TOWN OF NORMAL

INFORMATION TECHNOLOGY

2017

ANNUAL REPORT

Mission

The mission of the Information Technology Department is to provide secure, stable, operational and responsive information and communication systems for the Town of Normal. With the combination of current IT resources and GIS capabilities, it is our goal to streamline internal and external services in a manner that will improve organizational efficiency and service delivery to the public.

With this Mission in mind, IT has primarily functioned as an internal service department, focused on enabling employees to deliver services to the public efficiently and effectively, under the following guiding principles:

- Robust, scalable, secure and reliable network environment.
- Advanced, integrated and cost-effective technology solutions.
- Pervasive, easy-to-use access to information.
- Strategic planning, project management and user training.
- Responsive, responsible and respectful customer service.
- Modern and integrated communications services.

2016 Accomplishments

These guiding principles have provided the foundation for the following major accomplishments in 2016:

Robust, scalable, secure and reliable network environment.

Conducted Network Security Audit

to assess internal and external vulnerabilities. A remediation plan was developed and is in the implementation phase.

Upgraded and Added New Technology Resources at Normal Theater and Community Activity Center

so they may deliver new services and host new events/programs for the public.

Performed Executime Upgrade/ Enhancements

that enable mobile access to time management system for field employees and address complex scheduling needs for public safety employees. Upgrade also provide for streamlined filtering process for supervisors to improve bi-weekly payroll approval processes.

Added 25 TB of on-premise Storage

to accommodate growing demand primarily due to public safety video records.

Supported Police BWC Pilot Project.

Upgraded Panasonic Arbitrator software for in-car, interrogation room and born-worn camera video. Monitoring utilization for future video storage requirements.

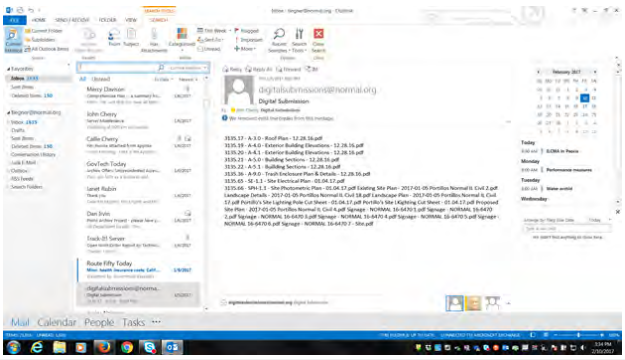
Advanced, integrated and cost-effective technology solutions.

Acquired New Software to Automate Several IT Processes,

including software patching and updates, computer imaging, help desk ticketing and inventory management. These new products enhance systems security and allow staff to more efficiently manage large-scale systems deployments such as the annual computer replacement program.

Implemented new Digital Submissions inbox

to receive development-related plans and plats allowing for more efficient upload of data into GIS.



Pervasive, easy-to-use access to information.

Implemented Mobile Code Enforcement

so that Inspectors are able to initiate, update, resolve and close work orders in the field eliminating the need to revisit or duplicate efforts back in the office from the desktop.

Supported Migration to New Website Platform

that is easier to modify and offers scalability across various devices.

Strategic planning, project management and user training.

IT Staff Developed and Delivered OneDrive Training for Engineering Staff.

Staff are now using a mobile device in the field to access and comment on construction plans during inspections.

Facilitated Expansion of the Central Illinois Regional Broadband Network in NE Normal

The expansion project served an immediate need for development of the Destihl Brewery site on Greenbriar and "readied" several other properties along the route with access to high speed fiber optics.

CIRBN connecting communities

Completed Permitting Process Review

with the Inspections Department and others to document the Town's building permit process against the current software system's capabilities. This evaluation was conducted in an effort to streamline the process across multiple departments and for public benefit, including online applications and payment, data collection and distribution, and integration with GIS.

Emergency Management Activities

The IT Department maintains the technology resources including the hardware and software used in the Emergency Operations Center. In 2016, IT:

- Assisted with development and execution of a table top exercise for a train derailment in Uptown. The exercise was planned and undertaken in partnership with ISU.
- Conducted VEOCI training throughout the year for new employees and refresher training for Public Safety in association with the Chicago Cubs Championship Series wins.
- Continued to more fully-develop activation plans within VEOCI for various types of events.
- Performed equipment updates and periodic technical activations of the Emergency Operations Center.

Responsive, responsible and respectful customer service.

Enabled Delivery of Direct Deposit Slips via Email

giving employees the option to receive direct deposit slips via email, in hard copy or both.

Click2Gov Upgrade

performed to enhance secure payment options for utility billing customers.

Added 12 new iPads to the CDM's Technology resources

to integrate with their new Ozobots. Ozobots are small, smart toy robots that empower young gamers and learners to code, play, create and connect the physical and digital worlds.

Modern and integrated communications services.

Fire Headquarters Connectivity

Worked with architects and NFD to determine technology needs, design, equipment budget for the new Headquarters facility. Worked with CIRBN to determine route for fiber connectivity and ordered bandwidth capacity adequate to meet anticipated needs.

Installed video camera for time lapse photography to capture and archive construction.

Secure Remote Network Access for HVAC Controls

Provided Facilities Management with secure network access to all HVAC system controls so that they may be viewed, managed and adjusted remotely with a mobile device.

GIS

Geographic Information Systems

What is GIS?

A Geographic information system (GIS)…

"is an organized collection of computer hardware, software, geographic data and personnel designed to efficiently capture store, update, manipulate, analyze and display all forms of geographically-referenced information."

-- ESRI

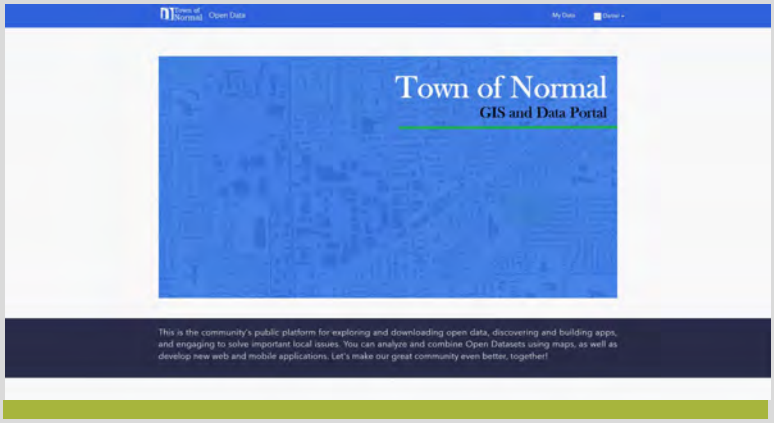
IT provides the primary administration, development, and maintenance responsibilities for the Town's Geographic Information System (GIS), including:

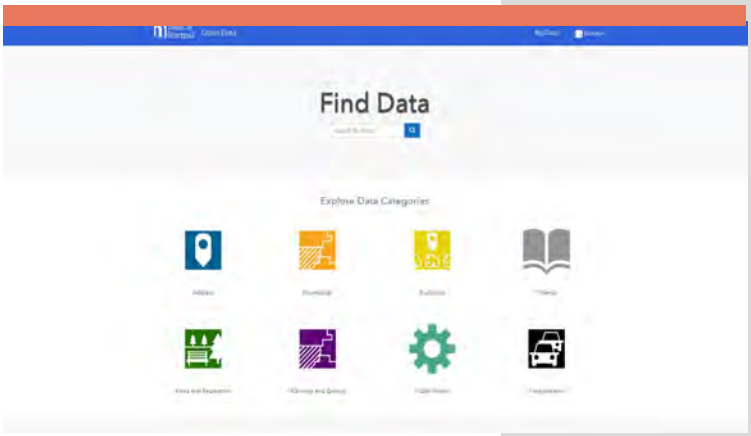
- the Town's Land File,
- digital infrastructure data files,
- applications that allow access and data sharing across Town departments, and
- the software tools to analyze datasets and inform decision-making

Engaged and managed consulting services to migrate all water distribution infrastructure data housed in AutoCAD or from hand-drawings into GIS. With the infrastructure spatially located within GIS, staff is able to integrate this data with other software, analyze the system, plan and coordinate capital projects, inform the public of system outages and advisories, and improve the operation and maintenance of water utilities. The data is also available to maintenance staff in the field and can be updated on-site in real time.

Progressive and innovative communities across the country are delivering large volumes of data, including geo-spatial data, in an open, no-cost format for public consumption and benefit. In 2016, the Town and other members of the McLean County Geographic Information System initiated a proposal to restructure itself in an effort to achieve unrealized efficiencies and begin the process to deliver big data for public use and good. A new intergovernmental agreement was approved in November and recruitment for a GIS Coordinator began.

GIS Tools



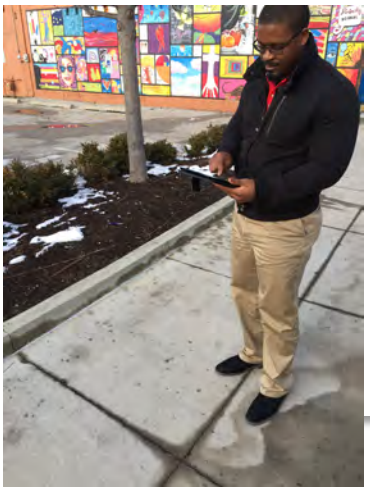


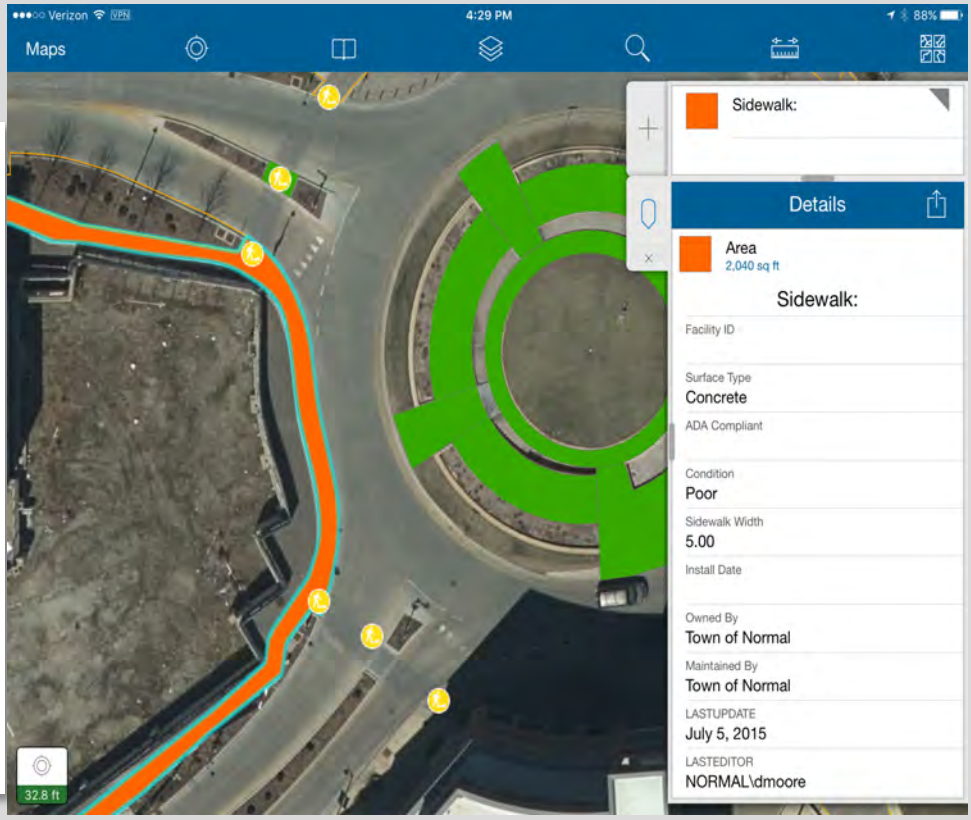
Data Portal

IT staff developed a GIS and Data Portal Utilizing ESRI's ArcGIS online templates for map, app and data distribution for the public. The Open Data portal allows the Town to use the ArcGIS platform to provide the public with open access to authoritative data. The portal is configured to specify Open Data groups to share specific items. Once published, the general public will be able to use the Town's Open Data site to search by topic or location, download data in multiple formats, and view data on an interactive map and in a table.

Applications

The Engineering Department began utilizing a mobile device to collect data on sidewalks, including condition ratings on ramps for state reporting and capital planning purposes.





Professional Development and Community Engagement

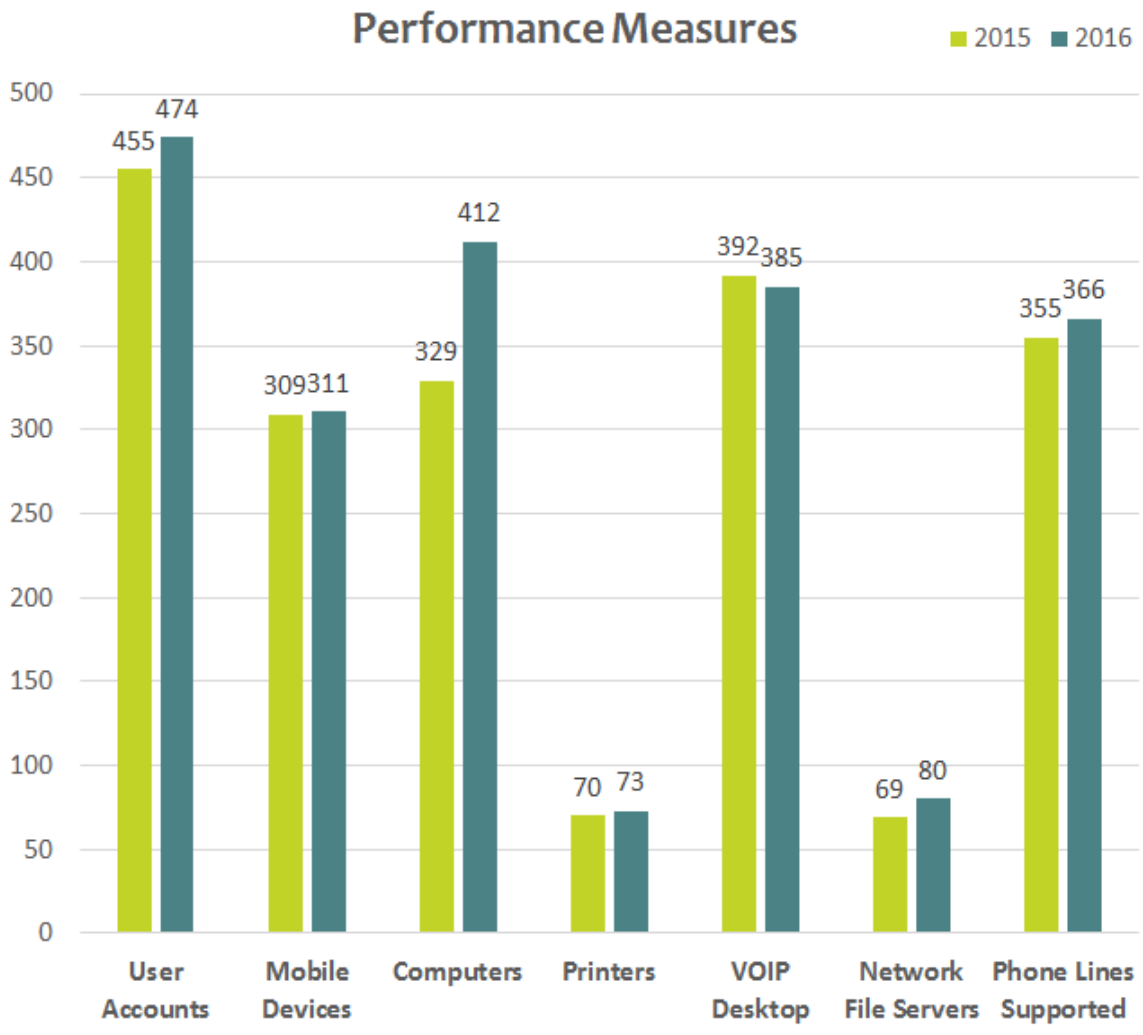
GIS technician participated in annual Government Day in May. Participants, students ages 11-14, were given iPads and a GIS Collector app and asked to collect public infrastructure locations in Uptown. The data was uploaded real time into GIS layers and later displayed from the desktop. Staff explained the value of GIS to the Town and how departments are able to utilize the information to improve municipal services.

GIS Coordinator was elected by his peers to serve on the Illinois GIS Association (ILGISA) Board of Directors. GIS Technician also serves on the ILGISA Program Committee that develops State and regional conference presentations and activities.

2016 GIS Layer Stats

- 21,378 Address Points
- 13,734 Parcels
- 2,653 Street Centerlines
- 2,789 Hydrants
- 3,922 Sewer Lines
- 3,818 Manholes
- 9,743 Pavement Polygons
  (streets, parking lots, trails, etc.)

2015 to 2016 Comparison



+4% +1% +25 +4% 1.7% +16% +3%

2017 Priorities