

TOWN OF NORMAL
**INFORMATION
TECHNOLOGY**

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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.



2015 Accomplishments

These guiding principles have provided the foundation for the following major accomplishments in 2015:

Robust, scalable, secure and reliable network environment.



Server Upgrades

Replaced general government and finance software primary production server and improved backup processes.

Network Upgrades

Replaced Storage Area Network increasing the Town's onsite data storage capacity, improving replication capability and reducing duplicity.

Mobile Security

MaaS360, a mobile device management tool, was deployed to 179 mobile devices. This software allows those enrolled to securely access Town networks and the Intranet from a mobile phone or tablet.

Security Scans and Tests

Performed network security scan and email phishing tests.



Advanced, integrated and cost-effective technology solutions.

EDI Connectivity

Assisted with integration of a new online employee benefits enrollment and management software. New system communicates directly with organization's enterprise software improving efficiency and eliminating much of the manual data entry for Human Resources.

Administrative Adjudication

In conjunction with Legal, Inspections and others, developed the Administrative Adjudication process for parking ticket and ordinance violations.

CDM Education

Configured and delivered Smartboard with four (4) new laptops for CDM education.



Electronic Filing Standards

Updated electronic filing standards for submission of development-related plans and plats. New standards provide uniform criteria for digital data submission and allow for more efficient upload into Town's GIS.

Pervasive, easy-to-use access to information.



Mobile Applications

Acquired new mobile applications for work order processing and code enforcement activities so that employees may open, update, and resolve issues in the field.

Automatic Vehicle Location

Acquired AVL technology and coordinated installation on 95 vehicles enabling vehicle and driver management, diagnostic reporting, asset tracking, dashboarding and more.



Evaluation

Initiated general government and financial software evaluation and review of current workflow processes in an effort to enhance functionality and gain efficiencies (Inspections building permit process and code enforcement; business licensing).

Regional GIS

Conducted evaluation and identified opportunities to enhance the use and delivery of regional GIS.

Economic Development

Expanded the CIRBN fiber network in Uptown Normal to enhance the development potential of the area.

IT Employee Orientation

Developed and implemented a new employee orientation program designed to introduce our users to the organization's IT resources.

Emergency Management Strategic Planning

The Town committed significant resources toward emergency management. The IT Department:

- Designed, equipped and operationalized the training room at Fire Headquarters as a “warm” Emergency Operations Center (EOC).
- Acquired new inter-agency communications platform for emergency response and recovery phases. Enrolled users and provided introductory training.
- Led development of a joint agreement with ISU to provide for joint use of EOC facilities and equipment.
- Developed emergency management response and recovery plans for the department; coordinated update of Town's Emergency Preparedness Plan.
- Enabled emergency mass messaging (eMAG) and priority calling capabilities (GETS/WEPS).



Responsive, responsible and respectful customer service.



Training

Enabled ability to take credit card payments at the Normal Theater. Assisted with RecTrac training for Theater staff to begin using the software for ticket and concession sales, as well as inventory.

Touchscreen Monitors

Programmed and installed touchscreen monitors at the pools and concession stands to help streamline product and ticket sales.



CDM Technology Lab Setup

Setup a temporary computer lab at the Children's Discovery Museum for a "Coding for Kids" class. The lab accommodated 30 kids, which allowed CDM staff to expose children to multiple code-based learning apps and programs.

Modern and integrated communications services.

Upgraded Public Wi-Fi

Expanded and upgraded (public) Normal Wi-Fi. Network is free to the public and is available in Uptown Station and outdoors in Uptown.



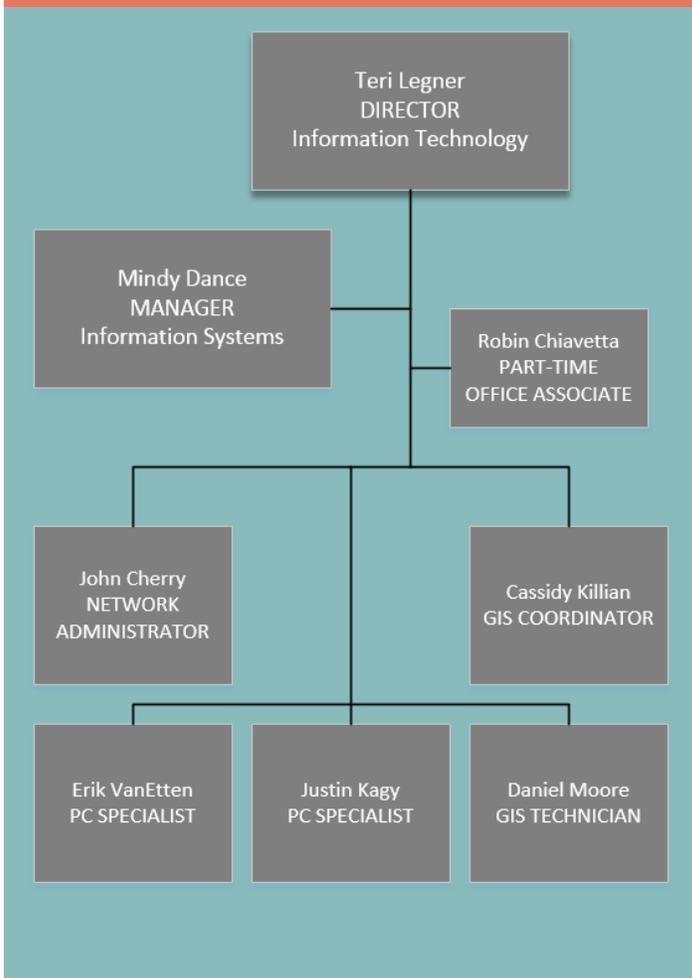
VoIP Phone Upgrade

Upgraded the Town's VoIP (phone) system.

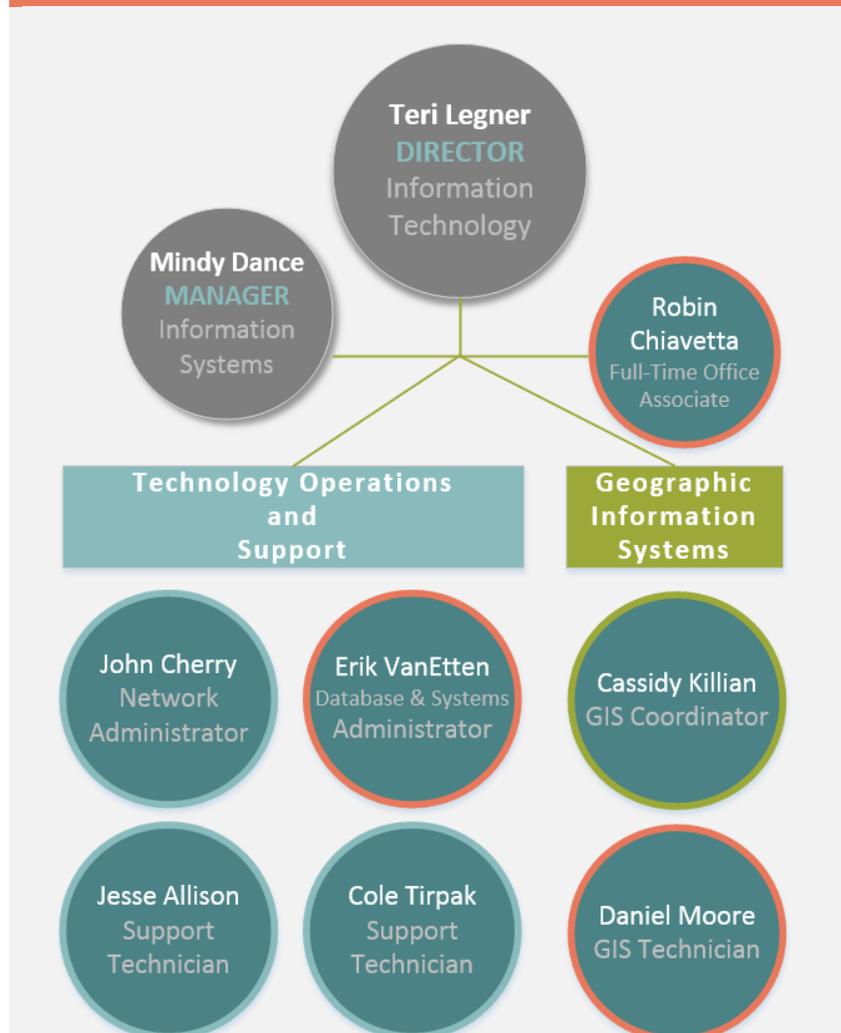
Staffing & Reorganization

Utilizing the same guiding principles, Information Technology reorganized in 2015 to better address our known and planned priorities, including the growth of GIS, data development, mobility, and network security. The reorganization will also help us to align our resources so that we might deliver enhanced services to the public, as well as our internal customers.

Before April 1, 2015



After November 23, 2015



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

2015 was a “breakout” year for GIS at the Town of Normal.

Information Technology added a GIS Technician to assist with data maintenance and to develop data layers and applications.

Updated existing and acquired new software to integrate with GIS to enhance functionality (property ownership updates, sanitary sewer video, ratings, AVL).

Entered into a new licensing structure with the Town’s software provider, ESRI, to optimize our technical capabilities, improve systems integration, grow the use of GIS in the organization, and to provide public access to GIS-based information.

GIS Tools

Intranet Map Gallery

A collection of maps and applications designed for internal use at the Town of Normal.



Intranet Gallery

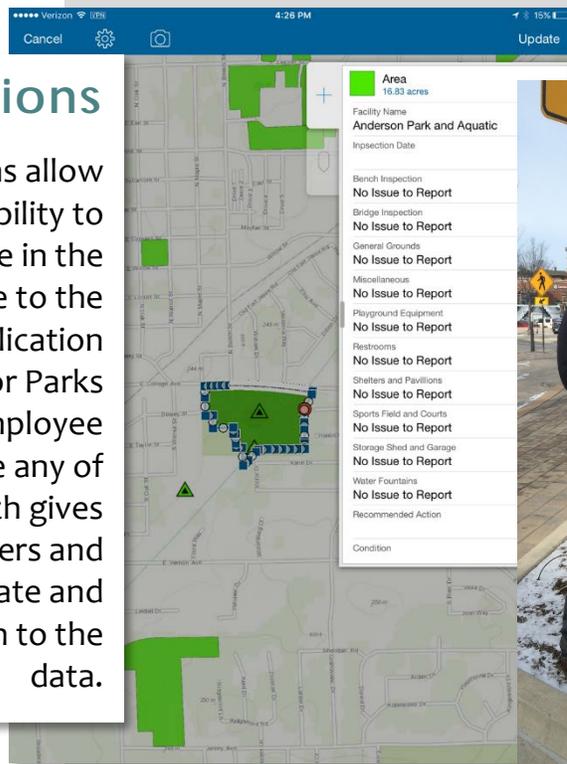
Our GIS team developed a GIS map gallery for Town employees to access via the Intranet. This gallery gives users immediate access to geographically-based data.

Sanitary Sewer Map

Development of the Sanitary Sewer map was a major project in 2015. The GIS Coordinator led the organization's efforts to upgrade and acquire new software that integrates with GIS. Crews can televise and rate sewers and then review the data, by location, in GIS.

Applications

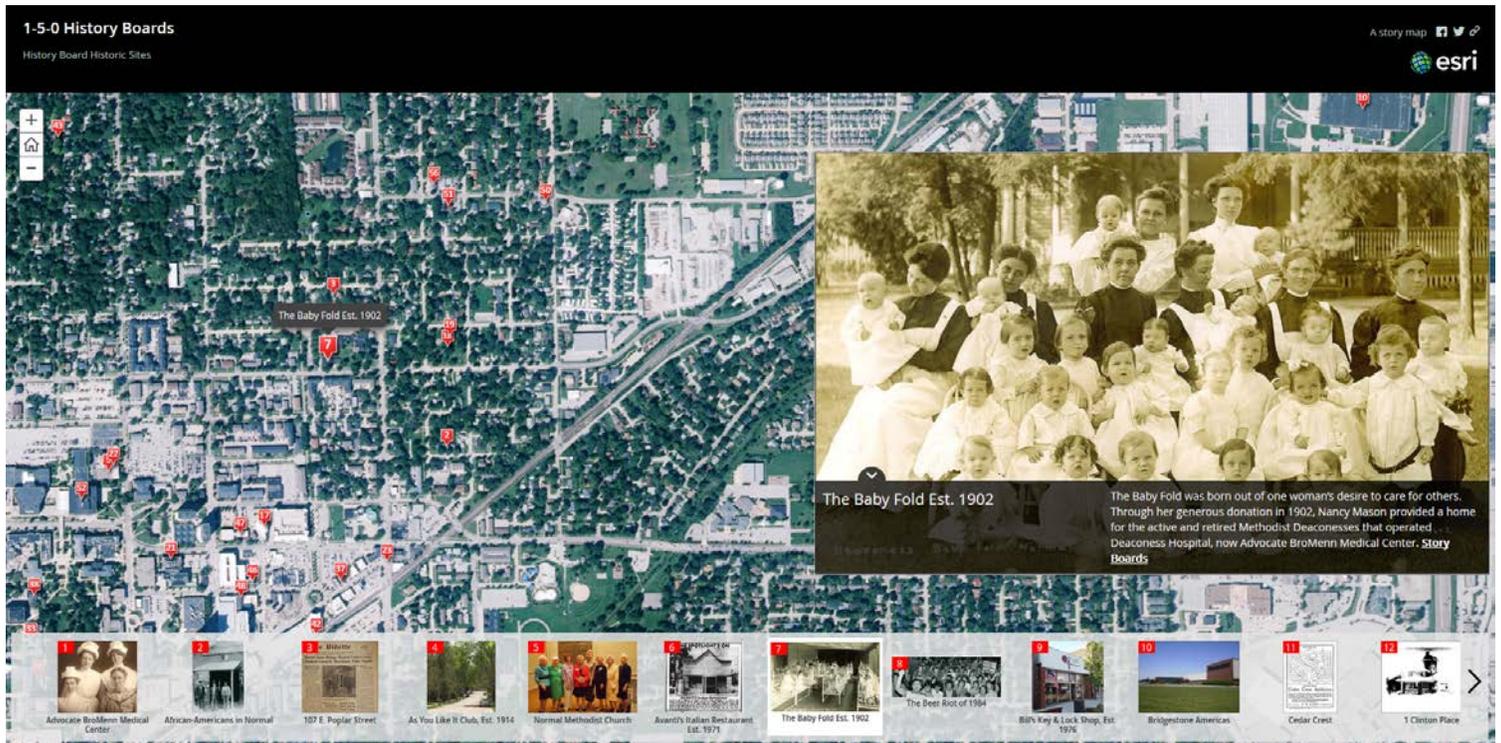
New applications allow employees the ability to easily add data while in the field. This example to the right is the application interface for Parks Maintenance. An employee in the field can update any of the categories, which gives other workers and supervisors immediate and accurate information to the data.



GIS Tools

Story Maps

Story maps are a combination of descriptive text, images and multi-media content that tell an interactive story.



2015 GIS Layer Stats

- 21,170 Address Points
- 13,650 Parcels
- 2,621 Street Centerlines
- 2,785 Hydrants
- 3,892 Sewer Lines
- 3,792 Manholes
- 4,039 Pavement Polygons

1-5-0 History Boards

Our Town GIS Technician designed the interactive Story Map (above) from “1-5-0 History Boards” for the Town’s 150th celebration. Each red “pin” denotes a story – history that has shaped our community.

Performance Measures

2014 to 2015 Comparison

↓ 2.9%

455 User Accounts



↑ 6.6%

309 Mobile Phones
and Devices



↑ .92%

329 Computers



↑ 2.9%

70 Printers



↑ 5.9%

392 VOIP
Desktop Phones



↑ 4.8%
240 Software
Subscriptions & Programs

↑ 15%
69 Network
File Servers

↑ 29%
355 Phone
Lines Supported

↑ 100%
2
Smartboards

2016 Priorities

Improve mobility and remote access to information

Continue internal evaluation of Town's general government and financial software

Develop organizational and public access to information – Open Data/Big

Perform major RecTrac upgrade and improve functionality

Expand e-gov services to the public

Continue expansion of GIS applications and analytics for public and organizational use

Begin implementation of Network Security Audit Remediation Plan