approximately \$5K (exclusive of installation that is done in-house). Estimates are under \$12K/year to maintain hardware. Software maintenance is already budgeted.</p>
<p><b>Fire Inspection Program</b> – 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>	Medium	<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>	TBD
<p><b>HIPAA Security Enhancements</b> – 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</p>	High (12/2010)	<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</p>	<p>We expect the system to cost approximately \$60/year per user, or under \$6K since not all users will need HIPAA.</p>

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<p>concerns.</p>		<p>HIPAA matters to avoid potential confusion, possible disclosures, and provide better logging to mitigate the City's exposure.</p> <p>We (Fire IT/EMS) are in the process of evaluating vendors and plan on making a decision in mid-June 2010.</p> <p>Replacement ePCR will be fully HIPAA compliant. The RSI legacy system, which is already virtualized, will be isolated from most access once the replacement system is deployed.</p>	
<p><b>Mesh Network for Beach Observation and Tower Phone System</b> – Install redundant IP mesh network along all City beaches for remote monitoring and lifeguard tower communications. Presently, the Fire Department spends roughly \$25,000 per year to operate the lifeguard tower phones, which are leased copper POTS lines buried in the sand that are subject to breakage and corrosion. Additionally, a previous Council approved beach video system, whose backbone network has frequently been unusable, would be added to the network,</p>	<p>Low (Funding)</p>	<p>This is a “nice to have” system that could be leveraged for several uses in addition to the public safety. This project seems to be an ideal candidate for Federal grant funding but there has not been City funding available for the matching funds.</p>	<p>Initial proposals put the project cost at \$500,000 with a projected useful life of 10 years.</p>
<p><b>Network Bandwidth</b> – Most remote Fire Department locations (Stations, etc) are connected by a single T1 circuit for both voice and data. This is the same bandwidth they have had for over 15 years, but the number and complexity of the applications has grown significantly.</p>	<p>Medium</p>	<p>A combination of solutions could be used including fiber, cable, microwave could be used. An alternative that the Fire Department intends to deploy in the absence of increased bandwidth is an increased use of remote desktop virtualizations.</p>	<p>TBD</p>
<p><b>Mobile Broadband</b> – Changes in MetroNet dispatch technology and other unrelated projects (such as Aculert) require broadband connections in the frontline apparatus. In addition, support for the current private 19.2Kb/sec DataTac network used by the MDCs for dispatch messaging will be dropped in late 2012.</p>	<p>Medium</p>	<p>We have already begun evaluating potential platforms for frontline apparatus and are trying to determine program costs.</p>	<p>TBD</p>
<p><b>Secondary Site Mirror Server</b> – The Fire Department intends to put a single instance mirror of its computing virtualization infrastructure and SAN in the reinforced data facility at Utilities. In the event that the City Hall (new or</p>	<p>Medium</p>	<p>This has been part of the Fire Department's virtualization plan from inception. This is the final phase of the implementation. Declining budgets have delayed implementation.</p>	<p>System is expected to be in the range of \$25,000.</p>

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old) facility is damaged or unavailable, a fully synchronized hot-system will be available to provide full access to FD systems.			
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In summary, every recognized deficiency is one that can easily be solved with funding. The difficulty lies in delivering additional services within consistent (or declining) budgets. Fortunately, skillful staff members are able to develop attractive solutions that leverage existing resources. Consequently, the recent budget cutbacks have not affected the daily operations of the Fire IT division and we continue to expand service despite reduced resources. Redeployment of usable technology as well as extending the useful life of existing hardware, and evaluating internal Fire Department IT practices and making appropriate changes have resulted in the Fire Department being able to deliver the same quality service to the public, as well as having the necessary IT infrastructure and support to accomplish that mission. Life is good.

# Appendix G

Revised 06/01/2010

## Newport Beach Public Library

City of Newport Beach IT Task Force Deficiency Report

Prepared by Sean Bearly, Library Information Services Coordinator

Date: 06/15/2010

Deficiency	Priority	Possible solution	Cost Vs. Benefit
<p><b>ILS Test Server</b> – Due to server and software licensing costs, the library does not have a test environment for Millennium, the dbms used by all library staff. A test environment, while not critical to library IT operations or customer service, is useful for testing upgrades before committing to them, testing large database changes that could be risky, and for training staff.</p>	<p>Medium</p>	<p>The server does not need to be at the library.</p>	<p>Cost of server and software licenses are approximately \$30k. However, it is possible that City IT staff could come up with a somewhat less expensive solution if we could fund an increase to existing server capacity at City Hall.</p>
<p><b>RFID</b> – Radio Frequency ID tagging of library items allows quicker, more accurate and more secure checking out of materials. It also makes materials inventory easier and much less time-consuming. However the switch from barcodes to RFID tags is expensive because the entire collection (350,000 items) needs to be tagged, and current barcode scanners and security gates need to be replaced with RFID equivalents. Libraries across the country are making this change. But this is not a project that can be done within the normal library budget. The library is hoping to fund this project in time to go live by the time the new City Hall and Library expansion project is complete near December 2012.</p>	<p>Medium/High</p>	<p>The library will be meeting with vendors in the coming weeks to more clearly define this project as it is something we really need to do.</p>	<p>Approximate cost for RFID project would be \$350,000 and that cost could be higher if we also included materials handling equipment.</p> <p>The library could start the project with approximately \$150,000. This amount would pay for equipment and RFID tags so that staff could begin the tagging of all existing items and pay for our book vendors to begin tagging all newly ordered items.</p>

## Appendix H

Citizens Technology Task Force  
Administrative Services IT Software/Hardware Health Status - 06/15/10

Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	Average # Users	Primary Users	Criticality	Database	Annual Maintenance	Health	
																Hardware	Software
Aims - Parking System	Electronic Data Collection Corp.	8			Virtual			1.5GB	Citation System	26 logins - 20 concurrent	12	Enterprise	High	Oracle	\$ 28,000.00	Good	Good
Alchemy	Alchemy	8.2	Currently upgrading to latest software	Below VM Cluster	Virtual			2GB	Document Imaging Software	Unlimited		Building, Planning, City Clerk	High		\$ 8,800.00	Bad	Bad
Altiris	Symantec	6.9	Software has been suffering since Symantec takeover.	IBM xSeries 335	Physical	05/28/2004	(2) Xeon 3.2 GHz	2GB	Desktop Management Software	430	430	IT	Low	SQL Server	\$ 3,800.00	Bad	Good
ArcGIS	ESRI	9.3.1	Upgrading to 10						GIS Software	7	5	Enterprise	High	Oracle	\$ 21,000.00	Good	Good
ArcServer	ESRI	9.3.1	Currently moving to a new server	Below VM Cluster	Virtual			4GB	GIS Mapping Software	Unlimited		Enterprise	High	Oracle	\$ 5,000.00	Overloaded	Good
BrightStor Arcserve	Computer Associates	11.5 SP4	Hard Disk Storage needs replacing.	IBM xSeries 306	Physical	07/22/2005	Pentium 4 1.4 GHz	1GB	Primary Windows Server Backup	Various	1	IT	High	SQL Server	\$ 3,600.00	Bad	Good
CityLaw	Cycom	5.63		Below VM Cluster	Virtual			1GB	City Attorneys Case Management	10	6	City Attorney	High	SQL Server	\$ 2,855.00	Good	Good
CommPlus	Sunguard Public Sector Pentamation	8.3	No new versions will be developed, need ERP replacement.	HP1 - RP3340	Physical		HP9000PA-RISC 4x1GHz	12GB	Revenue software	228 logins -80 concurrent	80	Enterprise	High	Informix	\$ 45,000.00	Good	Bad
eVision	Teleworks - IVR	5.5.66		Intel® Server System SR2400SYS	Physical		Intel Xeon 2.8 Ghz	4GB	Interactive Voice Response	Unlimited	40	Enterprise	High	SQL Server	\$ 20,000.00	Good	Good
Exchange 2003	Microsoft	2003 SP2	Upgrade to 2010 Planned	Dell Poweredge 2950	Physical	06/14/2007	Single Xeon 3.0 GHz	4GB	Primary Email	402	300	Enterprise	High		\$ 1,179.00	Good	Moderate
Finplus	Sunguard Public Sector Pentamation	4.3	Only version 4.5 will be developed, need ERP replacement.	HP1 - RP3340	Physical		HP9000PA-RISC 4x1GHz	12GB	Financials software	305 logins - 80 concurrent	150	Enterprise	High	Informix	\$ 45,000.00	Good	Bad

Citizens Technology Task Force  
Administrative Services IT Software/Hardware Health Status - 06/15/10

																Health	
Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	Average # Users	Primary Users	Criticality	Database	Annual Maintenance	Hardware	Software
FME ESRI Suite	California CAD Solutions	20.1		Dell Precision 1500	Physical		Quad Core Intel® Core™ i7	4GB	Data Converter Software	1	1	GIS	High		\$ 725.00	Good	Good
Microsoft IIS 6.0	Microsoft	6		Below VM Cluster	Virtual			1GB	Public Internet Server	Unlimited		Enterprise		SQL Server	\$ 360.00	Good	Good
Oracle Database	Oracle USA Inc.	10g	Want to upgrade to Oracle 11g	HP2 - RP3340	Physical		HP9000PA-RISC 4x1GHz	12GB	Relational Database	40 concurrent	20	GIS, Fleet (General Services), Recreation, Parking	High	Oracle	\$ 29,000.00	Good	Good
Ortho Photos Files	Eagle Aerial	3 year		Below VM Cluster	Virtual			4GB	Orange County 4" Ortho Photos	Unlimited	30	Enterprise	High		\$ 9,000.00	Good	Good
PermitsPlus	Accela Inc.	V5.5.10	No new versions will be developed, possible replacement Accela Automation.	HP2 - RP3340	Physical		HP9000PA-RISC 4x1GHz	12GB	Permits and Project Tracking	200 logins - 32 concurrent	50	Enterprise	High	Oracle	\$ 26,000.00	Good	Bad
Safari	Active		Moving this application to Saas in Fall	Below VM Cluster	Virtual			1GB	Recreation Online Class Registration	Unlimited		Recreation and Senior Services	Moderate	Oracle	\$ 10,000.00	Good	Phasing out
Sophos Anti-Virus	Secure Content Solutions			Below VM Cluster	Virtual			1GB	Anti-Virus Software	500	450	IT	Moderate	SQL Server	\$ 7,469.00	Good	Good
SQL 2005	Microsoft			IBM x3550	Physical	07/11/2006	(2) Dual-core 3.7GHz	4GB	SQL Server for Various Applications	402	402	IT and Office of the City Attorney	High	SQL Server	\$ 850.00	Good	Good
VMWare ESX Server	VMWare	3.5	Upgrading to Vshpere 4 this year	Below ESX Servers	Virtual				Software that Runs Virtual Servers	6 CPU	6 CPU	Enterprise	High		\$ 6,000.00	Good	Good
Websense Enterprise	Websense	6.3.2		IBM xSeries 345	Physical	10/18/2004	Single Xeon 2.4GHz	2GB	Internet Monitoring Tool	600	500	Enterprise	Low	SQL Server	\$ 5,348.00	Bad. Purchased replacement	Good
Windows Server 2003 (File Server)	Microsoft	2003 R2 SP2	Planned upgrade to 2010	Below VM Cluster	Virtual			3GB	City's Primary File Server	402	402	Enterprise	High		\$ 360.00	Good	Good
XenApp	Citrix	4.5	Need to upgrade, Already purchased upgrade	Below VM Cluster	Virtual			2GB	Used for Inspectors to access inspection system from the field	15	10	Building	Moderate		\$ 880.00	Good	Acceptable
															\$ 280,226.00		

Citizens Technology Task Force  
 Administrative Services IT Software/Hardware Health Status - 06/15/10

Virtualization Cluster Information

Name	Model	RAM	CPU	RAM Usage	CPU Usage	Purchased
Server1	Dell PowerEdge 2950	32 GB	8x2.99 GHz, XEON x5450	30%	6.80%	Jun-08
Server2	Dell PowerEdge 2950	32 GB	8x2.99 GHz, XEON x5450	28.90%	5.80%	Jun-08
Server3	Dell PowerEdge R710	32 GB	8x2.53 GHz, Xeon E5540	34.74%	7.97%	Jul-09

NOTE: RAM and CPU Usages are averages.

**Citizens Technology Task Force  
Police Department IT Software/Hardware Health Status - 06/15/10**

																Health	
Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	Average # Users	Primary Users	Criticality	Database	Annual Maintenance	Hardware	Software
Alarms Permits, False Alarms Billing and Monitoring	MAS/General Electric (GE)	2003 SP2		Dell Poweredge 2650	Physical	Jul-2005	Dual Xenon 2.0	1 GB	Primary Alarm service management server	300	9	Dispatch, Alarms CSO, NBPD MIS	High	MS-SQL	\$5,250	Fair	Good
Automatic Vehicle Locator (AVL)	Geo Spatial Technologies	2003 SP2		Dell Poweredge 1950	Physical	Oct-2007	Quad Xenon 3.0	2 Gb	Sworn/Civilian Vehicle Tracking server	60 License	25	Dispatch, Patrol, Traffic	High	MS-SQL	\$26,000	Good	Fair
Beach Cameras	Various	2003 SP2		Dell Poweredge 1850	Physical		Single Xenon 2.88	2 Gb	CDM Beach camera surveillance	20 User License	4	Watch Commander, Dispatch	Medium	Onssi	\$7,500	Fair	Good
Computer Aided Dispatch (CAD)	Northrop Grumman	2003 SP2		Dell Poweredge 2850	Physical	Oct-2005	Quad	1 GB	Primary Alarm CAD server	9 Licensed Work stations	6	Dispatch, Patrol, Traffic	High	Oracle 10g	\$40,000	Fair	Bad
Document Imaging	Open Text	2003 SP2		Dell Poweredge 2950	Physical	Jul-2008	Dual Xenon 1.8	8 GB	Document Imaging Software	Unlimited	100	Department Wide	High	MS-SQL	\$20,000	Good	Bad
Domain Controllers - Windows Server 2003	Microsoft	2003 R2 SP2			Virtual & Physical	Various	Quad	4GB	PD's Primary File Server	Unlimited	150	Department Wide	High	N/A	\$1,070	Good	Good
Email Server	Microsoft	2003 SP2	Exchange 2003, 2 Licenses (OWA)	Dell Poweredge 2950	Physical	Feb-2009	Quad	4GB	Primary Email server	Unlimited	200	Department Wide	High	Exchange 2003	\$1,200	Good	Good
Faxes Server	Facsys	2003 SP2		Dell Poweredge 2950	Physical	Jan-2008	Quad 2.0	4GB	Electronic Fax server	99 user license	25	Detectives, Support Services	High	Facsys	\$1,650	Good	Good
In-House Developed and Maintained Applications	FileMaker	2003 SP2		3 Servers	Physical	Various	Quad	4GB			Dept. wide	Department Wide		FileMaker	\$7,500	Fair	Good
Intranet (Policenet)	Microsoft	2003 SP2	Microsoft IIS 6.0		Physical	Jul-2008	Quad	4GB	Public Internet Server					MS-SQL		Fair	Good
Jail and Building Security cameras	Silicon Avenue	2003 SP2		Custom Build	Physical	May-2008	Core 2 Duo	4GB	Jail and Building Security cameras	6 user license	6	Jail, Watch commander	High	Custom	\$1,200	Good	Good
Jail Management System Server	File Maker	2003 SP2		Dell Poweredge 1950	Physical	Jun-2006	Quad 3.0	3 Gb	PD's Primary Jail Management server	Unlimited	25	Department Wide	High	FileMaker	Covered in FileMaker Annual Maint.	Good	Good

**Citizens Technology Task Force  
Police Department IT Software/Hardware Health Status - 06/15/10**

																Health	
Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	Average # Users	Primary Users	Criticality	Database	Annual Maintenance	Hardware	Software
Mobile Data Computers Connectivity	Net Motion Wireless	2003 SP2		Dell Poweredge 1950	Physical	Jun-2007	Quad 2.3	4GB		Unlimited	25	Dispatch, Patrol, Traffic	High	Custom	\$4,500	Good	Good
Mobile Data Computers Message Switch	Custom Logic Design			Dell Poweredge 1950	Physical	Jun-2007	Quad 2.3	4GB		Unlimited	25	Dispatch, Patrol, Traffic	High	MS-SQL	\$14,200	Good	Fair
Records Management System (RMS)	Northrop Grumman	2003 SP2		Dell Poweredge 2850	Physical	Oct-2007	Quad	4GB	Criminal Records System	Unlimited	100	Records, Detective, Support Services, Dispatch	High	Oracle 10g	\$40,000	Fair	Bad
Web Site server	Civica	2003 SP2		Dell Poweredge 2850	Physical	Nov-2005	Quad	1GB	PD's Primary Web Server	Unlimited	Public Access Server	Department Wide and Outside Individuals	High	MS-SQL	\$4,400	Good	Good
Web Surfing Monitoring and Content Filtering	Websense	6.3.2		Dell Poweredge 1950	Physical	Jun-2007	Single Xenon 2.33	4GB	Internet Monitoring Tool	300	150	Department Wide	High	MS-SQL	\$4,800	Good	Good

**Citizens Technology Task Force**  
**Library Services Software/Hardware Health Status - 06/15/10**

																Health	
Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	Average # Users	Primary Users	Criticality	Database	Annual Maintenance	Hardware	Software
Exchange 2003	Microsoft	2003 SP2	Should upgrade to v2010 and move to VM	IBM xSeries 345	Physical	June-03	Single Xeon 2.8 GHz	1.5GB	Email, Calendar, etc.	100	100	Library Staff	High		Hardware \$652	Good	Good
Millennium	Innovative Interfaces Inc.	2007	Upgrading to v2009b soon	SunFire V245	Physical	January-08	Dual UltraSPARC 1.5Ghz	3GB	Integrated Library Software	55	31	Library Staff	High	Oracle	Software \$36,000 Hardware \$2000	Good	Good
Oracle	Oracle USA Inc.	10g		On above Sun server			See above		Relational Database for above ILS	N/A	N/A	Library Staff	High	Oracle	Software \$1400	Good	Good
Backup Exec	Symantec	2010		IBM xSeries 335	Physical	July-05	Single Xeon 2.8 GHz	1.5GB	Server Backup to Tape	N/A	N/A	Library IT Staff	Medium		Software \$1,076 Hardware \$322	Good	Good
Windows Server 2003	Microsoft	2003 R2 SP2	15 Server/100 CALs	Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	On below and other VMs	15	15	Library Staff	High		N/A	Good	Good
Ghost Solution Suite	Symantec	2.5		Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Disk imaging, etc.	250	220	Library IT Staff	Medium		Software \$550	Good	Good
Deep Freeze	Faronics	6.41		Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Public Computer Security	125	125	Public Computers	High		Software \$435	Good	Good
SmartFilter	Symantec	4.1		Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Internet Filtering	25	22	Children	High		Software \$430	Good	Good
Cassie	Librarica	3.1		Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Public Computer Authentication	70	69	Library Customers	High		Software \$1189.50	Good	Good
Windows File Server	Microsoft			Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Data File Server	N/A	N/A	Library Staff	High		N/A	Good	Good
Sophos	Sophos	3.1		Below VM Cluster	Virtual	N/A	Virtual Cluster	1GB	Anti-virus	210	210	Library Staff and Customers	High		Software \$3195	Good	Good
VMware	Vmware	3.5		Below ESX Servers	Physical	June-08	See below		Virtual Server Environment			Library Staff	High		Software \$3465	Good	Good

**Virtualization Cluster Information**

Name	Model	RAM	CPU	RAM Usage	CPU Usage	Purchased
ESX Server #1	Dell PowerEdge 2950	16 GB	8x2.99 GHz, XEON x5450	32%	4.60%	06/02/2008
ESX Server #2	Dell PowerEdge 2950	16 GB	8x2.99 GHz, XEON x5450	40%	4.90%	06/02/2008

NOTE: Above RAM and CPU Usages are averages.

**Citizens Technology Task Force  
Fire IT Software/Hardware Health Status - 06/15/10**

Software	Manufacturer	Version	Comments	Hardware	Type	H/W Purchased	CPU	RAM	Description	Licensed Users	age # Users	Primary Users	Criticality	Database	Annual Maintenance	Health	
																Hardware	Software
Windows Server 2008	Microsoft	Data Center	Licensed to allow		N/A				Master Server Agreement	402	N/A	Fire	High			N/A	Good
Windows	Microsoft	SP2 ENT	FD-Apps, FMD-		Virtual					402		Fire				N/A	Good
Windows Server 2008	Microsoft	SP2 STD	FD-Apps, FD-IQSWeb		Virtual				Application Server, Qualification	402		Fire				N/A	Good
Windows	Microsoft	R2SP2	Newport-AD,		Virtual					402		Fire				N/A	Good
Windows	Microsoft	R2SP2	FD-EMS		Virtual					402	3	Fire				N/A	Good
Windows XP	Microsoft	SP3	FD-FireView		Virtual					1		Fire				N/A	Fair
MetaFrame	Citrix		FD-EMS - to be		Virtual					5	3	Fire EMS				N/A	Good
IIS 7	Microsoft	7			Virtual				Web server for internal use.	402		Fire				N/A	Good
RescueNet FireRMS	Zoll Data Systems	4.4.134	Current version is 4.5		Virtual					Site License	300	Fire	High			N/A	Good
TeleStaff	PDSI	2.52	Running on FD-		Virtual				Staffing System	150FD/250LG	50	Fire	High	Sybase SQL		N/A	Good
TeleStaff (LM)	PDSI	2.52	Line Manager - Dialogic Phone Interface	IBM xSeries 335	Physical	Oct-04	Xeon HT 3.06GHz	512MB	POTS Interface	N/A	0.1	Fire	Medium	Sybase SQL		Stable - will replace on failure	Good
FireMed Pro	RSI	3.82	Will be replaced with		Virtual				PCR scanning and billing	5	3	Fire EMS	High			N/A	Good
SQL 2005	Microsoft	9			Virtual				RDBMS for FireRMS and	402/ 2CPUs		Fire	High	MS SQL		N/A	Good
FireInspection	NB Fire Department	1.10.0016	Business Inspections						Business Inspections and	Unlimited		Fire	High	Oracle SQL		N/A	Poor
IQSWeb	FEMA		Qualification System using IIS and SQL		Virtual				Maintains Qualification DB	Unlimited	1	Fire Training	Medium	MS SQL		N/A	Good
ESXi	VMWare	4.0.0	Virtualize	See below	Physical												
SANMelody	DataCore	3.0.2	SAN Software - Latest version is 3.0.3	See below	Physical												

**Processing Virtualization Cluster Information**

Name	Model	RAM	CPU	RAM Usage	CPU Usage	Purchased
FD-VMWare1	Dell PowerEdge	24 GB	Dual Quad Core	9.7 GB	7% ESXi 4.0.0	Jun-07
FD-VMWare2	Dell PowerEdge	24 GB	Dual Quad Core	9.4 GB	7% ESXi 4.0.0	Jun-07

**Storage Virtualization Cluster Information**

Name	Model	RAM	CPU	Disk Usage	CPU Usage	Purchased
FD-SANMelody1	Dell PowerEdge	8 GB	Single Quad Co	1.4TB	25% SANMelody 3.0	Dec-07
FD-SANMelody2	Dell PowerEdge	8 GB	Single Quad Co	1.4TB	25% SANMelody 3.0	Jun-08

NOTE: RAM and CPU Usages are averages. Additional storage of 2.5TB for cluster on order.

Appendix I  
 Citizens Technology Task Force  
 2010-2011 IT BUDGET - 05/18/2010

EXPENDITURE	ADM SRVS	LIBRARY	PD-SUPPORT SVCS	FIRE-ADMIN	FIRE-EMS	FIRE-OPS	Grand Total
S & B	\$ 1,791,773	\$ 136,800	\$ 947,307	\$ 157,997	\$ -	\$ -	\$ 3,033,877
M & O	\$ 620,768	\$ 148,121	\$ 471,234	\$ 63,400	\$ 24,627	\$ -	\$ 1,328,150
CAPITAL	\$ 239,719	\$ 72,100	\$ 203,317	\$ 20,150	\$ -	\$ 1,050	\$ 536,336
<b>Total</b>	<b>\$ 2,652,260</b>	<b>\$ 357,021</b>	<b>\$ 1,621,858</b>	<b>\$ 241,547</b>	<b>\$ 24,627</b>	<b>\$ 1,050</b>	<b>\$ 4,898,363</b>

IT Budget by Department 2010-11						
	Name	ADM SRVS	LIBRARY	Police	Fire	Grand Total
Salary & Benefits	SALARIES - MISC	1,301,116	99,466	896,243	156,083	2,452,907
	SALARIES - PERM PART TIME	14,650	-	-	-	14,650
	OVERTIME, MISC & 1/2 TIME	12,180	-	51,064	1,914	65,159
	CERTIFICATION PAY	5,307	-	-	-	5,307
	EARLY RETIREMENT PROG	-	-	-	-	-
	SALARY SAVINGS	(55,000)	-	-	-	(55,000)
	HEALTH/DENTAL/VISION	194,124	13,866	-	-	207,990
	MERP \$2.50 CONTRIB	12,980	-	-	-	12,980
	LIFE INSURANCE	1,470	105	-	-	1,575
	EMP ASSISTANCE PROGRAM	321	23	-	-	344
	WORKERS' COMP, MISC	25,740	1,913	-	-	27,653
	COMPENSATED ABSENCES	45,539	3,481	-	-	49,020
	MEDICARE FRINGES	17,440	1,550	-	-	18,991
	PERS EMPLOYEE CNTRBN	97,851	7,450	-	-	105,301
	PERS EMPLOYER CNTRBN	117,505	8,946	-	-	126,452
	RETIREMENT PART TIME/TEMP	549	-	-	-	549
M & O	AUTOMOTIVE SERVICE	2,200	-	-	-	2,200
	EQUIP MAINT ISF	10,857	-	-	-	10,857
	VEHICLE REPLACE ISF	8,377	-	-	-	8,377
	MAINT & REPAIR - EQUIP	275,000	1,800	-	-	276,800
	MAINT - PRINTERS	2,850	350	-	-	3,200
	PSTGE,FREIGHT,EXPRESS NOC	1,000	-	-	-	1,000
	PUBLICATIONS & DUES NOC	1,400	-	-	-	1,400
	SERVICES-PROF & TECH NOC	2,000	-	-	-	2,000
	SERVICES-COMPUTER CONSULT	-	5,000	79,353	-	84,353
	TRAVEL & MEETINGS NOC	5,000	-	-	-	5,000
	TRAINING	15,000	-	-	-	15,000
	TELECOMM-CENTRAL LIBRARY	-	19,400	-	-	19,400
	UTILITIES - TELEPHONE	150,000	-	-	-	150,000
	SUPPLIES- OFFICE NOC	3,000	-	-	-	3,000
	SUPPLIES- COMP SOFTWARE	-	-	5,000	75,127	80,127
	SUPPLIES- COMPUTER	-	20,444	28,500	-	48,944
	MAINT & REPAIR NOC	4,000	-	-	-	4,000
	MAINT-COMP SOFTWARE	-	73,000	337,281	-	410,281
	MAINT-COMP HARDWARE	-	17,000	21,100	-	38,100
	SPECIAL DEPT SUPPLIES NOC	55,000	-	-	-	55,000
	COMPUTER SUPPLIES	-	-	-	12,900	12,900
	TOOLS, INSTRUMENTS, ETC	2,000	-	-	-	2,000
	SPECIAL DEPT EXPENSE NOC	40,000	-	-	-	40,000
GENERAL INSURANCE	43,084	11,127	-	-	54,211	
CAPITAL	OFFICE EQUIPMENT	26,619	-	-	-	26,619
	PC REPLACEMENT PROGRAM	76,500	63,100	188,317	15,100	343,017
	SOFTWARE LICENSES	135,000	-	-	-	135,000
	COMPUTER EQUIPMENT	-	9,000	15,000	6,100	30,100
	OFFICE FURNITURE/FIXTURES	1,600	-	-	-	1,600
		<b>2,652,260</b>	<b>357,021</b>	<b>1,621,858</b>	<b>267,224</b>	<b>4,898,363</b>

Amounts may not include all costs that may be partially commingled in department-wide accounts including items such as training, office supplies, utilities or other miscellaneous expenditures.

# Citizens Communication CTTF



City of Newport Beach

# Changing Communication

- ▶ MSM v. Social Media – > half of Americans rely on people around them for news
- ▶ Different methods carry different messages

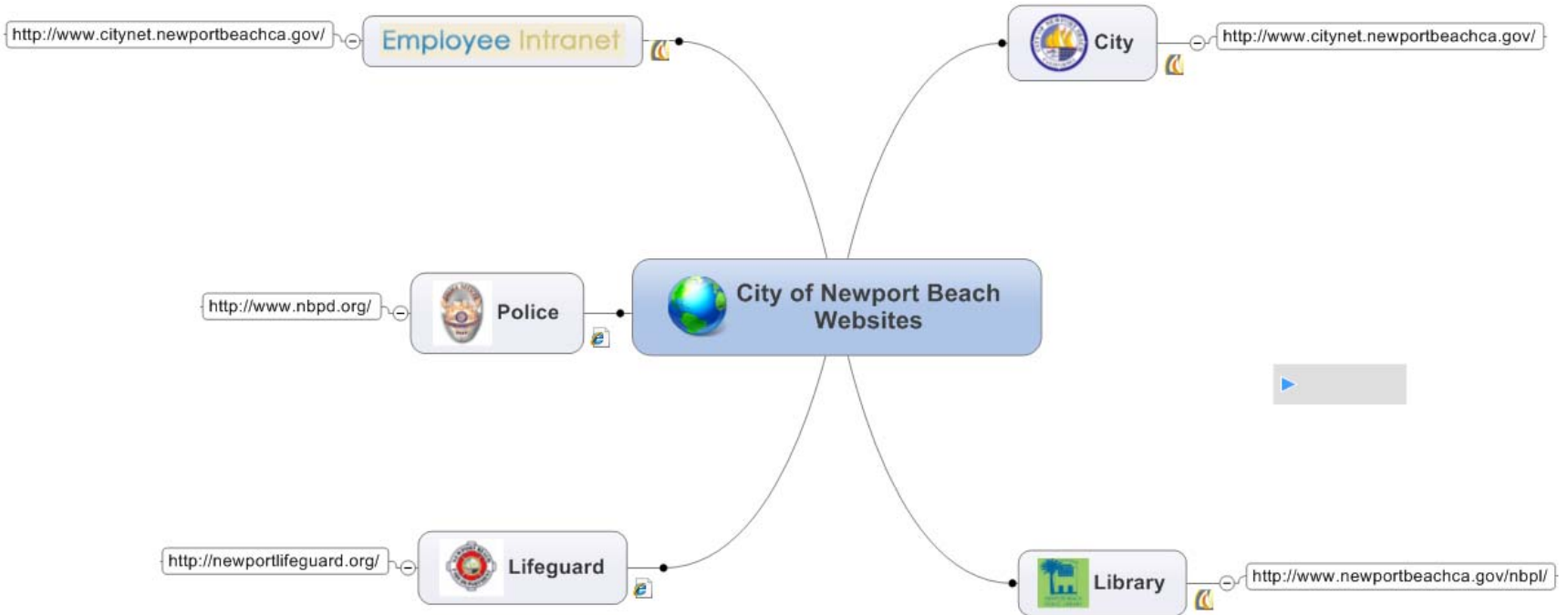
# City Demographics

**Total population – 88,400**

0 to 14 years	15,224	17%
15 to 24 years	10,934	12%
25 to 34 years	8,000	9%
35 to 44 years	13,709	16%
45 to 54 years	15,037	17%
55 to 64 years	10,960	12%
65 to over	14,536	16%

*2008 Community Survey*

# Websites



# City of Newport Beach

## Main Website

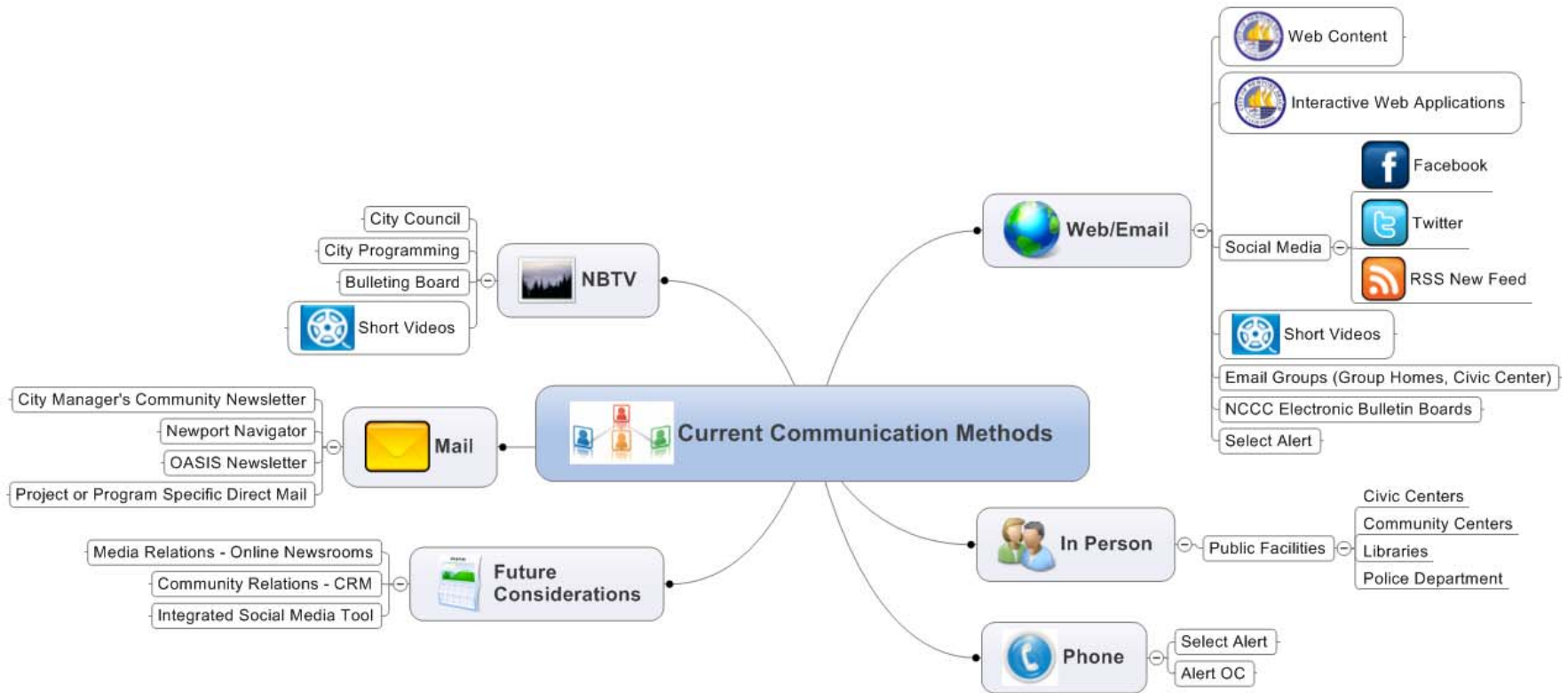
### Site features:

- ▶ Organized to enable site visitors to access information through multiple paths, including type of site visitor (resident, business, visitor) or City department / service area.
- ▶ Includes a news section, meetings & events calendar, agendas & minutes, streaming & archived video, online services (pay bills, request service, etc.), staff & service directories, photo gallery, GIS maps, and more.
- ▶ Provides information about each City department (except Library and PD) and its services, programs and projects.
- ▶ Utilizes a content management system (designed by Vision Internet) which enables each department to add, update and remove information.

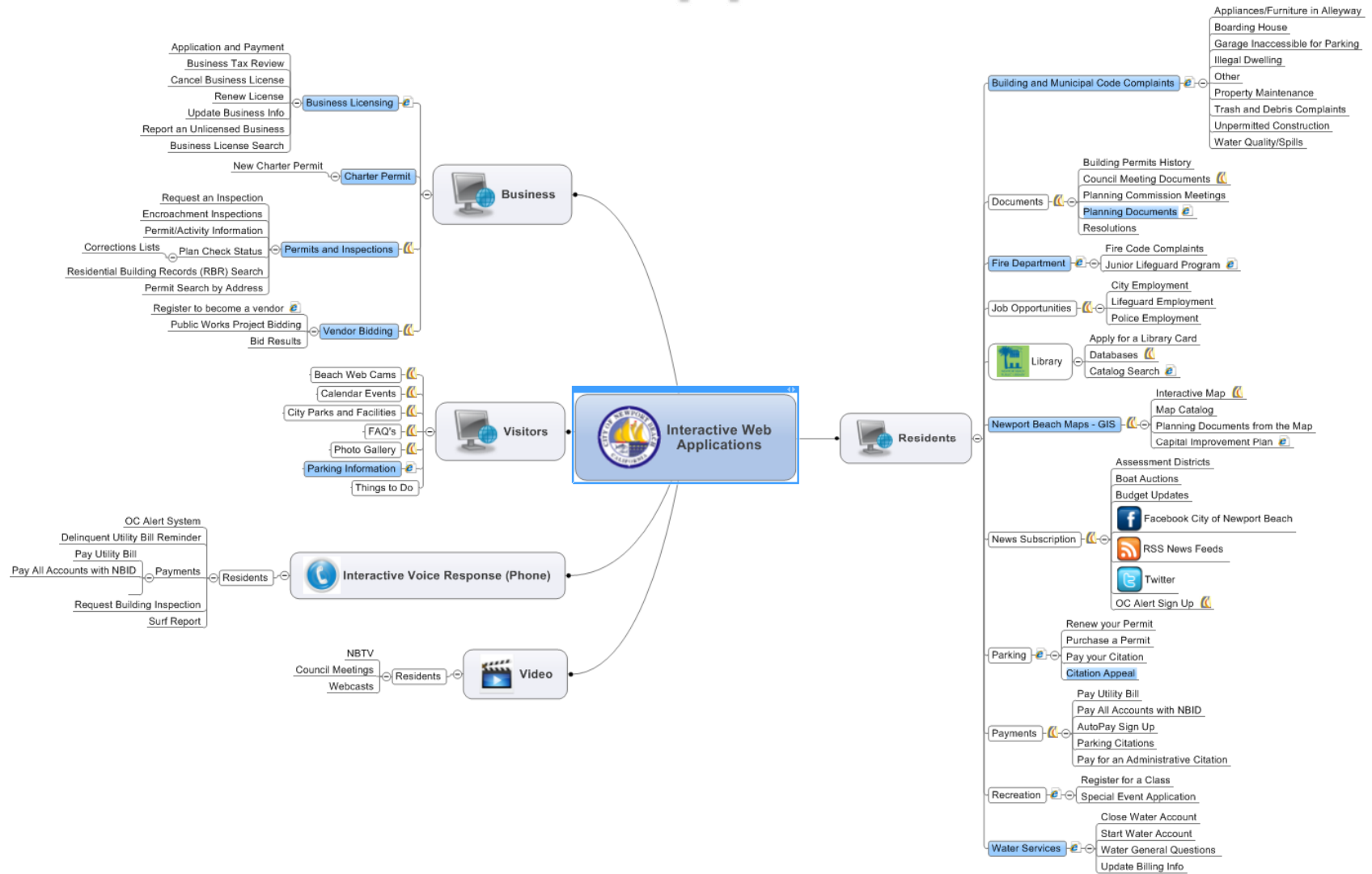
# Statistics – Top Content

	Page Title <span>None ▾</span>	Pageviews ↓	Unique Pageviews	Avg. Time on Page	Bounce Rate	% Exit	\$ Index
1.	City of Newport Beach : Home	55,511	45,702	00:01:00	39.07%	37.34%	\$0.00
2.	City of Newport Beach : Job Opportunities	10,220	7,479	00:00:21	10.18%	16.50%	\$0.00
3.	City of Newport Beach : Search	8,499	7,087	00:01:08	45.83%	22.92%	\$0.00
4.	City of Newport Beach : Apply Online	7,850	6,790	00:00:57	83.33%	50.14%	\$0.00
5.	City of Newport Beach : Photo Gallery	5,032	3,245	00:00:25	51.22%	10.53%	\$0.00
6.	City of Newport Beach : Parks & Facilities	4,078	2,374	00:00:44	43.99%	17.39%	\$0.00
7.	City of Newport Beach : City Parks & Facilities	3,647	2,169	00:00:45	68.12%	15.11%	\$0.00
8.	City of Newport Beach : Bills & Payments	3,584	2,897	00:02:41	63.26%	63.95%	\$0.00
9.	City of Newport Beach : About Online Services	2,743	2,209	00:01:33	45.31%	47.69%	\$0.00
10.	City of Newport Beach : Beach Web Cams	2,514	1,960	00:02:07	76.65%	48.45%	\$0.00

# Communication Methods



# Interactive Web Applications – eGov



## Appendix K

Revised 06/15/2010

### Sample Technology Strategic Plans obtained from:

City of Atlanta

City of Irvine

City of Long Beach

City of Riverside

County of San Diego

( [http://www5.newportbeachca.gov/webmedia/strategic\\_plans/](http://www5.newportbeachca.gov/webmedia/strategic_plans/) )

## Appendix L

### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

#### Ted Cooper, Committee Chair

##### Focus Area 1 - "Service Models"

- 1) Strengthen City's governance structure, with clear lines of IT responsibilities.
- 2) Establish an IT Advisory Council, consisting of the city's IT managers (Admin Services; PD; Fire; Library) and key IT user Dept Heads, to advise on priorities, performance standards, application & infrastructure standards, vendor coordination, duplication mitigation, strategic planning and related matters.
- 3) Establish Minimum Acceptable Service Levels (MASLs) for each type of significant service provided by IT personnel and measure the resultant performance.
- 4) Establish a "Beach City Consortium" with Costa Mesa & Huntington Beach to exchange information on best practices, emergency support, cooperative purchasing, etc.
- 5) Maintain the current IT service model structure for the time being; analyze the IT Service Models Overview, IT Service Models Evaluation, Technology Deficiencies Report, IT Satisfaction Surveys and budget considerations, to determine whether a restructuring of the city's IT Service Model is justifiable and advisable.

##### Focus Area 2 - "Businesses Processes"

- 1) TBD

##### Focus Area 3 - "Improve Communication with residents"

- 1) Unify the "look, feel and navigation" of City's three websites: City Hall, Police and Library.
- 2) Unify the "look, feel and navigation" of City's multiple websites: City Hall, Police, Library and Lifeguard.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- 3) Implement software that will enable residents to access information from the City's websites via mobile devices.

#### Focus Area 4 - "Strategic Plan"

- 1) Develop a 5-year IT Strategic Plan by utilizing the Plans obtained from prominent local governments as a guide for process, structure and content; the 5-year IT Strategic Plan should be designed to facilitate the implementation of the City's General Plan.
- 2) Update the 5-year IT Strategic Plan annually.
- 3) Develop an Annual IT Work Plan for purposes of prioritizing, sharing of resources and budgeting; the first year of each year's updated 5-year plan becomes the Annual IT Work Plan.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

#### Bruce Brandenburg

##### Enterprise IT Strategic Recommendations

- City needs to establish an Operating Strategic Plan with their vision, 5-10 year goals and next 3-5 year objectives. Departments need to create supporting missions, goals and objectives and then IT can create a strategic plan to support the City & department goals & objectives.
- Review and confirm the city's organization structure to achieve the long range goals. Then apply an IT organization to service the goals and develop and a 1-3 year transition Plan. Should be functionally based not departmental.
- IT departments immediately prepare common reports, matrices, measurements and cost/benefit analysis for mission critical applications. Also prepare & approve initial operating IT standards, protocols and guidelines to be applied to all projects
- Hire or create a model to achieve the oversight of CIO responsibilities.
- Immediately create cross departmental review committee with outside representation that approves new development and assures that it meets established guidelines.
- City Management review with other cities IT collaboration alliances.
- Identify all mission critical IT requirements because of new City Hall. All departments should perform their own a gap analysis so IT can apply technology.
- Identify mission critical applications in distress
- Create key measurements and service measurements for each city department in order to identify opportunities for technology
- Create a matrix by department of services and supporting IT applications with the critical IT components of each application i.e. standardized list: package or developed, year, # of people serviced, yearly operating costs, pending updates, etc.
- Create a matrix of future services required by department and a customer service index of each current service
- Identify the mission critical IT applications that need immediate attention
- Opportunities for sharing applications inter and intra-city
- Create IT Standards, protocols, guidelines, etc
- Create a IT staffing matrix of capabilities not titles
- Need a matrix of PC software licenses across departments

##### Process for Creating A Municipal Technology Strategic Plan

## Appendix L

### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- There is no City IT Enterprise plan based on agreed upon criteria. The IT departmental reports and presentations by did not provide the same common elements. The Tech Task Force should have a working session with all IT department heads and provide the direction to create a document that would provide the blueprint to move forward with a strategic plan.
- No strategic plan for data architecture or data administration
- No standard evaluation basis for purchase vs. develop and applying applications to multiple services
- Need to participate and share within your association/alliances what a world class BEACH city of the future will be i.e. sister city (domestic & int'l), beach city consortium, etc.
- No standard criteria for evaluating projects to be worked on within the City or departments.
- No back-log reports
- No completed project reports that provide information vs. data
- Strategic and tactical IT plans are mission critical at this time because of new City Hall

#### Different Models for Managing, Maintaining And Staffing Technology In Complex Organizations

- Agree upon an implementation plan to transition to new IT organization that would best support city services
- IT staff that support their constituents and are happy but without challenge
- There is no overall IT leadership, direction, policies, standards and operating guidelines so the City either has to hire a CIO or IT Director or create the same model via another structure or approach.
- No cross departmental expertise sharing
- Duplication of data centers and approaches
- Not a complex organization just one with many departments that manage similar services i.e. people, places, things
- The IT Division does not meet as a group, indicated that they do not have guidelines or standards in place, reported that they often develop their own applications.

#### Applications of Technology That Are Proven to Increase Efficiency and Effectiveness of Business Processes

- Need to evaluate services and re-engineer processes before applying technology. Each department immediately should provide stats and key measurements by service along with a service profile so that this can be put into a city enterprise services matrix for evaluation.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Residents should be part of any development in this arena as a user group
- Need a Human Factors perspective on your communication interfaces
- Need the complaint or better said the satisfaction system developed so that you can continue to improve
- Don't believe just # of hits on the web site provides real insight
- There should be one city web site or if multiple for some reason make sure same look, feel, functionality, etc. It should be one developer and remember who uses the web site as it isn't for self promotion.
- Need to add mobile extension to web site.

#### Miscellaneous

- Creative funding and/or resource support from Friends of the City
- Seeking companies in area for expertise.
- All departments along with IT probably need to polish skills on providing information vs. detail/data.

#### City Manager Questions That We Should Provide Insight On!

- What is the private and public sector doing in terms of “cutting edge” (and a little back from cutting edge) IT?
- What do the experts think the next 1, 3, and 5 years will bring?
- Less servers in house and more “cloud” servers?
- What modern programs for Finance, GIS, Project Management, Performance Measurement, Police, Staff Scheduling (like Fire, PD), Payroll, etc. are out there?
- How do we stay abreast of what's modern without driving off a cliff trying to be too modern?
- Infrastructure- Laptops v desktops v iPads? Traditional land-line phones versus cell phones and VOIP computer-based phones?
- Is there an industry standard for staffing levels per user or per program?
- How should we modernize our communications efforts with the community – social networking, agenda production/distribution, etc?
- What should we do in the new City Hall?
- What kinds of records management software should we get now to assist in minimizing hauling a bunch of old paper to the new City Hall?
- What kinds of A/V and hardware technologies should the new Council chambers have for staff, Council, the public?
- What should we do regarding teleconferencing and Go To Meeting capabilities – now and in the new City Hall?
- What's the standard for IT Management?
- We have separate IT now in separate places, managed by non-IT people (PD, Fire, a GIS guy in Planning) – what's the best way of managing IT today?

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- In-house versus outsourced IT everything – or whatever in-between? Like in-house IT plus an outside manager
- Review of our internal service funds for scheduled replacement of programs, hardware.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

#### Phil Drachman

First of all thank you for including me on the CTF Team. It's an honor to serve the city.

- To begin with, my first observation is that the city needs a central person who is responsible for all departments IT assessment, development, management, budget, staffing and general organization of the cities IT infrastructure. This is a mission critical position in trying to achieve a consistent “theme” of efficiency in managing the cities IT assets, be them physical or virtual. For whatever reason this position is vacant and the observation that comes from not having a senior management authority in place is that various IT operations have a tendency to grow and change from the bottom up and not from the top down. It becomes a Band Aid approach to IT management and execution where each organization in the city is run independently of the others and there is no cross management of assets, cohesive delegation of authority or maximum and efficient utilization of resources.

Case in Point:

Library:            14 applications            24 Servers            Utilization Factor = 58%

Admin: 40 applications            60 Servers            Utilization Factor = 66%

Police:            40 applications            63 Servers            Utilization Factor = 63%

Fire:            32 applications            22 Servers            Utilization Factor = 145%

The industry average on utilization is over 96%. This is based on consolidation of physical assets, ranking applications in order of utilization, sun setting those applications that have little or no current value and deploying a common infrastructure of IT assets have are common to multiple departments and applications.

- Secondly, I noticed a repetitive set of applications that are most likely being budgeted, funded and purchased independently by each department. Case in point is Oracle, SQL and VMware. All of these vendors have ULA [Universal License Agreements] or ELA [Enterprise License Agreements] that are offered on a broad base to private and public sector organizations and would allow the city

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

to negotiate comprehensive multi year agreements that is independent of users count and gives the greatest return to the constituents on their tax dollars. I encourage the city to engage all the multi-license vendors and negotiate Enterprise wide licensing agreements.

- Thirdly I was surprised that the city has so many IT vendors for each department. In particular the Police Dept. has 32 vendors and consultants. There are nearly as many vendors as there are applications. The ratio is counter to all industry measurements and my experience says it will have a tendency to continue to grow and be a fixed and increasing cost to the city. I encourage the city to look deeply into consolidating vendors and consultants.
- Fourth is the disparity in hardware vendors and age of equipment. Many of the computers are over six years old and are not efficient on power, have generations old processors and technology and need to be updated. Same holds true for the networking side of the infrastructure. It's a bit of a patchwork quilt and needs to be refreshed so the city can do more with less. The days of buying another server or adding another router to run another application are over.
- Lastly, I was surprised that the city has multiple web hosting vendors. This is counter to a cohesive enterprise wide offering and I strongly urge the city to have only one pane of glass to the outside world supplied by one vendor.

#### Recommendations:

- Hire an IT Director to oversee all IT operations irrespective of department or politics.
- Solicit outside vendors to conduct server, application and network consolidation reports to show benchmarks on utilization and current deficiencies in operations. These normally are done at no charge and I will be happy to do introductions to companies that offer these services.
- Create an initiative on hardware refreshes every 36 months. This is a common practice and can be negotiated from multiple vendors under lease contracts that allow the city to gain maximum utilization and retain a residual value in the equipment at time of refresh. It will allow the city to maximize its fiscal

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

resources and at the same time gain the maximum benefit of the latest technology.

- Consolidate all departments into one cohesive IT organization. I realize that Police is on its own island and to some degree so is Fire, but from a resource standpoint not all of what they do needs to be captive exclusively to them. With disparity in departments comes inefficiencies and I urge the city to engage consolidating those disparate assets and enabling them into a common purpose IT facility in the new City Hall. This will alleviate multiple and duplicate efforts and with the current generation of virtual infrastructure, assets and resources can be shared across multiple heterogeneous applications for the maximum utilization of the infrastructure and allow a strong and managed growth potential for the city.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

#### David Lown

##### **Service models for managing, maintaining and staffing technology in complex organization**

- Appoint CIO/CTO
  - Year one Responsibilities
  - Rationalize infrastructure platforms/Datacenters/Networks/Disaster Recovery Strategies
  - Evaluate in sourcing vs. outsourcing from a cost/effectiveness solution for application support areas
  - Develop Technology Strategic Plan

##### **Application of technology that are proven to increase efficiency and effectiveness of business processes**

- Document Management Systems - City deals in a lot of paper. Need platform that can handle everything on line.
- Customer Relationship Management Systems - Database of city residents, contact preferences and information
- Outsource accounting, payroll and HR functions. Many providers at better cost structures
- Citrix for remote application access (may already have it but was unsure)

##### **Application of technology that can improve communication with residents, businesses, and visitors**

- Web
- Develop Catalog of information sets you want to communicate to residents
- Develop capability for people to sign up for information push
- Utilize automated mailing features to send information out to residents (notifications of events, services, etc..)
- Develop, with service provider, online permit application system
- Expand use of Social Network Site - Face book
- Utilize You tube to publish marketing videos of city and it's amenities
- Voice
- For step b above, enable individuals to sign up for phone messages

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- Buy voice capabilities that automate sending messages

#### **Process for creating a municipal technology strategic plan**

- CIO/CTO to create team responsible for developing plan
- Technology participants
- City Administration participants
- Department participants
- Create Department User Group who has responsibility for prioritizing all projects/suggestions
- Develop Financial implications of proposed strategy
- Integrate long term vision with short tem planning to create 1 and 3 year Technology plans.

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#### David Scheef

What does the city need to do?

1. Unified IT leadership
  - a. Prioritization of projects
  - b. Approval process for large projects
  - c. Periodic (monthly?) review of progress on top projects
  - d. Scope management
  - e. shared costs and budgeting
2. Strategic plan
  - a. Yearly updates to five year plan
    - i. steer towards future trends
    - ii. focus on what is deliverable first
  - b. Continuous technology refresh/upgrade planning
    - i. example: Police can't upgrade PC OSs because legacy system requires old OS
    - ii. ERP - doesn't meet all needs and requires customization
3. Essential Infrastructure - common foundation
  - a. Network
    - i. continue dark fiber
    - ii. continue replacing old T1s with alternatives (cable, etc)
    - iii. explore future opportunities (wireless cellular vendors? WiMax?)
  - b. Telephony (IP based services including audio and video)
  - c. Email, IM, etc.
  - d. Collaborative media tools, i.e. wiki, blog, etc
4. Shared Services - consolidate duplicate efforts
  - a. Database
  - b. SAN
  - c. Collaborative tools
  - d. Document Imaging
  - e. Web hosting, management, development
  - f. Help Desk & Issue tracking
  - g. PC Builds and maintenance
  - h. Printing
5. Increased Virtualization (data center vendor independence)
6. Disaster Readiness
  - a. rank systems by importance during/after disaster

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- b. minimum allowable downtime for each system
- c. local vs. remote data centers
- d. network connectivity requirements
- 7. Increase Self Service
  - a. current internal example: Web updates in the hands of subject matter experts
- 8. Business Process diagrams / Business Function matrix
  - a. Single view of all City requirements
  - b. High level first - detailed as needed
  - c. ensure new systems will meet requirements
  - d. look for optimization opportunities
  - e. combine processes where possible
- 9. Proof of Concept Outsourcing projects (test the waters)
  - a. outsourcing is the way of the future but personal experiences cause me to recommend a cautious approach
    - i. Good people are needed in-house to ensure good experience with outsourcing
  - b. Consider hosted servers, cloud computing, and software as a service
  - c. opportunity to analyze cost effectiveness
  - d. test contract creation process
    - i. service providers can skew contracts in their own favor
    - ii. once committed clients might find it difficult to cut losses and "fire" the outsourcing vendor
  - e. test service level measurement processes
    - i. consequences for poor service are difficult to enforce
    - ii. strong SLA definition is important and can help clients and vendors agree on requirements
  - f. easy to reverse if unsatisfactory
  - g. easy to increase if satisfactory
- 10. Investigate opportunities to collaborate with other cities
  - a. best practices
  - b. knowledge transfer
  - c. shared remote data center?
- 11. Replace ERP
  - a. integrated CRM
  - b. extensible via current interfacing standards

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

#### Timothy Britt

- Summary
- Recommendations (each recommendation consists of several specific sub-recommendations):
  - Recommendation 1: Consolidate IT Governance and Accountability
  - Recommendation 2: Establish IT Financial Controls and Accountability
  - Recommendation 3: Identify and Pursue IT Revenue Generating and Cost Sharing Opportunities
  - Recommendation 4: Leverage Technology to Improve Service, Efficiency & Communication
  - Recommendation 5: Adopt Industry Standard IT Management Frameworks
  - Recommendation 6: Consolidate and Replace Critical Outdated Business Systems
  - Recommendation 7: Re-architect and Consolidate IT Infrastructure (in conjunction with new City Hall)
- Background Information and Appendix
  - Appendix A: Straw Model IT Organization Model
  - Appendix B: Straw Model Strategic Planning Process
  - Appendix C: 3-1-1 Service and CRM Application in Municipal Organizations Overview
  - Appendix D: Detailed Comparison of Emerging Web Based and Mobile Applications to Engage Constituents
  - Appendix E: Top-Line Comparison of Other City IT Budgets and IT Operations
  - Appendix F: Example of Consolidated Shared IT Infrastructure Services (sized for Newport Beach scale of operation)

#### **Recommendation 1: Consolidate IT Governance and Accountability**

- Recommendation 1-A: Consolidate IT Governance and Accountability
- Recommendation 1-B: Consolidate IT Organization and Reporting Structure
- Recommendation 1-C: Establish annual IT Strategic Planning and Budgeting Process

#### **Recommendation 2: Establish IT Financial Controls and Accountability**

- Recommendation 2-A: Conduct Detailed Review of IT Budget and Reduce Costs

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- Recommendation 2-B: Benchmark City IT Operations Against 3-4 Comparable Cities and Maintain Benchmark Annually
- Recommendation 2-C: Pursue Opportunities to Reduce On-going Operations Costs
- Recommendation 2-D: Develop Comprehensive IT Sourcing Strategy

**Recommendation 3: Identify IT Service Revenue and Cost Sharing Opportunities**

**Recommendation 4: Leverage IT to Improve Service, Efficiency & Communication**

- Recommendation 4-A: Establish 3-1-1 Service/CRM/Customer Service Department
- Recommendation 4-B: Increase service Delivery Efficiency
- Recommendation 4-C: Evaluate Emerging Applications and Communication Channels for Engaging Citizens

**Recommendation 5: Adopt Industry Standard IT Management Frameworks**

- Recommendation 5-A: Adopt an enterprise wide standard project management process and clearly differentiate between projects and on-going operations
- Recommendation 5-B: Establish ITIL based IT service operation

**Recommendation 6: Consolidate and Replace Critical Outdated Business Systems**

- Recommendation 6-A: Evaluate replacing business and financial systems
- Recommendation 6-B: Evaluate replacing Police Department computer aided dispatch (CAD) system
- Recommendation 6-C: Evaluate replacement of the Police Department Records system

**Recommendation 7: Re-architect and Consolidate IT Infrastructure**

- Recommendation 7-A: Adopt Standard Enterprise IT Architecture and Strategy
- Recommendation 7-B: Establish IT Shared Service Operation
- Recommendation 7-C: Evaluate Network Performance and Design New Network to Meet Future Needs

**Recommendation 7-D: Consolidate Data Center Operations and Facilities**

- **Recommendation 1-A: Consolidate IT Governance and Accountability**
  - Consolidate IT governance across all IT including the management and accountability for the plan, budget, execution and IT assets. This will enable holistic decision making aligned with city strategy and accountability that considers the overall priorities of the city, encourages strategic thinking and enables accountability against

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

industry standard metrics for measuring information technology performance.

- **Trends:**
  - IT services are increasingly shared across an organization.
  - Strong, well designed, flexible shared services can empower organization and departments
  - Example services include network services, storage, e-mail, intranet, collaborative tools, document management, GIS, database services, reporting solutions, disaster recovery services, etc.
  - Sophisticated provisioning technology layers are enabling lower-skilled resources (level 1 service desk) to provision sophisticated services in shared service environments (e.g. new virtual server). These capabilities will never be considered in a department driven environment.
  - Efficient delivery of information technology is driven by strategy and standards, fragmented management of technology inhibits the adoption of common standards.
  - If technology standard decision are made at the departmental level, it is very common for conflicting and redundant standards to be chosen without strong justification. Redundant standards for common technology components increases the cost of maintenance and support, requires additional personnel, increases the costs of licensing.
- **Observations:**
  - Many basic infrastructure services are managed at the departmental level (e.g. disaster recovery). Departmental level strategies for infrastructure challenges are expensive and difficult to implement due to budgetary constraints and the inability to leverage larger infrastructure investments.
  - Currently information technology is largely managed by individual departments with the exception of the network
- **Recommendation 1-B: Consolidate IT Organization and Reporting Structure**
  - Consolidate IT organization staff management, budget management and reporting structure to maximize service level and reduce overall IT costs. There is a logical organizational

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

design that balances service level and efficiency. Sub-recommendations:

- Establish overall accountability for IT service level, efficiency, staffing/sourcing plan and budget
- Identify department specific services with accountable resources
- Identify shared services and accountable resources
- Cross-train resources to provide backup and contingency
- Standardize IT hiring requirements so that all IT resources can service all departments (currently PD has more stringent requirements)
- See potential IT organizational models (Appendix) – need to be validated and refined
- **Potential Benefits:**
  - Improve overall service level
  - Reduce costs (reduced overtime, likely reduced staff required) – estimated savings of 2 to 4 resources
  - Enables more robust organization with fewer pockets of knowledge
- **Trends/Facts:**
  - IT organizations have historically vacillated between distributed and centralized service models
  - Degree of centralization largely driven by level of shared technology skills required
- **Observations:**
  - Current IT team is largely divided into 4 groups supporting various departments
  - Current staff capacity exceeds hours required for just routine operations (implies that projects are embedded in ongoing costs each year)
  - Opportunity to manage common elements and leverage larger cross-trained team to improve service level
  - Opportunity to more efficiently handle routine service requests either remotely or onsite by using central service desk
  - Completely redundant server administration and data center administration functions
- **Recommendation 1-C: Establish Annual IT Strategic Planning and Budgeting Process**

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- Adopt an ROI approach to IT investment, service level and cost management. The best IT organizations clearly delineate between investment in new capabilities and on-going expense (keep the lights on) required to maintain service levels.
- Establish and IT governance steering committee to review and evaluate new IT investments /projects and the associated benefits with representatives from across the organization
- Establish standard process for approving projects, monitoring execution and validating results are achieved
- Prioritize identified project investments and select investments based on their financial benefit. Budgets for such IT projects should account for some type of quantified benefit and the associated benefit in terms of the one-time project costs and the ongoing costs to sustain the capability.
- Establish on-going operational budgets and measure effectiveness based on service level and cost of service delivery.
- **(See Appendix A for Straw Model Centralized Management Structure and Consolidated Service Model as One Option, this model was adopted by The City of Lake Forest under an outsourced agreement)**
- **Potential Benefits:**
  - Smarter spending
  - Establish results oriented culture
  - Provide process and forum for envisioning and aligning bigger cross-functional projects
  - Align scarce financial and human resources behind synergistic plan
  - Reduce project failures
- **Trends/Facts:**
  - Adoption of structured project management disciplines has grown dramatically across most complex IT organizations
- **Observations:**
  - Unclear process for proposing and planning larger IT projects (spanning overall organization)
  - Lack of project management capacity in the organization (organization seems predominately operations oriented)
- **Recommendation 2-A: Reduce IT Costs for Current Services**

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- Conduct a detailed review of the IT Budget and expenses, evaluate overall cost structure and identify opportunities to reduce costs for current services without reducing service levels.
- Additional resources can be allocated to clear projects that have been identified as being required in the next 1-3 years
- Establish goals for reducing on-going support costs as a % of overall budget and relative to industry averages.
- **Trends:**
  - Generally IT costs have fallen over the past 10 years – processing, memory, storage, bandwidth, labor, etc.
  - The use of IT has grown in many organizations over the past 10 years.
  - The net result in terms of net \$ spent on IT services varies depending on the organization, the growth of their IT services consumption.
  - Many IT service costs can be easily benchmarked due to the huge growth in outsourcing and managed services. Examples include:
    - Server management
    - Total cost of server and data center management
    - Printer management
    - Cost of an e-mail box
    - Telecommunications
- **Observations:**
  - Relative to other cities, it appears that The City of Newport Beach’s costs of operations are significantly higher than IT costs for the typical Southern California City with similar operations.
  - Initial comparisons indicate that the cost of maintaining and operating this infrastructure could be between \$1.2 and \$1-5 million per year, the remainder could be allocated to projects identified
  - Possible sources of higher costs:
    - High level of service expected by organization (service levels may be higher than comparable organizations)
    - Additional support facilities (harbor, beach programs, Newport recreational programs, etc.)
    - Lack of standards and shared services across organization
    - Inefficient support staffing causing majority of resources to be focused on support vs. planning/projects

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- Expensive senior level resources performing routine support tasks
  - Lack of cross-trained team and subject matter expertise (depth) for problem escalation and faster resolution
  - Redundant data center infrastructure costs
- **Recommendation 2-B: Benchmark IT Operations, Services and Costs Against Comparable Cities**
    - Partner with 3-4 cities to share IT service levels, capabilities, performance levels and costs with the objective of increasing service levels and reducing costs for the combined group.
  - **Trends:**
    - Operational benchmarking organizations and shared learnings across organizations has repeatedly demonstrated terrific results
    - Establishing a consistent group, common reporting (bi-annual or annual) and performance objectives will lead to significantly improved performance of all participants over a 2-3 year period
  - **Observations:**
    - Newport IT operations appear to be imbalanced relative to comparable IT departments from a resource and cost perspective (what is the underlying reason for this? Required more operational analysis.)
    - On multiple occasions the question was asked whether staff had engaged other cities with similar operations to benchmark solutions, costs, operational practices, etc.
    - Municipal organizations typically don't hesitate to share information, the information is typically public domain and there are limited competitive conflicts
  - **Recommendation 2-C: Pursue Specific Opportunities to Reduce Cost of Current Environment**
    - This recommendations was included to reference specific opportunities for reducing costs or avoid future costs. I added this in response to Dave Kiff's expressed need for short-term opportunities. I am actually not sure I agree with this recommendation but believe we need it on the table for discussion.

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- **Potential Quick Cost Reduction Opportunities (requires further validation):**
  - Management:
    - Consolidate IT organization under common leadership, possible opportunity to reduce one role
  - IT Organization Consolidation:
    - Consolidate IT organization and eliminate 2-3 support positions
    - Outsource off-operations off-hours support and eliminate overtime
  - Stop All Capital Projects and Expenses:
    - It seems that the labor for many of the projects is buried in ongoing operations,
  - Outsource server management and reduce costs:
    - Application support and server management costs appear to be high relative to industry standards
    - Departmental resources application support should not have to think about performance, processing, network, backups, etc.
    - This definitely needs to be validated but it seems like this function is spread throughout the organization
  - Infrastructure and Telecommunications:
    - Adopt thin-client technologies to reduce bandwidth consumption and increase performance (possible net positive on-going operating expense impact, requires initial investment in Citrix, likely net-positive impact on desktop replacement and investment)
    - Hire Telecommunications management and assessment firm (Telecom expenses seem to be high) – Work typically done on contingency but specialists know all the options and can provide advice on service quality cost comparison
- **Observations:**
  - There is no easy answer to short-term cost reduction opportunities. The organization is fragmented, there are multiple silos of knowledge and there is limited cross training. Projects costs are not explicitly separated from operations so even cancelling projects will not have an immediate effect without

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

cutting staff. Service levels will be impacted in the short-term – that may be OK, not sure.

- Staff cuts may be short-sighted. It seems to me that the focus should be reducing the costs of on-going support for existing operations over the long-term. This requires short-term investment in most cases and these improvements may benefit for current knowledge. This may be better positioned as more of a re-organization than a cut with specific long-term cost reduction objectives. Losing the knowledge of existing staff (depending on staff) may limit ability to reduce on-going costs in a sustainable way without impacting service.
- **Recommendation 2-D: Develop Comprehensive IT Sourcing Strategy**
  - Identify key IT services consumed by The City of Newport Beach and sourcing strategy for each service, combined groups of synergistic services or the combined operation. Criteria for considering outsourcing opportunities vs. insourcing should be:
  - Identification of core competencies (unique Newport Beach services, knowledge of the city operations, business stakeholders, areas of excellence, etc.)
  - Economies of scale where other organizations may be able to provide service at lower cost (hosted exchange/e-mail)
  - Representative example service outsourcing boundaries or considerations;
  - Overall IT outsourcing:
    - Outsource all project work
    - Outsource all on-going operations
    - Outsource both
    - Outsource none
  - Specific service sourcing opportunities:
    - Centralized processing, storage and network capacity
    - Server management
    - Network management
  - Holistic services
    - Processing capacity and storage capacity
    - E-mail services
    - Document management
    - GIS services

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- E-Gov capabilities
- **Potential Benefits:**
  - On-going process for considering sourcing alternatives built into all new initiatives
  - Revenue generating opportunities
  - Improved services
  - Reduces costs
- **Observations:**
  - Unclear process for considering IT service/capacity source, default seems to be to build and manage internally
  - Lack of overall vision/strategy for what is appropriately sourced internally vs. externally

### **3. Identify IT Revenue Generating and Cost Sharing Opportunities**

#### **Recommendation 3-A: Identify and Pursue IT Service Revenue Generating and Cost Sharing Opportunities**

- Organizations in fragmented industries with specialized needs frequently develop shared service capabilities that they offer to other organizations within the industry. This then becomes a revenue generating service offering for the organization.
- In addition, there are services that Newport Beach is uniquely positioned to provide to citizens that are not competitive with private concerns that may be appropriate targets for additional revenue generating opportunities.
- There are opportunities to partner with private organizations to outsource capabilities and allow private organization to resell service to other consuming organizations while paying a fee to Newport.
- Examples of these types of revenue generating opportunities include:
  - Providing outsourced IT management services to adjacent small cities (See City of Brea, generates \$1.6 million in revenue)
  - Leveraging website property traffic to generate advertising revenue from local businesses
  - Providing junior guard administration website to neighboring beach cities for a fee
  - Charging library visitors for free internet access after a certain period (maybe 1 hour free, then pay)
  - Charging boats on harbor for wireless access provided by City of Newport Beach

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- Providing network services that leverage fiber infrastructure being put in place today (partnering with 3<sup>rd</sup> party)
- Partnering with 3<sup>rd</sup> party provider to implement new CAD solution and provide as shared service to other PD's
- **Potential Benefits:**
- Increased revenue for IT department to defer costs
- Increased leverage of existing investment
- **Observations:**
- Unclear process for considering IT service/capacity source, default seems to be to build and manage internally
- Lack of overall vision/strategy for what is appropriately sourced internally vs. externally

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UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS**4. Leverage Technology to Improve Service, Efficiency & Communication**

- **Recommendation 4-A: Establish 3-1-1 Service/CRM/Customer Service Department**
- Establish a customer service department that is accountable for overall service to Newport Beach Citizens including services delivered, service levels and cost of service delivered. This will allow The City of Newport to operationally leverage and further utilize some of the existing technology investment.
- **Potential Benefits:**
  - Improved service level to Newport Beach citizens for routine service request and questions
  - Makes the city easy to do business with – one-number, one-stop-shop, easy to do business with
  - Reduced cost of service delivery
  - Increased usage of on-line services driven by formal communication and public awareness programs
  - Standard definition of services and service levels provided to Newport Beach citizens and customers
  - Consistent measurement and accountability for service levels delivered and cost of delivering service
  - Improved service levels across cities
  - Offload non-emergency calls from emergency numbers such as 911 (unclear if this is a problem in Newport but it is a common problem across US, some cities report that 53% of 911 calls are non-emergency service requests according to ICMA)
- **Trends/Facts:**
  - Over the past 40 years, US businesses and private sector organizations have universally established customer service departments. These departments have mature processes, unique service oriented cultures and sophisticated technology designed to support service delivery.
  - Over the past 10 years, US cities have begun to establish customer service departments:
    - 3-1-1 Service departments
    - CRM processes and systems (adopted from private sector customer relationship management and adapted to “Citizen” or “Constituent” relationship management)

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Customer service departments are measured against service level targets and cost of service delivery. Industry analysts estimate that walk-in service costs a city about \$9 per transaction, e-mail service costs about \$4.25 per transaction and on-line service delivery costs less than \$0.25 per transaction. By consolidating customer service, the city creates accountability for service delivery and the cost of delivering the service.
- **Observations:**
  - The City of Newport Beach faces pressures to integrate customer data to provide better service to the customer. This has been informally through various IT initiatives to integrate data across systems, however, it is not a cross-functional mandate and lacks the operational focus that drives longer term strategic IT investments in customer service solutions.
- **Additional Information: See Appendix Regarding 3-1-1 Service and CRM in Municipal Organizations**
- 

#### **3. Leverage Technology to Improve Service, Efficiency & Communication**

##### **Recommendation 4-B: Increase Efficiency of Service Delivery by Increasing Online Service**

- Identify key services, channels of delivery and cost of delivery and establish goals and metrics for delivering service via lower cost delivery channel. Develop communication plans, reporting and track progress on reducing service delivery costs.
- Integrate front-office CRM solution with back-office transaction systems to enable streamlined processes.
- **Potential Benefits:**
  - Increased customer satisfaction
  - Improved customer service
  - Reduced costs
- **Trends/Facts:**
  - Online self-service is one of the most efficient channels for customer services
  - Additional customer service channels that are more efficient than “walk-in” transactions are on-line interactive, e-mail and on-line supported phone service

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Customer service departments are measured against service level targets and cost of service delivery. Industry analysts estimate that walk-in service costs a city about \$9 per transaction, e-mail service costs about \$4.25 per transaction and on-line service delivery costs less than \$0.25 per transaction. By consolidating customer service, the city creates accountability for service delivery and the cost of delivering the service.
- Example metric for one service:
- Current State: 10% of business permit applications and renewals online
- Future State/Goal: 65% of business permit applications and renewals online
- **Observations:**
  - Newport Beach has invested significantly in establishing on-line services
  - Multiple applications have been developed to provide online services
  - The city tracks visitors to many of these websites
  - Metrics on total opportunity and % of transactions handled did not seem to be routinely measured and tracked

### 3. Leverage Technology to Improve Service, Efficiency & Communication

- **Recommendation 4-C: Evaluate emerging applications and communication channels for engaging citizens**
  - As social media and mobile applications continue to evolve, new revenue opportunities, service opportunities and efficient communication channels will emerge. Examples include mobile applications for municipal government, creative uses of social media and revenue generating opportunities with local search.
  - 
  - **Potential Benefits:**
    - Increased revenue
    - Increased customer satisfaction
    - Improved customer service
    - Reduced costs
  - **Trends/Facts:**

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Online self-service is one of the most efficient channels for customer services
- Online technology and mobile technology trends evolve rapidly
- **Observations:**
  - Newport Beach does have a forward thinking PIO that is looking toward the use of social media
- **Additional Information: See Appendix Regarding Mobile Municipal Applications**

#### 5. Adopt Industry Standard IT Management Frameworks

- **Recommendation: Standard Project Management Process**
- **Potential Benefits:**
- **Trends:**
- **Observations:**
- **Recommendation: ITIL Based IT Operations Processes**
- **Potential Benefits:**
- **Trends:**
- **Observations:**

#### 6. Consolidate and Replace Critical Outdated Business Systems

- **Recommendation: Evaluate replacing business and financial systems**
- Recommendation 6-A: Evaluate replacing business and financial systems
- Recommendation 6-B: Evaluate replacing Police Department computer aided dispatch (CAD) system
- Recommendation 6-C: Evaluate replacement of the Police Department Records system
- **Potential Benefits:**
- **Trends:**
- **Observations:**

#### 5. Consolidate and Replace Critical Outdated Business Systems

- **Recommendation: Evaluate replacing Police Department computer aided dispatch (CAD) system**
  - **Potential Benefits:**
  - **Trends:**
  - **Observations:**

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UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- **Recommendation: Evaluate replacement of the Police Department Records system**
- **Potential Benefits:**
- **Trends:**
- **Observations:**

**6. Re-architect and Consolidate Critical IT Infrastructure**

- **Recommendation 7-A: Adopt Standard IT Architecture and Strategy**
  - Adopt a standard IT architecture for all City operations that includes technology standards for hardware (phone systems, network, servers, SAN), virtualization, operating systems, database processing, application delivery and desktop virtualization (where applicable). Conduct an overall evaluation of application delivery strategy, processing capacity requirements and network bandwidth requirements. Options that should be seriously evaluated should include:
    - Adopting a standard virtualization strategy across all city data centers (this should be a centralized service not a departmental level initiative)
    - Adopting thin-client technologies (citrix, VMware) for non web-enabled applications
    - Centralizing server based processing and storage
  - **Potential Benefits:**
    - Improved reliability
    - Increased scalability and flexibility
    - Reduced provisioning lead-times for departmental servers, test servers, etc.
    - Improved flexibility in providing multiple environments, temporary testing environments during upgrades, etc.
    - Improved efficiency and reduced costs through optimal shared infrastructure design (e.g. larger physical host servers, increased SAN storage per Chassis, etc.)
  - **Continued on Next Slide**
  - **Recommendation 7-A: Adopt Standard IT Architecture and Strategy (Continued)**
  - **Trends:**
    - Organizations with multiple locations, multiple data centers and diverse functions using different applications require an

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

integrated application delivery strategy combined with processing capacity design, network design and architecture.

- Most organizations that are operations and information technology intensive have planning and architecture roles that drive overall technology architecture
- Today's complex organizations are consistently balancing application delivery options, the cost of bandwidth, local and distributed processing options to maximize performance and minimize costs
- This design process specifies standard application delivery strategies, standard architecture for applications, processing capacity/location requirements and an integrated network capacity by location.
- Given today's technology, a straw model architecture could be evaluated to quickly formulate a standard approach for consolidating IT infrastructure and operations:
  - Application Delivery:
    - Citrix for client-server or data intensive applications (also used for desktop virtualization, see attached white paper)
    - Web based applications
  - Processing capacity:
    - Shared virtualized server environment (VMWare (ESX))
    - Shared physical server environment with standard servers (migrate to larger physical servers for VM hosts) to achieve efficiency
  - Storage capacity:
    - Shared physical SAN storage architecture (IBM, HP, EMC, possibly Compellent to reduce administration and skills)
  - Network capacity:
    - Shared network infrastructure (see network architecture project)
- **Observations:**
  - Multiple departments and users reported consistent and repeated application performance issues

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Multiple simultaneous and costly approaches have been taken to expand network capacity to improve performance
- Numerous new technologies are currently being considered or piloted that will significantly consume bandwidth
- **Recommendation 7-B: Establish Shared Services Operation**
  - Establish IT shared services organization to source, and/or design, build and operate shared services that are leveraged by the entire City of Newport Beach Operations. Example shared /corporate services include:
    - Provisioning
    - GIS
    - ERP
    - E-mail
    - Intranet
    - Thin-client technology
    - Virtualization technology (ESX – underlying infrastructure service)
    - Document management
    - Database and reporting services
- **Potential Benefits:**
  - Enable larger scale investments that allow for more efficient management and operation of key services
  - Reduce costs of individual services
  - Establish critical mass organization and eliminate redundant services (e.g. duplicate exchange administration)
- **Trends/Facts:**
  - Rapid growth in outsourcing of specific managed services (Exchange, etc.)
  - Commoditization of specific IT services (e-mail) - Specific managed service costs frequently are significantly lower than any realistic internal cost
  - The emergence of provisioning solutions has dramatically reduced the costs of scaling sophisticated capabilities by enabling level 1-level 2 service desk personnel to provision sophisticated capabilities (e.g. New servicers, hosted applications, etc.)
- **Observations:**
  - Multiple applications are used across the entire organization

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- Overall support model indicates that several applications are maintained and supported departmentally (this needs to be validated)
- Limited capacity to evaluate outsourcing specific services due to lack of enterprise perspective on a service
- Lack of platform/forum for making enterprise wide shared service investments
- **Recommendation 7-C: Evaluate Network Performance and Develop Future Design (accomodating new facility)**
  - Conduct a comprehensive network performance and cost evaluation. Typical network performance evaluations involve a review of current network traffic, the identification of specific performance bottlenecks and the identification of future network capacity needs.
- **Potential Benefits:**
  - Increased productivity through increased application performance
  - Reduced WAN costs
- **Trends:**
  - Growing demands on network capacity are exceeding traditional network traffic expectations (video traffic, audio traffic, images, data traffic)
  - Improved networking equipment enables more options for prioritizing network traffic, managing quality of service by application, separating network functions to ensure performance and generally increasing network performance
  - Diverse array of high quality network connectivity options are emerging (larger number of competitive carriers, increasing quality of traditional residential carrier options for small locations (e.g. cable/DSL))
  - New technologies are emerging to reduce the network traffic in total and during peak periods. These include:
    - WAN acceleration – extremely effective for certain types of applications
    - Thin-client technology (Citrix, Vmware, others)
- **Observations:**
  - The City has several applications that are network bandwidth intensive (streaming video, etc.)

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- The City has a large number of locations with varying network connectivity alternatives that need to be consider
- Multiple stakeholders complained about network performance and application performance
- The new city hall creates an opportunity to significantly refresh The City of Newport Beach’s network infrastructure
- There appears to be opportunities to leverage city infrastructure between certain locations
  
- **Recommendation 7-D: Consolidate Data Center Operations**
  - Evaluate consolidating data center capacity to single primary facility and a secondary facility for disaster recovery. Applications should be assessed to determine feasibility for centralizing (either web-compatible) or accessible leveraging thin-client technology. This may reduce the network load depending on where the applications are accessed from and the amount of data currently being transmitted across the network.
  - Newport should evaluate data center requirements and the feasibility/effectiveness of outsourcing data center facility management to a professionally managed co-location facility that provides Tier 3 data center capacity, scalable capacity and leverages the latest technology. This will reduce total cost of new facility by avoiding the large investment required for a modern data center facility and better utilizing high value real estate in the City Hall.
  
- **Potential Benefits:**
  - Improved service level and reliability
  - Potential reduced facility and power costs (depending on new location)
  - Reduced infrastructure investment and maintenance in new City Hall facility
  - Reduced cost of processing capacity and network bandwidth costs (this is achieved through a combination of recommendations)
  
- **Trends/Facts:**
  - Data Centers are categorized as Tier 1-4 facilities based on their capabilities. These categories are based on specific facility standards related to capabilities such as physical security, reliability, efficiency and fire suppression to name a few.

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- Data center facilities have evolved dramatically over the past 10 years. This is largely driven by the continuously shrinking physical footprint and the growing power consumption footprint.
- New facilities have sophisticated power and cooling management capabilities combined with redundant systems, power suppliers and bandwidth providers.
- The typical modern data center is designed to provide 200-300 KW per square foot in order to efficiently use facility space and accommodate the most efficient processing capacity.
- Modern data centers can provide power usage reporting by server rack and in many cases by server.
- **Observations:**
  - Newport operates 4 small data centers with redundant facility capabilities for UPS, fire suppression, secondary power facilities
  - These facilities are likely Tier 1 (lowest standard) or Tier 2 facilities.
  - Facilities are located in high cost real-estate that is typically not designed for data center operations.
  - These facilities are not scalable and are highly inflexible.
  - These facilities do not have typical data center security features commonly used for highly secure data (with the exception of the PD based facility).
  -

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### UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

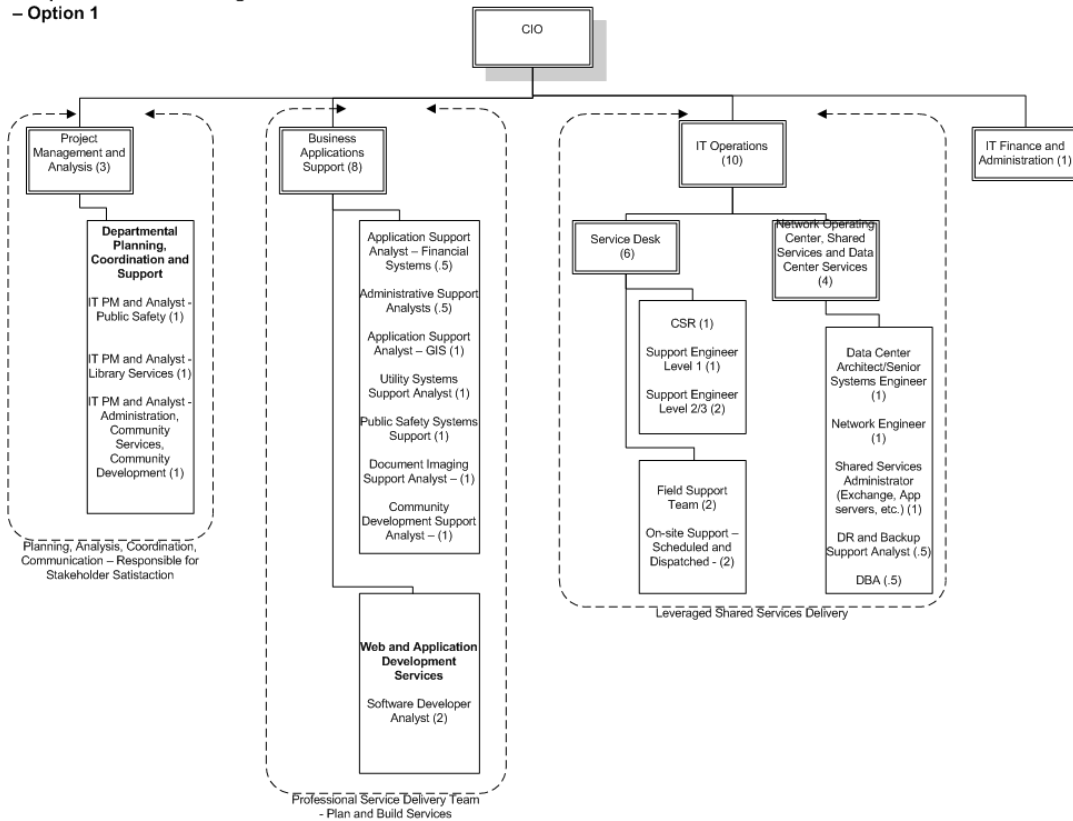
#### Organizational Alternatives – Option 1

- **Service level and cost accountability.**
- **Consolidated IT reporting structure establishes accountability and authority.**
- **Key features:**
  - **Overall IT leader accountable for IT alignment, vision and cost structure (1)**
  - **Seasoned project managers and analysts responsible for working with key departmental stakeholders to plan, analyze, coordinate, project manage (2-4)**
  - **Consolidated application support team provides opportunity cross-train team, possibly reduce staff (4-6)**
  - **Application development team (1-2)**
  - **Service desk as strong customers service orientation, clear escalation processes to reduce mean-time to resolution, clear productivity targets (5-6)**
  - **NOC and shared services provides more efficient management of overall network, servers, storage and other shared services (3-4)**
- **Potential opportunity to re-allocate staff members or achieve cost savings**

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Newport Beach Draft IT Org. Chart  
– Option 1



### 3-1-1 Service & CRM Overview

- 1997 - The Federal Communication Commission (FCC) made a new code available, 3-1-1, as a means of quick access to non-emergency police and other government services.
- CRM software was first developed for private sector companies to improve customer service and customer satisfaction by providing a single source for information and service history for customers. Ultimately it evolved to provide features to improve service and manage service levels.
- CRM technology has been adapted for local government use to improve customer service to community residents
- By centralizing various service functions, local governments are better to able respond to citizen needs, provide consistent information and answers to questions, and track their own performance over time.
- CRM enhances the level of service provided while optimizing the cost of delivery.

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A well-designed CRM integrates people, processes, and technology and maximizes interactions with constituents



- Key components of customer service center
- Improved efficiency and higher service level enabled by process, technology and accountability
- Representative 3-1-1 Service and CRM implementations across the US over the past 10 years

#### **Leverage Technology to Improve Service, Efficiency & Communication**

- **Comparison of Emerging Mobile Applications with Municipal Management and Service Focus:**

Overall, the mobile apps are almost identical with regards to functionality (request details, GPS, etc) and integration to existing CRM systems (WebServices/Rest API). Even

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with their similarities, there were two vendors who stood out due to their commitment to expand, develop and evangelize their apps beyond being just an add-on to an existing CRM system (SeeClickFix and CitySourced). The following are the highlights:

- Multiple platforms beyond iPhone - Both vendors provide apps beyond just the iPhone platform to both the Droid and Blackberry. City Sourced will even be expanding to Palm and Windows Mobile in late 2010. All other vendors currently have apps available only for iPhone. With Google's Android being the fastest growing Mobile OS in the market, SeeClickFix and CitySourced are already providing multiple platforms to their customers whereas the other three vendors will be playing catch up in the next 6 months+.
- Partnerships - City Sourced is in the midst of forging a partnership with ESRI to integrate request responses to map layers. They see great value to integrate their app with the GIS investments that public agencies have made. Agencies can then leverage the City Sourced request data to track the progress of improvements that have been made throughout the agency. They are seeking agencies to use as case studies for this year's ESRI User Conference and Lake Forest may be a candidate.
- Flexibility in Pricing/Options – SeeClickFix provides four different services for their product (below). With similar offerings in the market amongst citizen request mobile app vendors and agency budget constraints, this is an ingenious approach for SeeClickFix to make their product more accessible for their potential clients with very low financial commitment.
  - 1) Free Version - Watchers can sign up for free email alerts provided by Citizens. No customization provided.
  - 2) Pro Version (\$39/mo) - Dashboard and basic reporting available
  - 3) Customized App (\$100/mo/100K residents - based on population) - Customized App with request types, City Logo, Includes 1 Pro license
  - 4) Full Integration to CRM - \$5-12K to implement and \$5-12K/Year for service and support
- Marketing – What was most intriguing was that both vendors mentioned the value that they could provide through their marketing/ad teams. They are both committed to providing press releases, news articles, case studies, and social networking announcements that are tailored for each client. CitySourced also mentioned planning and co-sponsoring community events (cleanup days, etc) that would promote the usage of the apps to the community.

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Constituents Request - Mobile App Analysis

Product Name	SeeClickFix	CitySourced	GoRequest	CityMn Mobile Access	City Plus
Vendor	SeeClickFix	Freedom Speak	Government Outreach	Constate	City Plus
Founded	2007	2006	2006	2006	2001
Location	New Haven, CT	Los Angeles, CA	Pasadena, CA	San Francisco, CA	Abingdon, VA
Agencies Using App/ Feedback about Vendor	<ul style="list-style-type: none"> <li>Contra (customized mobile app)</li> <li>Temecula (Pro Dashboard)</li> <li>New Haven</li> <li>Hillsborough</li> </ul>	<ul style="list-style-type: none"> <li>San Jose</li> <li>San Francisco</li> <li>Los Angeles (Pilot)</li> <li>Glendale (Pilot)</li> </ul>	<ul style="list-style-type: none"> <li>Santa Monica</li> <li>Long Beach</li> <li>Huntington Beach</li> <li>San Bernardino</li> <li>San Marcos Beach</li> <li>Riverside County</li> <li>Anaheim</li> <li>Santa Clarita</li> </ul> <p>15% of CA agencies using GoRequest</p> <p>Over 200 agencies nationwide</p>	<ul style="list-style-type: none"> <li>City of Beverly Hills</li> <li>Cupertino, Fairfield</li> <li>Modesto</li> <li>Mountain View</li> </ul> <p>6 agencies</p>	<p>Not a standalone Mobile App</p> <p>N/A (Did not complete analysis)</p>
Supported Phone Platforms	<ul style="list-style-type: none"> <li>iPhone</li> <li>Android</li> <li>BlackBerry</li> </ul>	<ul style="list-style-type: none"> <li>iPhone</li> <li>Android</li> <li>BlackBerry</li> <li>Windows Mobile (Late 2010)</li> <li>Palm (Late 2010)</li> </ul>	<ul style="list-style-type: none"> <li>iPhone</li> <li>Android (Late 2010)</li> <li>BlackBerry (Late 2010)</li> </ul>	<ul style="list-style-type: none"> <li>iPhone</li> <li>Android (TBA)</li> </ul>	<ul style="list-style-type: none"> <li>iPhone</li> </ul>
Photos and rates of issue can be submitted	Yes	Yes	Yes	Yes	Yes
Location required	Yes	Yes	Yes	Yes	No
Anonymous Submissions	Yes	Yes	Yes	Yes	Yes
Required management system for administrator	Yes	Yes	Yes	Yes	Yes
Citizen can check on status of case from their phone	Yes	Yes	Yes	Yes	Yes
Requires Request Type	Yes	Yes	Yes	No	Yes
Integration to CRM systems via Web Services API	Yes	Yes	Yes	Yes	No, Requires ClickPlus content management system installer
CRM Application	SeeClickFix Pro Edition web portal for dashboard and reporting	CitySourced API configuration module and reporting/ dashboarding for administrator	The GoRequest iPhone app is fully integrated with GoRequest CRM application. Full integration to other CRM systems may be available, but most clients currently use the iPhone app through the GoRequest CRM application.	The iPhone app is fully integrated with the Constate eFeedback Manager CRM application. Full integration to other CRM systems may be available, but no clients use the iPhone app separately from the eFeedback Manager	Click Plus CRM
Implementation timeframe	1-2 Days for Free, Pro, Customized App. 3 Weeks for Full Integration	1-2 Weeks for implementation	1-2 Weeks for implementation	2-3 Weeks for implementation	N/A (Did not complete analysis)
Support	Unlimited support	First 4 hours/month free	Unlimited support	Unlimited support	Unlimited support
Hosting	Hosted	Hosted	Hosted	Hosted	Hosted
Pricing	<ul style="list-style-type: none"> <li>Free Version - Webform can sign up for free email alerts provided by Citizens. No customization provided.</li> <li>Pro Version (\$80/mo) - Dashboard and basic reporting available</li> <li>Customized App (\$100/mo)/1000 residents - based on population -</li> <li>Customized App with request types, City Logo, include 1 Pro license</li> <li>Full integration to CRM - \$12K to implement and \$12K/year for service and support</li> </ul>	<ul style="list-style-type: none"> <li>Full integration - \$1200 implementation, (\$500)/year, \$3M/app phone platform (\$Phone free)</li> </ul>	<ul style="list-style-type: none"> <li>Site version - \$2K/year, includes 10 topics/ 10 users; web browser portal</li> <li>Full integration to CRM - (\$1,000-4,000)/year (includes implementation)</li> </ul>	<ul style="list-style-type: none"> <li>Site Version - \$5,000 for first year and \$1,000/year following. The light version sends all requests to an administrator to be categorized</li> </ul>	N/A (Did not complete analysis)
Other	Location is required	CRM partnership is in progress. City Sourced is looking to perform a case study for CitySourced/ CRM integration Table can be customized for FAQs or other City data (Calendar, News, Etc)	Location dependent. Buttons can be customized for FAQs or other City data (Calendar, News, Etc)	Considering a internal user app that is for administrators	Not a Standalone iPhone App May consider separating platform in the future
Contact Information	Kam Lashar kam@seeclickfix.com 781 753-0777	Hurt Daniels Director of Business Development Freedom Speak, Inc. (800) 481-7815 (310) 540-6907 hurt@freedom-speak.com	Russell Smith rsmith@govoutreach.com 620 240-2768	David Richmond President Constate, Inc. 41 Sutter Street, Suite 1808 San Francisco, CA 94104 (415) 692-1482 (M) (415) 968-3162 (F)	Rachel Callagy Regional Account Manager ClickPlus Main: 888-228-2133, ext. 288 Fax: 760-587-8951 Callaway@clickplus.com

### ➤ Leverage Technology to Improve Service, Efficiency & Communication

## Comparison of Emerging Mobile Applications with Municipal Management and Service Focus

- **“SeeClickFix” is a mobile and online application that allows citizens or residents to report issues to their city. The service has an iPhone App and a website.**

### Comparison of City IT Budgets and Operations

- Comparison of City IT Budgets and Key Cost Metrics:
  - Total budget

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# UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Cost per staff member
- Cost per Capital
- % of Operating Revenue

City of Orange County	Households	Residents	Daytime Change	Max Pop	Construction/PM/CM	Property Taxes	Sales Tax, Fees, etc.	Other	Total	City Employees	FTEs	Total Operating Expense	Internal IT FTEs	IT Personnel Cash	Contract	IT Operating Expense	Total IT Operating Expense	IT Capital Expense	Total IT Expense	IT Contract Spend	Total IT Staff	IT Oper exp/emp	IT Op Cost/Household	IT exp/Capita	IT exp/oper budget	
<b>Total</b>	73,037	202,480	-32,408	202,480	0	\$ 66,402,000	\$ 33,375,000	\$ 93,368,941	\$ 183,945,941	\$ 138,547,797	1,013	\$ 181,331,884	40	\$ 4,020,897	\$ 2,438,104	\$ 7,028,000	\$ 500,000	\$ 7,528,000	\$ 37,960	\$ 4,658,482	448	\$ 6,952	\$ 95.42	\$ 34.73	\$4.73	
<b>Health</b>	38,051	86,252	20,272	115,524	0	\$ 78,803,195	\$ 20,263,438	\$ 68,374,838	\$ 197,441,471	\$ 120,128,838	985	\$ 196,405,687	25	\$ 1,033,877	\$ 1,338,130	\$ 4,362,027	\$ 536,300	\$ 4,898,380	\$ -	\$ 4,898,380	970	\$ 4,447	\$ 14.64	\$ 50.57	\$7.76	
<b>Transportation</b>	47,064	137,634	-500	137,134	0	\$ 12,532,000	\$ 12,100	\$ 146,652,700	\$ 179,177,800	\$ 72,138,950	834	\$ 128,753,800	5	\$ 661,300	\$ 1,475,670	\$ 2,334,470	\$ 203,800	\$ 2,539,170	\$ 1,028,730	\$ 1,510,440	490	\$ 2,809	\$ 69.63	\$ 26.97	\$5.97	
<b>Education</b>	44,483	141,634	27,272	168,906	0	\$ 18,600,000	\$ 33,000,000	\$ 31,000,000	\$ 82,600,000	\$ 68,202,264	797	\$ 89,400,897	11	\$ 1,876,296	\$ 1,876,296	\$ 480,000	\$ 2,352,596	\$ 1,876,296	\$ 1,876,296	282	\$ 2,044	\$ 42.13	\$ 33.20	\$13.31		
<b>Public Works</b>	36,385	144,457	24,288	170,745	0	\$ 6,578,807	\$ 57,732,800	\$ 17,101,833	\$ 71,413,440	\$ 38,786,842	2,383	\$ 70,470,177	8	\$ 292,045	\$ 10,401,080	\$ 1,572,548	\$ 14,364,713	\$ 85,724	\$ 14,948,437	\$ 12,866,000	\$ 16,134,000	354	\$ 6,500	\$ 149.12	\$ 40.60	\$8.03
<b>Total</b>	14,209	40,176	18,752	58,928	0	\$ 4,380,000	\$ 24,614,000	\$ 32,134,975	\$ 51,008,975	\$ 40,557,871	443	\$ 53,000,431	25	\$ (1,452,200)	\$ 2,697,907	\$ 1,045,797	\$ 917,021	\$ 1,962,808	\$ (1,452,200)	\$ (1,452,200)	535	\$ 2,361	\$ 79.14	\$ 26.03	\$7.76	

➤ Comparison of IT Operations Across 2 Cities:

Staff	~800	~700
PC's	863	732
Police	Yes – 238	Yes – 175
Fire	Yes - 156	Yes – 45
Library	3 Locations, 144 PCs	2 Locations, 181 PC's
Servers/Applications	107 (physical)/61 (virtual)	58 (physical) / 150 (virtual)
IT Staff	25	11
Total IT Operations Cost	\$4.3 million	\$1.8 million

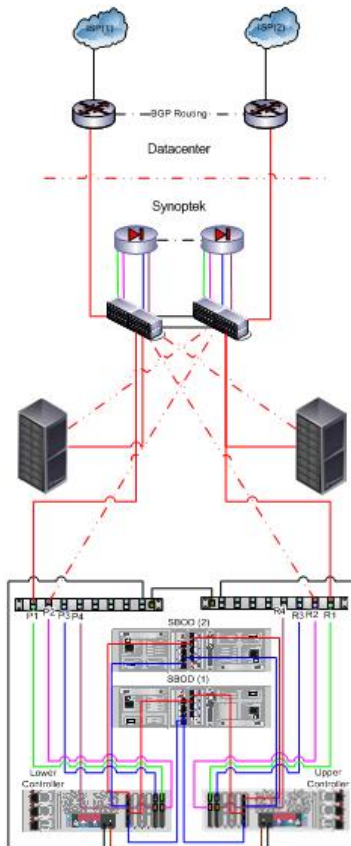
### IT Shared Infrastructure Services

- Example of high availability shared infrastructure
- Provides high availability
- Scalable
- Flexible
- Enables effective DR
- Cost effective for capability:
  - Reduces overall processing costs

## Appendix L

# UNABRIDGED COMMITTEE MEMBER RECOMMENDATIONS

- Reduces storage costs
- Reduces DR costs



### Datacenter Facility

IT infrastructure should be located in a "state-of-the-art", carrier-class or Tier 3 to Tier 4 data center located remotely from operation facility.

- State of the art climate control systems;
- Waterless fire suppression systems;
- Multiple fiber carriers for redundant Internet paths;
- Uninterruptible power with battery / generator backup;
- 24/7 secure access controls.

This combination of services will meet specific requirements providing scalable, secure, and redundant network services with 99.999% uptime.

### Network Infrastructure

Core network infrastructure should consist of N+1 redundancy and allow for failures of key devices while still maintaining performance and availability. Redundant ISPs and Firewalls provide optimal availability and access to key connections over the Internet, while a redundant switch fabric carries the connectivity all the way to the servers and systems themselves.

### Physical Systems Infrastructure

In a similar fashion to the network, all physical servers provided should have multiple paths to the network switch and storage fabrics providing optimal redundancy and high availability. Standard server hardware will also provide additional recovery options by having cold spare systems on hand.

### Virtual Systems Infrastructure

In addition to our physical systems infrastructure, virtualization technology from VMware has revolutionized our ability to provide on demand computing by aggregating a set of server resources into a dynamic and flexible resource pool available to stakeholders. VMware's enterprise class features such as vMotion, DRS, and Consolidated Backup provide unparalleled capabilities for disaster recovery and high availability scenarios.

### Storage Infrastructure

Storage Area Network should be architected for high availability with fully redundant hardware and advanced failover features. Clustered controllers provide a high level of availability by operating in unison yet connecting independently to ensure no single point of failure.

**Full Redundancy:** Provides continuous access to data with dual paths from servers to disk drives, fully redundant power and fans and controller failover support with single or dual HBA.

**Scalable, Clustered Architecture:** Architecture should be designed to achieve higher availability by putting controllers in a dual clustered configuration.

#### Key Features:

- Automatic controller failover provides high resilience;
- Controller clustering delivers higher availability than traditional implementations;
- Multi-path I/O failover;
- Mirrored, battery backed cache for increased data protection;
- Non-disruptive software upgrades provide continuous data availability.

Appendix M

Third Party Review of City Website  
Power Point Slides

**06/15/2010**

# Review of [www.newportbeachca.gov](http://www.newportbeachca.gov)

Screenshots were taken on 6/14/2010

# Home Page: Image is too large

Calendar | Subscribe to News & Alerts | FAQs | Contact Us

CITY OF  
**Newport Beach**

Search...  I Want To

HOME ABOUT CITY GOVERNMENT DEPARTMENTS & SERVICES RESIDENTS VISITORS BUSINESS ON

**NEWS**

- Enjoy Art in the Park on Saturday  
Artists and craftspeople will exhibit original art and fine crafts at Mariners Park from 9 a.m. to 5 p.m. on June 19.
- Meet the Mayor This Saturday, June 19  
Stop by the Newport Shores Clubhouse between 9 a.m. and 10:30 a.m. on Saturday to talk with Mayor Keith Curry.
- Notice of Intent to Adopt Mitigated Negative Declaration for Rhine Channel Contaminated

**MEETINGS & EVENTS**

- Special Meeting Zoning Code Update  
6/15/2010 6:30 PM
- What's Cooking @ the Library  
6/15/2010 7:00 PM - 8:30 PM
- Economic Development Committee Meeting-Canceled  
6/16/2010 8:00 AM - 9:00 AM
- Planning Commission Meeting  
6/17/2010 6:30 PM
- Meet the Mayor

AGENDAS & MINUTES  
JOBS  
MAPS  
NBTV  
ONLINE PAYMENTS  
PROJECTS & ISSUES  
RECREATION CLASSES

**Issue:** Image acts like a banner ad and many users are likely to overlook items above the image.

**Recommendation:** Change the layout of the page  
Change the image to a more portrait view and users will be less likely to miss

# Home Page: Lots of information

**Calendar** | **Subscribe to News & Alerts** | **FAQs** | **Contact Us**

CITY OF  
**Newport Beach**

Search...   I Want To...

**HOME** | **ABOUT** | **CITY GOVERNMENT** | **DEPARTMENTS & SERVICES** | **RESIDENTS** | **VISITORS** | **BUSINESS** | **ONLINE SERVICES**

**NEWS**

- Enjoy Art in the Park on Saturday**  
Artists and craftspeople will exhibit original art and fine crafts at Mariners Park from 9 a.m. to 5 p.m. on June 19.
- Meet the Mayor This Saturday, June 19**  
Stop by the Newport Shores Clubhouse between 9 a.m. and 10:30 a.m. on Saturday to talk with Mayor Keith Curry.
- Notice of Intent to Adopt Mitigated Negative Declaration for Rhine Channel Contaminated**

**MEETINGS & EVENTS**

- Special Meeting Zoning Code Update**  
6/15/2010 6:30 PM
- What's Cooking @ the Library**  
6/15/2010 7:00 PM - 8:30 PM
- Economic Development Committee Meeting- Canceled**  
6/16/2010 8:00 AM - 9:00 AM
- Planning Commission Meeting**  
6/17/2010 6:30 PM
- Meet the Mayor**

**AGENDAS & MINUTES**

**JOBS**

**MAPS**

**NBTV**

**ONLINE PAYMENTS**

**PROJECTS & ISSUES**

**RECREATION CLASSES**

**Issue:** There are 6 areas to look for information. Where do users need to go for information?

**Recommendation:** Eliminate unnecessary information.

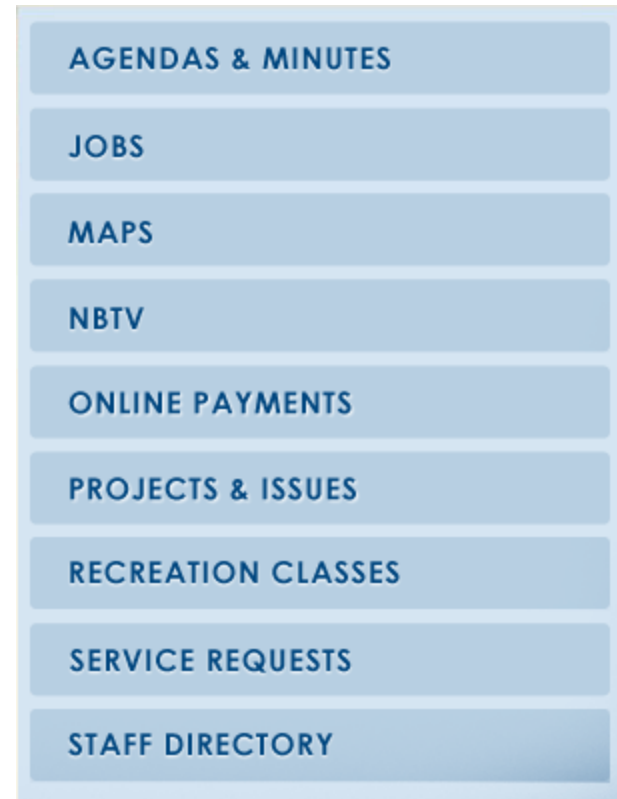
# Home Page: right side navigation

**Issue:** Links on right side of home page seem important, but are located where users are not likely to look

**Recommendation:**

Move these links to the left side.

Ensure that these links are the most important items



# News vs. Meetings & Events

NEWS	MEETINGS & EVENTS
 <p>Enjoy Art in the Park on Saturday Artists and craftspeople will exhibit original art and fine crafts at Mariners Park from 9 a.m. to 5 p.m. on June 19.</p>	▲ Special Meeting Zoning Code Update 6/15/2010 6:30 PM
 <p>Meet the Mayor This Saturday, June 19 Stop by the Newport Shores Clubhouse between 9 a.m. and 10:30 a.m. on Saturday to talk with Mayor Keith Curry.</p>	▲ What's Cooking @ the Library 6/15/2010 7:00 PM - 8:30 PM
 <p>Notice of Intent to Adopt Mitigated Negative Declaration for Rhine Channel Contaminated Sediment Cleanup</p>	▲ Economic Development Committee Meeting-Canceled 6/16/2010 8:00 AM - 9:00 AM
	▲ Planning Commission Meeting 6/17/2010 6:30 PM
	▲ Meet the Mayor 6/19/2010 9:00 AM - 10:30 AM

**Issue:** Not clear what the difference between News and Meetings & Events is

**Recommendation:** Ensure the News portion is important for users.

# Visited links do not show history

- Issue: Clicked links do not show history
- Recommendation: Visited links should show history to be consistent with web standards.



# Home page layout is not consistent with secondary pages

## Home Page



## Secondary Pages



**Issue:** The secondary pages are easier to use than the home page  
**Recommendation:** Links on the left side are easier to see and use. Move the links on the home page to left side.

# Too many links in the navigation area

- Issue: List of additional links is long and difficult to sort through. Users that are looking for specific information may have difficulty finding what they are looking for
- Recommendation: Reduce the number of items in the list. Group items together if possible. Consider conducting a card sort to find how users would group the items and categories they would use to group.

Beach Web Cams
Bills & Payments
Citizen Participation
City Budget Documents
City Council
City Parks & Facilities
City Hall Directory and Map
City News
Civic Center and Park
Cultural Arts
Dog License
Disaster Preparedness
Events
FAQs
Field Conditions - Mudline
John Wayne Airport
Library
Newport Navigator
Parking
Passport Information
Photo Gallery
Public Records Request Form
Recreation Classes
Service Directory
Solicitations
Video Shorts

# Items are listed in multiple areas

## City Council Government

HOME ABOUT CITY GOVERNMENT DEPARTMENTS & SERVICES RESIDENTS

STATEWIDE PRIMARY ELECTION - JUNE 8, 2010

GENERAL MUNICIPAL ELECTION - NOVEMBER 2, 2010

City Organization Chart

Agendas & Minutes

Boards, Commissions & Committees

Citizen Participation

City Charter and Municipal Code

**City Council**

City Council Public Hearing Notices

City Hall Directory and Map

City News

Council Ordinances

Council Policy Manual

Council Resolutions

Current Projects & Issues

Job Opportunities

**CITY GOVERNMENT**

The City of Newport Beach was incorporated September 1, 1906 and the current a Council-Manager form of government. Its seven City Council Members are elected as a whole. They serve four-year terms. The Council consists of the Mayor and six local ordinances, adopting the budget, appointing committees and hiring the City Manager.

Every even-numbered year, either three or four members residing in separate districts. Annually, the Council chooses one of its members as Mayor and one as Mayor Pro Tem.

Various Boards, Commissions and Committees advise and assist the City Council. Citizens appointed by the City Council.

## City Council Residents

HOME ABOUT CITY GOVERNMENT DEPARTMENTS & SERVICES RESIDENTS

Beach Web Cams

Bills & Payments

Citizen Participation

City Budget Documents

**City Council**

City Parks & Facilities

City Hall Directory and Map

City News

Civic Center and Park

Cultural Arts

Dog License

Disaster Preparedness

Events

FAQs

**RESIDENTS**

The permanent, year-round residential population of Newport Beach is 86,252. This section of the website contains information specifically of interest to residents, including information on John Wayne Airport, City recreation classes, where to park / how to obtain a parking permit, and more.

New residents are encouraged to click the "New Residents" button in the left-hand navigation menu and more.

**Issue:** Multiple menu items are listed more than once and in different categories (e.g. City Council is located in City Government and in Residents)

**Recommendation:** Place items in a single category.

# Users told to click on link that is not present

The screenshot shows a website with a left-hand navigation menu and a main content area. The navigation menu items are: Beach Web Cams, Bills & Payments, Citizen Participation, City Budget Documents, City Council, City Parks & Facilities, City Hall Directory and Map, City News, Civic Center and Park, Cultural Arts, Dog License, Disaster Preparedness, Events, FAQs, Field Conditions - Mudline, John Wayne Airport, Library, Newport Navigator, Parking, Passport Information, Photo Gallery, Public Records Request Form, and Recreation Classes. The 'RESIDENTS' section contains text about the city's population and a link to 'New Residents' information, which is highlighted with a red box in the original image. A text box on the right side of the screenshot contains the following text:

**Issue:** Users are told to click on a button in the left side that is not there

**Recommendation:** Add a link to the left navigation. If this is a common need, provide a link on the front page for new residents.

# Additional Recommendations

- Consider the top reasons users would be coming to the site. Make workflows for those reasons and make sure the workflow is obvious and simple
- Conduct a card sorting activity where users group items and name categories
- Consider adding social media contacts like Facebook, Twitter, and RSS Feeds