Introduced by		
First Reading	Second Reading	
Ordinance No	Council Bill No	<u>B 134-13</u>
AI	N ORDINANCE	
Information Technologie	Annual Budget to add positions es Department; transferring fund s ordinance shall become effect	ls; and
BE IT ORDAINED BY THE COUNCIFOLLOWS:	IL OF THE CITY OF COLUME	BIA, MISSOURI, AS
SECTION 1. The FY 2013 An amended by adding the following pos authorized personnel:	nual Budget adopted by Ordinations to the Information Techn	
(1.00) Systems Analyst (79 (1.00) Systems Analyst (79 (1.00) Systems Support An	22)	
SECTION 2. At the request of funds as shown on "Exhibit A," which it	the City Manager, the City Cour is attached to and made a part	•
SECTION 3. This ordinance s passage.	shall be in full force and effec	t from and after its
PASSED this day of	of,	2013.
ATTEST:		
City Clerk	Mayor and Presiding	Officer
APPROVED AS TO FORM:		
City Counselor	-	

Exhibit A

Transfer From	551-7050-800.81-74 550-7050-800.81-74	Transfer From Electric Fund Transfer From Water Fund	\$64,461 \$16,115 \$80,576
Transfer To	674-0000-490.05-50 674-0000-490.05-51	Transfer from Water Fund Transfer from Electric Fund	\$16,115 \$64,461 \$80,576
	674-1850-601.01-01 674-1850-601.01-35 674-1850-601.02-10 674-1850-601.02-20 674-1850-601.02-30 674-1850-601.02-34 674-1850-601.02-36 674-1850-601.02-42 674-1850-601.02-46 674-1840-601.01-01 674-1840-601.02-10 674-1840-601.02-20 674-1840-601.02-30 674-1840-601.02-30 674-1840-601.02-36 674-1840-601.02-36 674-1840-601.02-36 674-1830-601.02-42 674-1830-601.02-10 674-1830-601.02-30 674-1830-601.02-30 674-1830-601.02-30 674-1830-601.02-30 674-1830-601.02-30 674-1830-601.02-34 674-1830-601.02-36 674-1830-601.02-36	Permanent Positions Deferred Compensation Social Security LAGERS Disability Insurance Heath Insurance Life Insurance Post Employment Health Benefit Employee Parking Permanent Positions Deferred Compensation Social Security LAGERS Disability Insurance Heath Insurance Life Insurance Post Employment Health Benefit Employee Parking Permanent Positions Deferred Compensation Social Security LAGERS Disability Insurance Heath Insurance Life Insurance Heath Insurance Heath Insurance Heath Insurance Heath Insurance Life Insurance Post Employment Health Benefit Employee Parking	\$20,208 \$408 \$1,544 \$3,456 \$72 \$2,648 \$32 \$120 \$192 \$20,208 \$408 \$1,544 \$3,456 \$72 \$2,648 \$32 \$120 \$192 \$15,912 \$320 \$1,216 \$2,720 \$56 \$2,648 \$32 \$1,216 \$2,720 \$56 \$2,648 \$32 \$120 \$1,216
			\$80,576



Source: City Manager

Agenda Item No:

To: City Council

From: City Manager and Staff /

Council Meeting Date:

May 6, 2013

Re: Amendment to 2013 Pay Plan - Information Technologies Budget

EXECUTIVE SUMMARY:

This plan amendment will create three (3) additional positions in the Information Technologies (IT) Department in order to provide 24/7 support for technology needs in the Water & Light (W&L) Department.

DISCUSSION:

The IT Department provides City-wide support and maintenance for all business class and workstation computers, as well as all computer related hardware designated as under maintenance by IT in the computer inventory system. This includes acquisition and deployment of department computer related hardware; proper tagging of equipment; entering all equipment into the computer inventory system; keeping the inventory system information up to date as changes are made to the hardware; handling all support and maintenance issues, and disposal of computer related hardware. Under an existing policy (Attachment A), the IT Department is not responsible for Dedicated Function Systems or Specialized Applications and does not work on these systems unless specifically requested to by the responsible department or unless arrangements for limited IT support have been made prior to issues happening.

A recent inventory (Attachment B) of all W&Ls dedicated function systems was recently conducted and a working group consisting of staff from both departments was established to determine the feasibility of IT taking on the responsibility for maintaining these systems as well as helping to determine more effective methods of managing the data collected. The proposed solution would create a project team consisting of two systems analysts (one network, one applications) and one systems support analyst (Help Desk), who would be responsible for analyzing and documenting each system and process and perform necessary replacements, upgrades and maintenance as deemed necessary. There are approximately 100 dedicated function computers, 37 other computers and 46 applications that will require attention. Once these computer systems have been replaced, upgraded and documented, the project team will be assimilated into their respective Divisions within IT to provide regular ongoing support to W&L and other departments as assigned.

FISCAL IMPACT:

The cost for these positions will be paid for by the Water & Light Department. \$80,576 for remainder of FY 2013 (4 months). \$241,725 for FY 2014. (Exhibit C)

VISION IMPACT:

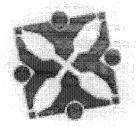
http://www.gocolumbiamo.com/Council/Meetings/visionimpact.php

SUGGESTED COUNCIL ACTIONS:

Approval of the Ordinance.

		FISCAL and \	ISION NOTE	S:	
City Fiscal l Enter all tha		Program Imp	act	Mandates	
City's current net FY cost	\$0.00	New Program/ Agency?	No	Federal or State mandated?	No
Amount of funds already appropriated	\$0.00	Duplicates/Epands an existing program?	No	Vision Implementation	n impact
Amount of budget amendment needed	\$0.00	Fiscal Impact on any local political subdivision?	No	Enter all that app Refer to Web si	
Estimated 2 yea	ar net costs:	Resources Rec	uired	Vision Impact?	No
One Time	\$0.00	Requires add'I FTE Personnel?	Yes	Primary Vision, Strategy and/or Goal Item #	
Operating/ Ongoing	\$0.00	Requires add'l facilities?	No	Secondary Vision, Strategy and/or Goal Item #	
		Requires add'l capital equipment?	No	Fiscal year implementation Task #	

City of Columbia, Missouri



Information Systems Computer Related Hardware Support, Maintenance and Replacement Policy

Approved By:

Bill Watkins

City Manager

Date: 00/12, 2006



This policy addresses the support, maintenance, and replacement procedures in place for each kind of computer related hardware contained in the City's computer inventory. This information is intended to inform departments about the level of service they can expect from the Information Technologies (I.T.) Department with regard to support and maintenance of computer related hardware as well as replacement and disposal procedures for all computer related hardware.

Specific details about I.T. support including scope of services, responsibilities and performance measures can be found in **Addendum A: City of Columbia I.T. Department Service Level Agreement.**

The Computer Inventory System

Purpose

The computer inventory system is a database maintained by I.T. and Finance for the purposes of tracking equipment, maintaining replacement schedules, assessing departmental fees, identifying network connections, maintenance and inventory of all City owned or network connected equipment.

Equipment That Needs To Be Tagged and Included in the Computer Inventory System

All computers, monitors, and printers owned by the City or connected to any city network are to be included in the City's computer inventory system. Each piece of equipment is to have an inventory barcode tag and a SCAN number tag attached in an easily visible place. The SCAN number is to be unique to the computer system. This means that a computer system will have only one PC unit, but may have multiple peripherals (monitors, printers, scanners, etc.). These tags are to be placed on the front of the equipment so that it can be viewed without having to move the equipment in any way. Users are not allowed to remove or move these tags.

Equipment That Does Not Need to Be Included in the Computer Inventory System

Computer related hardware not owned by the City or not connected to any city network is to be tagged with a "Non Inventory Item" tag which is to be obtained from the I.T. Department. This equipment will not be maintained or supported by the City's I.T. Department, and it will not have a record in the computer inventory system. Departments will need to coordinate with individual vendors for the support and maintenance of this equipment.

Deployment of Budgeted Computer Related Hardware

Deployment of replacement computer related hardware is to be accomplished by no later than December 31st each year. The I.T. HelpDesk will deploy all business class, workstations, monitors, laptops, and printers. Equipment destined for dedicated function positions or specialized applications will be turned over to the departments for deployment unless they request assistance from I.T. staff. Once deployed, departments need to contact I.T. within 5 business days so that I.T. may inventory and sticker the equipment. As a part of the deployment process all items to be surplused need to be identified and in the possession of the I.T. Department for trickle down or disposal. Any dedicated function equipment will need to be transferred to the I.T. Department with a completed I.T. computer inventory change form as well as the computer inventory system updated.

Annual Computer Inventory

An annual computer inventory will be conducted by a team made up of members from the I.T. Department, Finance Department and other city dept. staff where computers are located in secure areas. This inventory will begin no later than January 1st and should be completed no later than the end of January in order to have accurate information for assessing fees in the next year's budget. This inventory will ensure all tagged items are located and user and department information is accurate.



Computer Related Hardware

Responsibility for Support and Maintenance

The I.T. Department will provide the support and maintenance for all computer related hardware designated as under maintenance by I.T. in the computer inventory system. This is to include deployment of department computer related hardware, proper tagging of equipment, entering all equipment into the computer inventory system, keeping the inventory system information up to date as changes are made to the hardware, handling all support and maintenance issues, and disposal of computer related hardware.

The I.T. Department is not responsible for Dedicated Function Systems or Specialized Applications. I.T. will not work on these systems unless specifically requested to by the responsible department or unless arrangements for limited I.T. support have been made prior to issues happening.

Moving Hardware

Users who need to have computers, monitors or printers moved will need to contact the I.T. HelpDesk. Users are **not** allowed to move the equipment themselves.

Replacement of Hardware

Each department is assessed a Computer Replacement Fee for the replacement of all business class computers, workstation computers, and associated monitors. These items are on an approved replacement schedule and will be budgeted in the I.T. Fund. The replacement cost of a standard CRT or LCD monitor is also included in the I.T. Budget. If the department wants to purchase a monitor that costs more than the standard one or additional items above the cost of a standard workstation, the department's computer replacement fee account will be increased for the additional cost in the year the items have been requested. Laptops, dedicated function computers, MDTs, and printers are to be included in the individual department's supplemental budget requests. All new computers and computer related hardware purchased by the City (even those items not covered by maintenance) will need to be properly tagged and entered into the computer inventory system.

Business Class and Workstation Computers

Responsibility for Maintenance

I.T. is responsible for the maintenance of all business class and workstation computers.

Covered Maintenance

Maintenance of a computer covers the normal wear and tear to the computer. When a computer breaks, I.T. will attempt to repair the computer. Many of the parts can be easily changed out and the user will be up and running in just a short amount of time. However, this may involve sending either part or the entire computer off to be repaired. In the event the computer must be sent out for repair, the I.T. Department will provide the user with a similar computer to use during this time. In the event the whole computer needs to be replaced, the I.T. Department will pay the entire cost of replacing the computer.

Not included in Maintenance

The following situations will result in the department bearing the cost to replace a computer: willful destruction of the computer, moving and/or dropping the computer, stacking items on top of the computer, and spilling water or other liquids in or on the computer. In these situations, the I.T. Department will order a new business class or workstation computer, but the department will need to pay the replacement cost.

Replacement Schedule

Business class computers are on an automatic four year replacement schedule. Workstation class computers are on an automatic three year replacement schedule. Each department is charged a computer replacement fee to fund this replacement plan. All business class or workstation computer replacements are budgeted by the I.T. Department.

Disposal of Computers



Departments have the option to trickle down business class(TB) computers to "TB" users as long as the computers still meet the minimum specs. approved annually by the I.S. Steering Committee. Salvageable parts may be kept to maintain the "TB" computers. All remaining computers and parts will be disposed of by the I.T. Department directly.

Departments have the option to trickle down workstations to dedicated function positions. However, if those dedicated function positions are on the network, the computer must still meet the minimum specifications approved annually by the I.S. Steering Committee. Salvageable parts may be kept to maintain the dedicated function computers. These planned trickle downs should be noted on deployment plans prepared during the budget process. All remaining computers and parts will be delivered to I.T. for disposal with a completed I.S. Computer Inventory Change Form. All business class and workstation class computers will be disposed of by the I.T. Department directly.

Monitors - Maintenance and Replacement

I.T. is responsible for the maintenance of monitors on business class and workstation computers.

Supported Monitors

Annually, the I.T. Department will determine the standard supported monitors. These standards are based on cost, availability, and quality. The standard supported CRT and LCD monitor manufacturer, model, and screen size may vary from year to year.

Covered Maintenance

Maintenance of a monitor covers the normal wear and tear to the monitor. An attempt will be made to repair the monitor. If it is unable to be repaired, a new standard CRT or LCD monitor will be purchased, depending on the type of monitor to be replaced. If the department requests a monitor that costs more than the standard monitor, the department will need to pay the additional cost.

When a CRT or LCD monitor maintained by the I.T. Department breaks, the user should contact the I.T. HelpDesk. I.T. will provide the user with a standard loaner while the monitor is being repaired or replaced. I.T. will make every reasonable effort to provide a monitor similar to the one being repaired, however cannot guarantee that an LCD loaner will be provided.

When pixels burn out on LCD monitors, it should be noted that different manufactures have different rules governing whether or not they will repair/replace the LCD monitor. If the LCD monitor is still under manufacturer warranty and has enough dead pixels to meet the manufacturer's requirements, the I.T. Department will send it to be repaired. If the LCD monitor is out of warranty and it reaches the manufacturer's prerequisite for being repaired, the I.T. Department will pay up to the cost of the current standard LCD monitor and departments would be responsible for any amount above that level. If the LCD monitor does not meet the manufacturer's prerequisite for being repaired and the department still wants to have it replaced, the department will responsible for the full cost to replace the LCD monitor.

Not included in Maintenance

The following situations will result in the department bearing the cost to replace a monitor: willful destruction of the monitor, moving and dropping the monitor, stacking items on top of the monitor, and spilling water or other liquids in or on the monitor. In these situations, the I.T. Department will order a new monitor, but the department will need to pay the replacement cost.

Normal Replacement of Monitors

A replacement schedule has been established for monitors of business class and workstation users. This schedule provides for the user to have a new standard CRT or LCD monitor every six years. Departments who want to provide a monitor which is more expensive than the standard model will have their computer replacement fees increased for the year the monitor is purchased. The I.T. Department will budget for the replacement of all CRT and LCD monitors of business class and workstation users.



There is no set replacement schedule for the dedicated function monitors. Departments will need to request the replacement of these monitors as a part of their supplemental requests or as a requested trickle-down from a workstation monitor.

Printers - Maintenance and Replacement

Types of Printers Covered By Maintenance

Annually the I.T. Department will establish a list of printers that can be covered by maintenance. This list is determined by availability of parts and the replacement cost of the printer.

All supported network printers are covered by maintenance. Local printers that are on the supported list are eligible to have I.T. Support. Departments have the option of having support on those local printers or not. Costs for this support and maintenance are established annually as a part of the budget process.

Types of Printers Not Covered By Maintenance

Fax machines and all-in-one machines are not covered by I.T. support and maintenance. I.T. will assist is installing the drivers on user computers.

Leased copiers are not covered by I.T. maintenance. Departments will need to contact the leasing agent for service. The I.T. HelpDesk will install the drivers on user computers and assist leasing agent with providing network support. I.T. cannot troubleshoot problems or provide support for leased copiers.

Support and Maintenance – For Supported Printers

Maintenance covers repairs due to normal wear and tear for all supported printers. This includes all internal parts, other than toner and imaging units. If a networked printer needs to be repaired or replaced, the department will be given a loaner from the I.T. Department inventory. If a loaner is not available, I.T. will do whatever it takes to get those users up and printing within 24 hours.

If a supported printer is unable to be repaired, a replacement printer will be purchased. I.T. will cover the costs up to the cost of a recommended printer in the same duty class. In the case of a supported large format printer or plotter, I.T. will cover the costs up to the cost of a recommended heavey duty laser printer.

If a supported personal printer needs to be repaired or replaced, the user will need to use one of their department's network printers until the repairs can be made. If this is the only printer available for the user, the I.T. HelpDesk with attempt to provide a loaner local printer as loaner printers are available.

Support and Maintenance – For Non-Supported Local Printers

I.T. will take a quick look for any obvious problems and take care of simple issues (i.e., paper jam, cartridge not inserted correctly, etc.). I.T. will spend a minimal amount of time on unsupported printers due to lack of experience, training or resources on hand for unsupported printers. More time-consuming problems or replacement of a non-supported printer will need to be handled directly by the user department. I.T. will tag, inventory, and install a new non-supported printer as well as dispose of an old printer. Users should NOT dispose of printers themselves as a part of the disposal process involves updating the computer inventory system.

Items Not Covered By Maintenance

Each individual department is responsible for purchasing, installing, and maintaining their own paper, toner, and imaging units (for color laser printers). When departments are unsure of how to remove or install any of these parts the I.T. Helpdesk can provide assistance.

The following situations will result in the department bearing the cost to replace a printer: willful destruction of the printer, moving and dropping the printer, stacking items on top of the printer, and spilling water or other liquids in or on the printer. This includes anything run through the printer EXCEPT for 20-24 pound paper or envelopes. Cardstock, labels, and cleaning sheets are items that departments



run through their printer at their own risk! If departments are unsure about what can and cannot be run through their printer, they should contact the I.T. Helpdesk for assistance.

Moving Printers

Departments should contact the I.T. HelpDesk to move any supported printer Users are <u>not</u> allowed to move the equipment themselves.

Purchasing Network Printers

When determining the types of printers that can be connected to the network, the most important criteria include printing speed, reliability, duty rating, ease of repair, and experience with that particular model family. The printer also needs to have the option of being purchased with an internal jet direct (network interface device) to act as a network printer, or it needs to be able to function with one connected externally. Other important considerations when choosing a network printer to purchase include: what types of media you want the printer to print on, how many pages per month will be printed, and how many people will be using the printer. I.T. should be involved in the purchasing process to ensure the printer purchased will be able to be placed on the network and that it will meet the needs of the user department. The cost of the printer as well as any accessories or auxiliary parts (memory, extra paper trays, etc.) will be budgeted and paid for by the user department. The I.T. Department will tag, inventory, and install the new printer as well as dispose of any old printer.

There are many different families of networked laser printers from HP. I.T. narrows this down to three types each year. The reason for limiting the choices to three is because I.T. tries to keep the most common parts and assemblies in stock for these printers so we are not waiting for parts for these machines and they are not down for more than a few hours. If I.T. supported all HP LaserJet printers, the costs of keeping parts would be prohibitive. I.T. tries to keep to the same family of printers from year to year because parts will interchange between models of the same family and I.T. Staff has experience with that particular family. This experience includes knowing the printer's strong points, shortcomings, quirks, costs, and support and repair procedures. I.T. also evaluates other printers for these roles in order to keep our costs down and reliability high.

The three categories of printers are light, medium, and heavy duty printers. Below is a table showing the distinctions between each category.

Criteria	Light Duty	Medium Duty	Heavy Duty
Amount of Paper Printed	5 or less reams/week (2,500 pages)	25-30 cases of paper/month (150,000 pages)	25-30 cases of paper/month (150,000 pages) with continuous duty printing of 200 or more pages per print job regularly
# of Users	5 or less users	3 or more users	5 or more users
Paper output speed	8 pages per minute or faster	20 pages per minute or faster	20 pages per minute or faster
Options necessary	Options for at least two paper trays	 manual feed Options for 3 or more paper trays Trays must hold at least a ream of paper each. Straight paper path (rear paper output) for label and cardstock printing Options for post-script, duplexer, internal JetDirect card, Letter and Legal sized paper 	 Letter, Legal, 11X17" paper Duplexer Straight paper path for labels and cardstock Large capacity paper input (2000 sheets or more) JetDirect card Post Script Large capacity paper out put for stacking, mailbox and/or stapling paper Take three or more paper trays All trays must hold a ream or more of paper each



Purchasing Local Printers

Departments should consult the I.T. Department before purchasing a local printer. I.T. can recommend a supported printer that will best meet the needs of the user. I.T. will also tag, inventory, and install the new printer on the user's computer as well as dispose of the old printer.

If a department purchases a non-supported local printer without going through I.T., the HelpDesk will still assist in the installation of the new printer and the disposal of the old printer.

Scheduled Replacement of Printers

There is currently no set replacement schedule for printers. Factors which need to be considered when deciding to replace a printer include the number of pages printed over the life of the printer, environmental factors such as exposure to dirt and chemicals, and the amount of repair work required over the past year.

Departments need to budget for the replacement of printers in their supplemental budget requests. I.T. should be consulted prior to this to recommend a printer that will best meet the needs of the user or users.

Disposal of Printers

All printers, regardless or being supported printers or non-supported printers need to be disposed of through the I.T. Department. This is to ensure changes are reflected correctly in the computer inventory system. All departments need to notify the I.T. HelpDesk who will pick up the old printer and complete the necessary changes to the inventory system as well as properly dispose of the printer.

Laptops

Responsibility for Maintenance

I.T. is responsible for the maintenance of supported laptops.

Supported Laptops

Due to the availability of parts, laptops will only be supported for 4 years from the date of purchase. Annually, departments with laptops will be notified which of their laptops will no longer be eligible for support and maintenance. Departments will have the option to request replacement of the laptop in their supplemental requests or request that maintenance be removed from the laptop.

Annually the I.S. Steering Committee will adopt minimum specifications for laptops which connect to the City's network. Laptops that do not meet these minimum specs will need to be requested for replacement in the supplemental budget process.

Non-Supported or Dedicated Laptops

Departments that have laptops and dedicated function laptops which are not covered by maintenance, may contact the I.T. Department to help diagnose the problem. The I.T. Department can assist, as time allows, on a minimum basis to diagnose problems. They can also assist in the recommendation of a replacement type.

Covered Maintenance

Maintenance of a laptop covers the normal wear and tear to the laptop. When a laptop breaks, an attempt will be made to repair the laptop. If it is unable to be repaired, a new laptop will need to be purchased. For those laptops under support, the funds available to replace the laptop will be equal to the cost of a business class computer plus a standard LCD monitor. If the new laptop exceeds that amount, the department will need to come up with the remaining funds necessary. During the time the laptop is being repaired or replaced, the user will be furnished with either a loaner laptop from the I.T. Department or a business class computer, depending on availability.



When pixels burn out on LCD monitors, it should be noted that different manufactures have different rules governing whether or not they will repair/replace the LCD monitor. If the LCD monitor is still under manufacturer warranty and has enough dead pixels to meet the manufacturer's requirements, the I.T. Department will send it to be repaired. If the LCD monitor does not meet the manufacturer's prerequisite for being repaired and the department still wants to have it replaced, the department will responsible for the full cost to replace the LCD monitor.

Not included in Maintenance

The following situations will result in the department bearing the cost to replace a laptop: willful destruction of the laptop, moving and dropping the laptop, stacking items on top of the laptop, and spilling water or other liquids in or on the laptop. In these situations, the I.T. Department will order a new laptop, but the department will need to pay the cost to replace the laptop.

If a laptop is lost or stolen, the I.T. Department will not cover the cost to replace the laptop. In these cases, the Department will need to submit an insurance claim with Risk Management. The Department will bear the cost to replace the laptop.

Disposal of Laptops

All laptops, regardless of being supported or non-supported need to be disposed of through the I.T. Department. This is to ensure changes are reflected correctly in the Inventory System. All departments need to notify the I.T. HelpDesk and they will pick up the old laptop and complete the necessary changes to the inventory system as well as properly dispose the laptop. The only exception to this is for laptops purchased with grant or other funds that require the laptop to be returned to the original purchaser.

Virus Scanning of Laptops

Laptops which connect to non-city networks need to be brought to the I.T. HelpDesk to be scanned for spyware and viruses **PRIOR** to being connected to the City's network.

Replacement Plan for Laptops

Even though there is no automatic replacement plan for laptops, departments will be notified annually which of their laptops will no longer be eligible for support and maintenance. Departments will have the option to request replacement of the laptop in their supplemental requests or request that maintenance be removed from the laptop. For those laptops that are either the primary computer of the user or which connect to the network, departments should budget for replacement every four years.

Trickle Down Business Class Computers (TB)

In general, departments should limit the use of trickle down business class computers. TB computers on the network must meet the minimum specs. for desktop computers as approved annually by the I.S. Steering Committee.

Maintenance

TB computers in other departments will be maintained by the I.T. Department if they are on the network and they meet the minimum specs. However, maintenance is limited to repair of the computer. If the computer needs to be replaced, the department would have to pay for the full cost.

Replacement Plan

There is no set replacement plan for TB computers. Departments will be provided a list of their TB computers each year and may choose to replace them with business class computers being replaced in the next fiscal year as long as it is noted in the department's computer deployment plan. These computers must be replaced when they no longer meet the minimum specifications.



Dedicated Function Computers

In general, departments are responsible for the maintenance and replacement of all dedicated function computers.

Dedicated function computers are not a part of any set replacement plan. Departments are furnished a list of their dedicated function computers each year, and they can choose to request replacement of the computers through the supplemental budget process.



Service Level Agreement

1. Purpose

This document outlines the service level roles, responsibilities, and objectives of Information Technologies in support of normal business operations of the City of Columbia.

2. Scope of Services

Information Technologies supports the day-to-day operations of the City of Columbia through the maintenance and support of the City of Columbia's network, business class PCs, workstations, printers and approved/supported applications.

Service offerings include:

•	Systems Operations	Access to and operation of a data processing environment for the HTE applications, including backup and recovery
•	Backups	Regular network backups
•	Recovery	All supported PC hardware and supported software problems will be covered by the I.T. problem management process. Data recovery from I.T. maintained City servers, when required, will be completed in accordance with standard recovery procedures.
•	Infrastructure	Provides connectivity to local and wide-area data communication networks
•	First Level Application Support	Provides operational support of existing application software, such as troubleshooting and correction of processing problems
•	Consulting	Provides expertise to consult on capacity and infrastructure needs
•	Desktop Support	Provides for standard desktop software applications, including installation and support of PC hardware and software required to perform the job, and provides local and remote access to electronic mail and groupware applications

3. Responsibilities

A. I.T. Responsibilities: I.T. will be responsible for:

- 1) Deployment of all non-dedicated computers. The deployment plan identified during the budget process is to be followed exactly. Any deviations from this plan must obtain the approval of the City Manager. The deployment of all replacement computer hardware approved for the fiscal year is to be completed by December 31st each year prior to the physical inventory being conducted. I.T. will create an administrator account on every non-dedicated computer to allow support by the HelpDesk.
- 2) Deployment of all printers with the exception of specialized equipment for use with a dedicated function system (i.e. SCADA, large scale copier/scanner/printer).
- 3) Maintenance, repairs and software/hardware installs on non-dedicated computers and printers. Workstation applications may require departmental expertise for support and installation.



- 4) Entering updated information on computer systems and printers into the computer inventory system. This is an on-going process to keep the inventory up-to-date as it is used in the calculation of computer-related internal service fees as well as the identification of computers to be replaced according to the computer replacement plan.
- Conducting an annual physical inventory of all City owned computer-related hardware (computers, monitors, dedicated function systems, and printers) as well as the related software. This inventory is to be conducted during the month of January. Any necessary changes identified during the physical inventory are to be made in the computer inventory. All changes are to be completed by the end of the first week in February. Departments are to allow the inventory team physical access to all computers and administrative accounts for all non-dedicated computers and related equipment. Departments may need to provide personnel to allow the inventory team access to secure or outlying locations. The inventory will be conducted in such a manner as to cause the least amount of disruption. An inventory CD is run on all non-dedicated computers to collect inventory info. This may also update the Anti-Virus signatures and/or patch security issues. Handheld scanners will be used to quickly record and verify audit information.
- Backing up the City's data that is stored on I.T. maintained City servers, AS/400s, RS6000s or I.T. supported Network-attached Storage (NAS) devices.
- 7) Ordering of all computers and computer-related hardware not related to a dedicated function system (i.e. SCADA). This is to ensure that the items purchased will meet the needs of the users as well as function on the city's computer network. This will apply to items budgeted both in the I.T. budget as well as in the individual department budgets. The Information Technologies Department will work with the departments to assess their needs, make recommendations, obtain cost information, enter purchase orders, and receive the items when delivered. The I.T. Department is to be available in assisting departments in the analysis of hardware related to dedicated function systems. The purchases are to reflect the items approved in the budget. Any deviations must be approved by the City Manager prior to purchase. The replacement business class computers and workstations will be ordered during October each year.
- 8) Ordering of all computer software not related to a dedicated function system. This is to ensure the software will meet the needs of the users and function correctly on the city's computer network and document that licensing is correct. This will apply to items budgeted both in the Information Technology's budget as well as in the individual department budgets. The I.T. Department is responsible for assisting the department with assessing their needs, making recommendations, obtaining cost information, entering purchase orders, and receiving the items when delivered. All software licenses will be kept in the I.T. Department. The I.T. Department should be contacted when departments are evaluating software related to dedicated function systems.
- Assembling the Computer Deployment and Inventory Committee to develop specifications for workstations for the coming fiscal year. This committee is to be made up of employees from the Information Technologies Department, the Police Department, the Water and Light Department, Public Works, Planning, and the Finance Department who are directly involved in the purchase, deployment, and/or inventory of the city's computers. This committee is to develop the specifications during March each year for submission to the I.S. Steering Committee in April. Once approved by the I.S. Steering Committee, these specifications will be used to obtain a bid price that will be used during the budgeting process.



- Purchasing test workstations based on specifications created by the Computer Deployment and Inventory Committee. These workstations will be made available to departments for testing during August. Any concerns about workstation performance and/or their components are to be addressed in writing to the I.T. Director by the end of the second week in September. The I.T. Director will review these concerns with affected departments and every effort will be made to address them within the budgeting constraints. I.T. will develop final specifications by the end of September so the workstations can be ordered in early October.
- 11) Creating, modifying and installing applications that are meant to dispense any services, information, imagery or data to more than one user or to a user who is not at the same physical location or any application that is to be installed on I.T. maintained systems. This is to insure that the application will meet the needs of the users and function correctly on the City's computer systems and network. This will also insure that any interfaces between systems are reviewed and the impact to the systems and the budgets are known.
- 12) Maintaining a Windows Software Update Server (WSUS) for the purpose of deploying critical Operating System patches to prevent network intrusions (hacking, virus, Trojan, etc.). These critical patches will be deployed and installed automatically on all non-dedicated PCs.
- Approving all cable runs, cable installs or modifications to cables to determine if I.T. standards are being met and to determine any potential impact on existing systems.
- 14) Movement, replacement and surplus of all PCs and printers. I.T. will be responsible for updating the City's Master PC Inventory database.
- 15) Allocating the proper resources (personnel, equipment, etc.) for office moves upon proper advance notification of the move.
- 16) Loading an anti-virus client on each PC and maintaining a server to deploy anti-virus updates.
- 17) Notifying departments of changes to previously arranged schedules and/or appointments with as much advance notice as possible.

B. Supported Departments Responsibilities: Departments will be responsible for:

- 1) Informing I.T. of computer-related issues. End-users will call x6330 (I.T. HelpDesk) or email helpdesk@gocolumbiamo.com to have a work order created instead of contacting individual members of the I.T. staff directly for assistance to insure that the information is received and processed in a timely manner.
- 2) Providing all software licenses and Proof-of-Purchase to I.T.
- 3) Informing I.T. of any new PC or any other device or system (even of dedicated function systems) that will utilize or interface with the City's phone systems, networks or I.T. maintained systems.
- 4) Insuring that an I.T. approved virus scanner is running and signatures are kept up-to-date on all computers, laptops, and dedicated function equipment I.T. maintained computer network. In addition the Login script is not to be modified or disabled.



- 5) Reviewing with I.T. any cable runs, installs or modifications to existing cable runs to determine if I.T. standards are being met and to identify any potential impacts on existing systems.
- Informing their employees that they may not remove or move the City of Columbia ID sticker or Scan Number sticker from any computer or related equipment.
- 7) Informing their employees that they may not modify or delete the I.T. administrator account on the computer.
- 8) Submitting a Computer and Printer Change Request form to I.T. when they need to have a computer or printer moved, upgraded or surplused. This form is available on the R: drive as a Word document. This form would be filled out on all equipment even though it may not be supported or on I.T. maintenance. This is for inventory purposes.
- 9) Notifying I.T. of pending office moves with as much advanced warning as possible. I.T. would prefer advanced notice of at least two business weeks. This is to allow ample planning of cable runs, phone changes, and allocation of personnel from other projects and the completion of forms for inventory purposes.
- 10) Backing up data that is stored on individual PCs or on dedicated function systems. If requested I.T. will assist in developing a backup solution.
- 11) Insuring employees assist I.T. by complying with previously arranged schedules or appointments for inventory, deployment and/or assistance. I.T. would like 24 hours or as much advance notice as possible if an appointment or schedule change is required.
- 12) Information end-users that they are responsible for checking on the status of their workorders and/or responding to I.T. requests for information related to completing the workorder.

4. Performance Goals

HelpDesk Response - 90% compliance

- 1) High Priority Workorder I.T. will respond within 20 minutes after workorder is created. Workorder must be created by 4:30 pm on normal business days
- Medium Priority Workorder I.T. will respond within 2 business hours after workorder is created.
 - Workorder must be created by 4:30 pm on normal business days
- 3) Low Priority Workorder I.T. will respond within 1 business day after workorder is created.



Phone System Response - 90% compliance

- 1) High Priority Workorder I.T. will respond within 30 minutes after workorder is created Workorder must be created by 4:30 pm on normal business days
- 2) Medium Priority Workorder I.T. will respond within 3 business hours after workorder is created

Workorder must be created by 4:30 pm on normal business days

3) Low Priority Workorder – I.T. will respond within 1 business day after workorder is created.

(Response does not equal resolution of problem. Response is defined as acknowledgement of problem or receipt of workorder. Depending on time and circumstance, acknowledgement may be return of phone call, email or just showing up at site.)

5. Performance Measures

Using the HelpDesk Tracker reporting tools and customer satisfaction surveys (given at least annually) the I.T. Director will review Performance goals at least quarterly.

6. Constraints

The I.T. department serves the entire City of Columbia and as such may be required to allocate its resources to other projects or emergencies that may affect the level of service that it provides to any one department on rare occasions.

This SLA in no way changes or supersedes the **PC and Network Computer Policy and Regulations.** This policy can be found online at http://www.columbia.mo.gov/policy/pcpol.pdf

7. Support Schedules

- Standard: 8AM 5PM Monday through Friday
- On call: 5PM 8AM Monday through Friday and 24hrs weekends and holidays. Call should be considered a high priority (system down) issue

Scan Numb MFG Model	FYDate	Processor C	PUSpec	Memory	Serial Number	Full Name	Division Net	Maint	Type	Respon	Point of Contact	Will it run on Windows 7?	Specialized Software	Specialized Hardware Needs	Budget Impact to replacing	
		Core 2					W&L						WinSCP (4.2.5)(FTP Program), Citrix XenApp Web Pugin (11.0.150.5357),			
1 2000015 WLDB0103 HP Comp dc5700 Small form fa		Duo Core 2	1800			KOVAR, JODIE	W&L ELECTRIC				Jonathan Sower Fred Eaton		Forecast Pro XE v.6 Cisco Systems VPN Client (5.0.3), eXcursion(NonInstall), ABB Applications [CurveGen, exacqVision Client (5.2.3.36400), WinECP], SEL Compass (2.0.7.5)			
2 2000016 WLHU0043 HP Comp dc5700 Small form fa		Duo Core 2	1800	1024	MXL/3401	FREEMAN,	DISTRIBUTYES W&L UTILITY	TES	ВС	l. I .	Fred Eaton	162	ThermaCAM Reporter 8 (FLIR), Tectite 4.0			
3 2000017 WLDB0045 HP Comp dc5800 SFF	2009	Duo Xeon	2400		2UA8440F	RENAUD,	SERVICES YES W&L				Terry Freeman		Energy Audit Software ThermaCAM Reporter 8 (FLIR), Tectite 3.2			
4 2000017 WLDB0121 HP Comp dc5800 SFF		Dual-Core Intel Core	2800	111000		BRANDON	COMMUNI YES W&L	1			Terry Freeman Jonathan Sower		Energy Audit Software Citrix Receiver (13,3,0,55)			
5 2000026 WLDB0035 HP Comp Pro 6300 SFF 6 2000027 WLHU0043 HP Comp Pro 6300 SFF		i3-2120 Intel Core i3-2120	3300			MORGAN, KYLA Z STRAWN, KARLA	W&L ELECTRIC	YES			Jonathan Sower/Michael Anderson		PorcheOCM, Calls Manager			
7 2000033 WLDB0103 HP Comp DC5700 Microtower		Core 2 Duo	1800	3111111		JI BRAZOS, BLAISE	W&L				Jonathan Sower		PSS(tm)E30.3.2, WIBU-KEY (5.20b)			
8 2000034 WLPP0055 HP Comp dc5800 SFF		Core 2 Duo	2400	2048	2UA844Q	CALVIN, KATHERN	W&L ELECTRIC PRODUCT YES	YES	вс	I.T.	Jonathan Sower		Grainger Inventory Scan (1.0.0), Access DB Inventory (MikeyWare)			
9 2000034 WLWT0135 HP Comp VPRO	2007	P-III	2	1	MXL6510I	ANDERSON, KMICHAEL	W&L WATER PRODUCT NO	NO	вс	DEPT			Not in K1000			
0 2000039 WLDB0153 HP Comp 6000 SFF	2012	Pentium III Xeon	3158	4100	2UA1370F	FREEMAN, TERRY	W&L UTILITY SERVICES YES W&L	YES	вс	I.T.	Terry Freeman	Yes	Tectite 4.0 Calls Manager Start Icons (7.3.18.1),	W		
1 2000016 WLHU0043 Personali 2008 WS	2008	Core 2 Duo	2600	2048		ASBURY, LOWELL	ELECTRIC	YES	WS	I.T.	Jonathan Sower	Yes	Dispatch Start Icons (7.3.18.1), APPA Spreadsheet			
12 2000016 WLDB0036 Personali 2008 WS	2008	Core 2 Duo	2600	2048		STORVICK, DAVID	W&L WATER ENGINEERYES	YES	ws	LT.	?	Yes	InfoWater			
		Core 2				KLANG,	W&L ELECTRIC				Marchae Klana	Vac	Cisco Systems VPN Client (5.0.1), QEI OpenRDA ODBC Driver, QEI Plus Editors (1.5.0), Xcursion (Non Installed), EZWebCon, WorldView (2.5.9), LogMeIn			
13 2000016 WLDB0036 Personali 2008 WS		Duo Core 2	2600	2048	01140400	MARCHEA	W&L				Marchea Klang	Yes	(4.0.784), Tectite 3.2	25 20 10 10 10		
14 2000016 WLDB0069 Hewlett Fxw4600 Workstation 15 2000017 WLDB0044 Hewlett Fxw4600 Workstation		Core 2	3170			S HINDS, JANE	ADMINISTIYES W&L ELECTRIC UTILITY SERVICES YES				Terry Freeman	165	Not in K1000, Dan Stokes is no longer employed with the city, but might have usefull information on this computer			
16 2000017 WLDB0065 Hewlett Fxw4600 Workstation		Core 2 Duo	3170	2048	2UA84808	SCHMITZ, MICHAEL	W&L ELECTRIC ENGINEEF YES	YES	WS	I.T.	Michael Schmitz	Yes	SEL-5601 Analytic Assistant, Cisco Systems VPN Client (5.0.4)			
17 2000017 WLPP00352 Hewlett FZ400 Workstation	2011	Xeon (1) Processor	2930	3072	2UA0350\	JOHANNINGMEIE CHRISTIAN	- PLANT YES	YES	ws	I.T.			Not in K1000			
18 2000023 WLDB0060 Hewlett FZ400 Workstation	2012	Xeon (1) Processor	3066	6144	2UA1361	LE'TANG, S DAVIDSON	W&L UTILITY SERVICES YES	YES	WS	I.T.	Davidson Le'Tang	Yes	ThermaCAM Reporter 8 (FLIR), National Instruments LabVIE 2009 Suite, UE Spectralyzer 4.2, SMARTware 2006			
19 2000023 WLPP0041 Hewlett FZ400 Workstation	2012	Xeon Dual-Core Xeon	3066	6146	2UA1361	LEWANDOWSKI, S STEPHEN	W&L ELECTRIC PRODUCT YES W&L	YES	ws	I.T.	Steve Lewandowski	Yes	ECMPS EPA Reporting Software, WaveReader Security Camera Software			
20 2000024 WLDB0062 Hewlett FZ400 Workstation	2012	Quad-	3060	12000	2UA1311I	K REES, DANIELLE	ELECTRIC ENGINEEFYES W&L	YES	WS	I.T.	Jonathan Sower, Tim Carr	Yes	Telvent, Autocad, ArcGIS Dispatch Start Icons (7.3.18.1), Windmill			-
21 2000026 WLDB0035 HP Comp Z420	2013	- Unknown-	3600	16000	2UA2400	SOWER, K JONATHAN	WATER ENGINEEF YES W&L	YES	WS	I.T.	Jonathan Sower	Yes	(7.3), Visual Lighting Software, Altova MapForce SP1 (2010.03.01)			
22 2000027 WLHU0043 HP Comp Z420	2013	Xeon E5- 1620	3400	16382	2UA2400I	SHETTLESWORTI K CHAD	DISTRIBUTYES	YES	WS	I.T.	Jonathan Sower	Yes	Calls Manager Start Icons (7.3.18.1), Dispatch Start Icons (7.3.18.1), QEI ConfigWiz (1.5.3), RTACGAC			
23 2000027 WLHU0065 HP Comp Z420	2013	Xeon E5- 1620	3300	16382	2UA2400	K MENKE, ROGER	W&L ELECTRIC ENGINEEF YES	YES	ws	I.T.	Roger Menke	Yes	(3.4.2.1), SEL Compass (2.0.7.5), ABB Applications [CurveGen, exacqVision Clien (5.2.3.36400), WinECP]			

Scan Numb MFG Model	FYDate	Processor	CPUSpee	Memory	Serial Number	Full Name	Division Ne	t Maint Typ	€ Respon		Will it run on Windows 7?	Specialized Software	Specialized Hardware Needs	Budget Impact to replacing	Extended Budget Impacts
24 2000034 WLDB0035 Hewlett FZ400 Workstation	2011	Xeon Dual-Core	2400	3072	2 2UA0370Y	LIESMANN, JEFFREY	W&L ELECTRIC ENGINEEF YES	YES WS	I.T.	Jonathan Sower, Tim Carr, Jeff Liesmann	Yes	AutoCAD, USMaps			
25 WLDB0036 Hewlett FZ200 Workstation	2010	Xeon Quad- Core	2533	2048	3 2UA0240X	STRODTMAN, KENNETH	W&L ELECTRIC ENGINEEF YES	YES WS	I.T.	Kenneth, Strodtman	Yes	Pipe 2000			
26 2000038 WLDB0057 Hewlett FZ400 Workstation	2011	Xeon (1) Processor	2400	15360	2UA0371N	WORTS, ERIC	W&L ELECTRIC ENGINEEF YES	YES WS	I.T.	Eric Worts	Yes	AcSELerator Suite, Cisco Systems VPN Client (5.0.7), exacqVision Client (5.2.3.36400), RTACGAC (3.4.2.1), SEL Compass (2.0.7.5), SE-5801 Cable Selector (3.0.5.0),			
27 2000038 WLWT0035 Hewlett FZ400 Workstation	2011	Xeon (1) Processor	2400	3072	2 2UA0370Y	ANDERSON, MICHAEL	W&L WATER PRODUCT YES	YES WS	I.T.			Not in K1000			
28 2000038 WLDB0080 Hewlett FZ400 Workstation	2011	Xeon (1) Processor	2400	3072	2 2UA0371N	WILLIAMS, RYAN	W&L ELECTRIC ENGINEEF YES	YES WS	I.T.	Ryan Williams	Yes	AxCrypt (1.7.2614.0)			
29 2000070 WLDB0173 HP Comp Z420	2013	Xeon E5- 1620	3600	16384	1 2UA2400K	WORTS, ERIC	W&L ELECTRIC ENGINEEF YES	S YES WS	I.T.	Eric Worts, Jonathan Sower	Yes	AGC Client, SCADA Client, Calls Manager Start Icons (7.3.18.1), Dispatch Start Icons (7.3.18.1), Video Display Wall Driver			
30 WLWT0045 Gateway -Unknown-	2005	P-IV	3200	512	32889018	ANDERSON, MICHAEL	W&L ADMINISTIYES	NO LT	DEPT			Not in K1000			
31 2000021 WLDB0072 Gateway M675	2005	P-IV	3200	512	2 32889018	HEY, SHELLEY	W&L UTILITY SERVICES YES	S NO LT	DEPT	Shelley hey	Yes	Large Access DB for HTE interface			
32 2000024 WLDB0159 Lenovo T520 type 4240-2F	2012	Core i5	2501	4096	6 R9NNHW	SCHUTTLER,	W&L ELECTRIC ENGINEEF YES	S YES LT	I.T.	Adam Schuttler	Yes	PSSE Suite			
33 2000027 WLHU0177 Hewlett F Elitebook 8570p		Core i5	2601	4096	5 5CB24213	EATON, FRED	W&L ELECTRIC DISTRIBU YES	S YES LT	I.T.	Fred Eaton	Yes	SEL Compass, AcSELerator QuickSet (5.11.1.0)			
34 2000031 WLWD0097Lenovo 3000/C200	2007	Core Duo	1066	1028	B L3-HM938	NICHOLS, WILLIAM	W&L WATER DISTRIBUTYES	S NO LT	I.T.	1 2 2 2		Not in K1000			
35 2000037 WLCA0129 Lenovo Thinkpad R400 7438	3- 2010	Core 2 Duo	2530	2048	B R874TAF	POHLMAN, TIMOTHY	W&L UTILITY SERVICES YES	S YES LT	I.T.	Tim Pohlman	Yes	Wattsview-serial (2.1)			
36 2000037 WLWD0103 Acer Aspire 721	2011	Athlon II Neo	1700	2048	B LUSB0022	2 NOWLIN, DANIEL	W&L WATER DISTRIBUTYES	S YES LT	I.T.			Not in K1000			
37 2000021 WLPP0096 Hewlett FAlphaServer DS15	0	- Unknown-	0	(0	KLANG, MARCHEA	W&L ELECTRIC PRODUCT NO	YES SV	DEPT	Marchea Klang	No	UNIX, QEI Suite, OpenVMS	AlphaServer DS15		

						priority - I-											200000000000000000000000000000000000000	MON	Wr#1				OTHOR SEC		200039990900	MOU	itor #3			MIC	III CALL CONTROL OF THE PARTY O	
COC ID#	N.	Scan umber Fu	Primary	Due for Notes	s for IT support transition	low m- medimum h-high r- replace- by- different- project ?- TBD	Rpl. Plan	Rpl. Type	Replaced with whole system	Will Require Software to be replaced or upgraded?	CIP Compliance By July, 2015	Critical Internal function	Vendor supported	Dedicated software installed on the machine	Point of Contact for dedicated software/vendor	support?	COC ID#	Rpl. Type	FY Purchas	Due for Repl	COC ID#	Rpl. Type	FY Purchase	Due for Repl	COC ID#	Rpl. Type	FY Purchas	Due for e Repl	COC ID#	Rpl. Type	FY Purchased	Due Re
02-				profi certi	ild prefer to keep iles, will need ificates, and Citrix App reinstalled.		N/A Being Replaced right now	ws	No	No	Yes	Yes		Windows XP, Citrix WebApp, MISO Certificates, Excell/FTP to TEA	Ionathan	Yes, Legacy Application	06- 1337	19"	2005	2013												
02-			1 BA Internet	This colal Jona Work	will be a boration with othan Sower, Eric ts, Ryan Williams.		N/A Replacing	SV	AGC	V	Yes	Yes	No	Windows Server 2003, MSSQL 2000, Parijat Server, Cisco ICCP, Parijat	Jonathan Sower	Yes, Special Application			2005	2013												
02-			1 AGC Server 1	This colal Jona Work	will be a boration with othan Sower, Eric ts, Ryan Williams.		night now N/A Replacing	SV		Yes				Windows Server 2003, MSSQL 2000, Parijat Server, Cisco ICCP, Parijat	Jonathan Sower	Yes, Special		19"	2005	779479												
02-			MISO Messenger	2008 (JDS Will 2009 insta	need a certificate	HIGH	N/A Going away	sv	AGC	Yes	Yes	Yes		client, sisco ICCP server Windows XP, Excursion	Ron Wyble	Yes, CIP	06- 1341	19"	2005	2013												
02-			GIS LAPTOP	2010			Inventory	NA		NA	No	No	No		Tim Carr	No	No monitor			8												
02- 3443	WL	.WD01155		repla	lieve this just got aced? I will call Bill iwn about it. (JDS)	z-?	Already replaced?	ws			No	No	No	Axis Camera Management, Milestone X Protect, IP: 172.22.70.6	Bill Strawn	No	06- 0346	19"	2005	2013												
02- 2124	WL	DB004 55	(DABLAKEM) INFRARED LAPTOP	2008		na	Change status to Inventory Change	NA	No	NA	No	No	No	None	Should be WLINV	No	No Monitor	1=1		8				(-								
	WL	HU006 55	DCI METER READING (JDSOWER)	1999 Dele	ete (JDS)	na	status to surplus	NA	No	NA	No	No	No	Does Not Exist Anymore	Richard Marinaccio	No	No Monitor			8												
02- 0455 02-	WL	DBINV 5	JONATHAN JONATHAN	2002 Can	be taken away.	na	and dispose IT pick up and	NA	No	NA	No	No	No	None	Jonathan Sower					8												
	WL	_DBINV 5	51 SOWER	2009 (JDS		na	Do not replace - will be	NA	No	NA	No	No	No	Old IVR Server, Obsolete	Jonathan Sower	Yes, Specia application				8	06-											
02- 1892	WI	_DB006 5	(TTC) CARR 51 TIM	2015 they	be deleted once y to to ESRI	na	Do not replace - will be	WS			No	Yes	No	Apache Web Server(elec map for dist) OLD SCADA - Mikeyware installed and running in DOS - Should be surplus soon - waiting on one last	Tim Carr	software Yes Legacy	0846	24"	2010	2018	0935	24"	2012	2020								
02- 0246	WI	LWT0065	50 SCADA		not replace - will be noved soon (MRA)	na	deposed soon Do not	NA	No	No	No	No	No	function to be replaced by QEI - software	Michael Anderson	Obsolete software	06-	19"	2007	2015									2.3			
02- 1298	wı	LPP009(5	PP Security Camera Viewer	Eric junk 2010 (JDS	says he is going to k this computer.	na	replace - will be deposed soon	NA	No	No	Yes	No	No	exacqVision Client, Security Camera Display SCADA Logger 5, this	Eric Worts?	No	06- 3071	17"	2003	2011												
02-				nee	on't believe this		NA.	NA	No	No	Yes	No	No	computer is not even powered, it is a pass through only. This needs to be reviewed	Marchea Klang	No	06- 1334	13"	2005	2013												
02-			MAPPING HOST TIM	Tim repl this this	said that IS has laced the function of computer and that one is no longer	na	IT Pick	NA.	No	No	No	No	No	Not needed, and is dead, ACAD server replaced by IS server		No	No Monitor			8												
2180) W	LDB009 5		This don Lew com	eded. (JDS) s function is being ne by Steve wandowski's nuture and this	na	dispose IT Pick	NA	IAO	NO	NO	NO	140	Should not be needed any	cuil		06-															
	w	LPP004:5	JOHANNINGM 51 CHRISTIAN	2010 rem Not	used - remove from	na	up and dispose	NA	No	No	No	No	No	more	Jonathan Sower	r No	0541	19"		2017												_
02- 3453	3 W	LEC014 5	DEDICATED 51 FUNCTION	2015 (DP Was terr	s previously a minal server for	na	up and dispose	WS	No	No	Yes	Yes	No	Various CEC functionality		Yes, TBD	0350	19"	2011	2019												
02- 3454	w	LEC014 5	Dedicated 51 Function	Ame use 2015 serv	eren. No longer ed, remove from vice (DP)	na	IT Pick up and dispose	WS			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 0351	19"	2011	2019			- 7									
02- 3944	ı w	LECINV 5	Dedicated 51 Function	2015 serv	longer in use, should removed from vice. ordinate with	na	IT Pick up and dispose	NA			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD				8												
02-	ıw	I PP00775	51 OMS CLIENT	Jona Disp Mar with	athan Sower for patch and Calls nager reinstall, or h Milsoft (1800-344-	HIGH	200	ws	No	No	No	Yes	No	Windows XP, Porche OCM, Disspatch, CallsManager	Jonathan Sower	Yes, Specia Application r Software		24"	2011	2019												

SCOUNT.	NESSIES					priority - I-											Monit														
COC	C S	can mber Fun	Primary d User/Function	Due for Rpl	Notes for IT support transition (initials)	low m- medimum h-high r- replace- by- different- project ?- TBD Rp	ıl. Plan Rpl. Ty	Replaced v	Will Require Software to be ith replaced or upgraded?	CIP Compliance By July, 2015	Critical Internal function	Vendor supported	Dedicated software installed on	Point of Contact fo dedicated software/vendor	support?	COC ID#	Rpl. Type	FY Purchas		COC ID#	Rpl. Type	FY Purchase	Due for	COC ID#	Rpl. Typ	FY Purcha	Due for se Repl	COC ID#	Rpl. Type	FY Purchased	Due f Rep
02-			POWER PLAN	T 2014	Would prefer to keep profiles, will need certificates, and Citrix Web App reinstalled. (JDS)	HIGH	2014 BC		No	No	No		Digital Certificates for communication to MISO	Jonathan Sowe	Yes, Certificates	06- 4300	24"	2010	2018												
02-	4 WII	PP005855	1 CEMS SERVE		We will need to coordinate with Steve Lewandowski and should do the whole network at the same time. (IDS)	Z Su HIGH	014 - poleme Item SV	CEMS	Will need to find out from Teledyne		Yes	No	Windows Server 2003, MSSQL Server, RegPerfect	Steve Lewandowski	Yes, Special Application Software	06- 0347	19"	2009	2017												
02-	4 11/21	1003(33)	Op4 AGC	- 10	Coordinate with Jonathan Sower for AGC										Yes, Special Application	06-				06-			2010								
3569	9 WLI	PP006(55)	1 Client	2014	client reinstall. (JDS) We will need to coordinate with Steve Lewandowski and should do the whole	HIGH	2014 BC	No	Will need to find out	Yes	Yes	Yes	Windows XP, Parijat Client		Yes, Special		19	2009	2017	0680	19"	2010	2018								
02- 3946	6 WL	PP005755	CEMS 1 WORKSTATIO	N 2015	network at the same time. (JDS)	HIGH 98	space WS	CEMS	from Teledyne	No	Yes	No	WindowsXP, RegPerfect	Steve Lewandowski	Application Software	monitor			8												
02-	7 141	20005155	CEMS REPOR (Continuous Emissions Monitoring	Т	We will need to coordinate with Steve Lewandowski and should do the whole network at the same	cal bi ve HIGH	n either ay thru- ndur or t specal WS	CEMS	Will need to find out from Teledyne		Yes	No	WindowsXP, RegPerfect	Steve Lewandowski	Yes, Special Application Software	No			8												
02-			1 System)		time. (JDS) We will need to coordinate with Steve Lewandowski and should do the whole network at the same	PILGIT	2014		VVIII need to find out from					Steve	Yes, Specia Application	06-		2000	2017												
02-			1 WORKSTATIO			HIGH ge	2014 LT		Teledyne	No No	Yes		WindowsXP, RegPerfect Windows 2000, Keynote	Lewandowski Tim Pohlman	Software	06- 1329		2009	2017												
02-			NOWLIN, RAYMOND L		When Claude is done with the DB on that machine it should be able to be replaced with a BC, but will need 2 monitors, it currently has an old CRT. (IDS)	Low	Need monit to go w	s 2 ors	See Claude Jacobs	No	Yes		KaioneSoft Sprint DB Pro			06- 1249		2003	2011												
02-			ENERGY 1 LAPTOP		Brandon Renaud will be speccing a replacement tablet, they need to run office and capture signatures in the field. (JDS)	Med	Thinki X23 Conve 2014 Lapt	Pad Ot rtibl	No	No	No	No	Windows XP, Tectite, REMDesign	Terry Freeman	No	No Monitor			8												
02- 326	51 WL	ни009 55	TECH'S OFFICE SUBSTATION		This runs old dos based Motorola radio programming software, the recomendation is to upgrade the computer to the LT whose the computer to the LT whose with the computer to the LT whose with the computer to the LT whose of new unsupported by Motorola. Per Scotty please replace with a LT with the specs of WLHU01.77 (Josh Bohnert) (JDS)	Med	2014 LT	Motoro Radio:		0	No	No	Windows 98, Motorolla Radio Controller, Winecp, Amtek breaker tester, winscan display station 32, GE Poer management, QEI ConfigWiz		Yes, Legac; Software	y No Monitor			8												
02- 372	23 WL	DB012 55	LAPTOP - LE'TANG, 51 DAVIDSON F		Brandon Renaud will be speccing a replacement tablet, they need to run office and capture signatures in the field. (JDS)		Think X23 Conve	Ot ertibl	No	No	No	No	Windows XP, Tectite, REMDesign	Terry Freeman	No	No Monitor			8												
02-			LAPTOP- RENAUD, 51 BRANDON R		speccing a replacement tablet, they need to run office and capture signatures in the field.	Med	Think X23 Conve	Ot ertibl	No	No	No	No	Windows XP, Tectite, REMDesign	Terry Freeman	No	No Monitor			8												
02-			PP Identipas client, SCAD 51 Access	s A	Consult Scott Lutz, he has upgraded our access program, and he might want to roll this into the new system. (JDS)		Trick 2014 W	de	Yes	Yes	Yes	No	Identipass, MS Access, VN0 Windows Server 2003,	Jonathan Sowe	Yes, Special Application Software	No			8												
02-			51 IVR Server	2009	Need to coordinate with Milsoft.(1800-344-5647) (JDS)		2015 S)	/ OMS/IV	Waiting to hear back from R Milsoft		Yes	No	Windows Server 2003, Porche OCM, PSIDatabase, Engine 2002, MSSQL Server, WebIVR - WLHU00727 (?) ITron - Meter Reading	Jonathan Sowe	Yes, Special application software Yes, Special	No monitor	,		8												
02-		LI INDE 5	51 (MVRS) MVF	S 2015		HIGH	2015 W	s MVRS	Yes	No	Yes	No	MVRS - Workorder printing for student rush	Mike Andersor	application	06-	17"	2004	2012												

						priority - L												Monit	tor#1			M	onitor#2			Moni	itor#3			Mon	tor #4	
	Scan Number F	Fund Use	Primary or/Function	Due for No	otes for IT support transition	priority - I- low m- medimum h-high r- replace- by- different- project ?- TBD	Rpl. Plan	Rpl. Type	Replaced with whole system	replaced or	CIP Compliance By July, 2015	Internal	Vendor supported	Dedicated software installed on the machine	Point of Contact fo dedicated software/vendor	support?	COC ID#	Rpl. Type	FY Purchas	Due for Repl	COC ID#	Rpl. Type	FY Purchase	Due for Repl	COC ID#	Rpl. Type	FY Purchas	Due for e Repl	COC ID#	Rpl. Type	FY Purchased	Due 1 Rep
02-	WLHU006 5	Disp	atch	M	eed to coordinate with ilsoft.(1800-344-5647) DS)	HIGH	2015	sv	OMS/IVR	Waiting to hear back from Milsoft	No	Yes	No	Windows Server 2003, Outage View Server, WebCall Server, Disspatch Server	Jonathan Sower		No monitor															
02-				lo	DS) pordinate with nathan Sower for AGC											Yes, Special Application	06-		2010	2010												
3718	WLPP007:5	551 BA A	GC	2015 cl	ient reinstall. (JDS) an be replace but is	HIGH	2015	BC	No	No	Yes	Yes	No	Windows XP, Parijat Client Field programmer for PLC's - GE Machine Edition software and other terminal and test apps for modbus and SNP communication equipment,		Yes,		24	2010	2018												
02- 3393	WLWT0095	Dell 550 6000	Inspiron	2011 (N	urrent working just fine (IRA)	Low	2015	LT	4 7 4		No	No	No		Michael Anderson	Specialized Application:				8				734								
02-		DED	ICATED	d	C in insturment lab - bes not appear to be						V	Var	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06-	21"	2011	2019						198						
02-	WLEC014 5		CTION	2015 h	red does not want this	Low	2015	WS NA	No	NA	Yes No	Yes	No	Windows 3.1, Relay testing software		Yes, legacy software	06-		2002	2010									186			
	WLBS00515		STATION SALES		eplaced. (JDS)	Low	2015	NA	INO	NA.	NO	140	140	Various communication	Steve	Yes, Specia Application												-				
02- 2173	WLPP009:5	551 GEN	VANDOWSI ERATOR	2009 Le	onsult Steve ewandowksi. (JDS) fould like to replace his esktop computer with laptop and docking	Med	2015	LT	No	No	No	No	No	softwares	Lewandowski	Software				8												
02-				st g	et rid of his desktop									Radio Programming		V TDD	No					-										
02-	WLHU004 5		Eaton Latitude	2010 c	omputer. (JDS) his probably does not eed to be replaced, we an revisit for 2015.		2015	LT	No	No	No	No		Software	Fred Eaton	Yes, TBD Yes, Special application	No			8	14				1							
N. Jan Bridge	WLHU009	551 D82 REL	0 AY &	2013 (DS)	Med	2015		No		No	No	No	Megger Relay Tester	Fred Eaton	software				8						18	100		FF I			
02- 2188	WLHU004	551 TES		2015		Med	2015	LT	No	No	No	No	No	Application Software for Field Laptop	Fred Eaton	Yes, Vendo Software				8	9,30					-						-
02-	WI LILIOT 3	TEC MOE	BILE	2012		Mod	2015	LT		No	No	No	No	None	Matthew Winingear	No	No Monitor			8	1											
02-	WLHU011 5	PAN	ASONIC	T la s	hese are locators aptops, I would like to ee what we want them o have once we are		2015			No	No	No	No	None	David Calvert	No	No Monitor			8												
02-	WLHU012	PAN	ASONIC	T la s	hese are locators aptops, I would like to ee what we want them b have once we are		2015			No	No	No	No	None	David Calvert	No	No Monitor			8												
02-		PAN	ASONIC	T la s	hese are locators aptops, I would like to ee what we want them o have once we are							No	No		David Calvert	No	No Monitor			8												
02-	WLHU012	PAN	ASONIC	T la s	hese are locators aptops, I would like to ee what we want them o have once we are		2015			No	No	No		None		No	No Monitor			0												
02-	WLHU012	360	IGHBOOK		SRI.(JDS		2015		N-	No No	No	No	No No	Breaker Maintenance	David Calvert Matthew Winingear	No	No Monitor			8	4								177			
02-	WLHU012			2014		Med	13/25/6/20		No	No	No	No	No	Transformer Testing	Jarret Martin	No	No Monitor			8				-100							1	
02-	WLHU012	551		2014		Wed	2013		140	140	110	1	110	Various communication softwares that can be		Yes, Special Application	06-				06-											
	WLHU012	551 LAP	TOP DF	2015	Do not replace - for	Med	2015	LT	No	No	No	No	No	reinstalled by user Backup HMI for RDP - Wonderware, GE Machine Edition, Should not need IT support - except to provide	Scott Lutz	Software Yes, Unit is	0746	24"	2011	2019	0834	24"	2011	2019								
02-	WLWT010	550 Lim	e Room		egacy apps only -	na	2015	ws	No	No	No	No	No	a replacement if a better PC become available	Michael Anderson	a backup only	No Monitor			8											Male	
02-		WA	TER PLANT	E	Do not replace - for egacy apps only -						No	No		Old PLC Programmer retained to program non replaced obsolete PLCs	Michael Anderson	No	No Monitor			8												
02-	WLWT006	550 REA		2005 (MRA) Coordinate with	na	2015	TBLT	No	No	NO	NO		UNIX, QEI, Open VMS,		Yes, Specia Application	No		1		2						-					
2174	WLPP0065	551 SER	VER A	2008 N	Marchea Klang. (JDS)	Replace - Upgrage	2015	SV	SCADA	Yes	Yes	Yes	No	WLPP00968 (?)	Marchea Klang	Yes, Specia	Monitor			8				96200.00								-
02- 2181	WLHU006	551 SCA	tribution's NDA Client	2009 1	Coordinate with Marchea Klang. (JDS) Coordinate with	Replace - Upgrage	2015	ws	No	Yes	Yes	Yes	No	Excursion	Marchea Klang	application	06- 1342	19"	2005	2015	06- 1343	19"	2005	2013								
02-	WLWT010		RATOR		Marchea Klang Multi Display required - 4 or nore	Replace -	2015	WS	No		Yes	Yes	No	SCADA terminal - excursion	Michael Anderson	Yes, Critica Client	06- 0333	19"	2007	2015	06- 0334	19"	2007	2015	06-0335	5 19"	200	7 2015	06-0341	19"	2007	2

						priority -	-											Moni	itor#1			, and the same of	Ionitor #2		The State of the S	Mol	onitor#3	-	1000		PHOFIEL	DE 844	
COC			Primary	Due for 1	Notes for IT support transition	low m- medimur h-high r- replace- by- different project ?		Rol Type	Replaced with	replaced or	CIP Compliance By July, 2015	Critical Internal function	Vendor	Dedicated software installed on the machine	Point of Contact fo dedicated software/vendor	support?	COC ID#	Rpl. Type	FY Purcha	Due for	COC ID#	Rpl. Type	FY Purchase	Due for Repl	COC ID#	Rpl. Typ	FY pe Purch	Due ase Re	for C	COC I	Rpl. Type P		Due fo Repl
02-		(M	MAPPING/OUT		Coordinate with lonathan Sower for IVR Manager, Dispatch, and Calls Manager reinstall, or with Milsoft (1800- 344-5647)(JDS), Requires very high res yideo card for very large	Replace			OMS/IVR		No	Yes		Windows XP, Disspatch, Excursion, IVR Manager, Calls Manager, Crew Manager, FastGate Manager, Osmose	Jonathan Sower	Yes, Special	06-	30"	2005		06- 1355		2005	2013									
02-	VLHU009 5	() SH	HETTLESWOF	2011	Ok to be replaced, does not need much computer as all it does is control the radio's in dispatch. (JDS)	Replace Upgrage			No	No	No	Yes	No	Radio software	Jonathan Sowe	Yes, Special application software	06-	17"	2007	2015													
02- 3391 V	VLHU009 5	551 R/	CONTROL ADIO	2011	Ok to be replaced, does not need much computer as all it does is control the radio's in dispatch. (JDS) Ok to be replaced, does	Replace Upgrag	2015	ws	No	No	No	Yes	No	Radio Server Programmer	Scott Lutz	Yes, Special application software	06-	17"	2007	2015													
02- 3392 V	WLHU009 5	551 LC	ASBURY	2011	not need much computer as all it does is control the radio's in dispatch. (JDS) Coordinate with	Replace Upgrag	2015	ws	No	No	No	Yes	No	Radio software	Jonathan Sowe	Yes, Special application software	06-	17"	2007	2015													
	WLWT0075	550 50		2012	Coordinate with Marchea Klang Multi		2015	WS	No		Yes	Yes	No	SCADA terminal - excursion SCADA terminal -	Michael Anderson Michael	Yes, Critical Client Yes, Critical	0339	19"		2015	06-												
02-	WLWT010	550 S	PERATOR TATION #2	2012	Coordinate with Marchea Klang Multi Display required - 4 or	Replace	2015		No No		Yes	Yes	No No	excursion , Plus editor SCADA terminal - excursion , Plus editor AUTOCAD 2010 Stand alone	Anderson Michael Anderson	Client Yes, Critical	0331 06- 0340				06-		2007	2015	06-033	7 19"	2	007 20	15 06	5-0338	19"	2007	2015
02- 3716 V	WLPP0093	551 S	CADA Client	2015	Coordinate with Marchea Klang. (JDS)	Replace	2015	вс	No		Yes	Yes	No	Windows XP, Xcursion, Plus Editors	Marchea Klang	Yes, Specia Application	06- 4303		186		06-		2010										
02-	WLPP009:	M	METER TEST	2015	Marchea Klang. (JDS) That system is being replaced and will include a computer. (IDS)	Upgrag	2015		No Yes		Yes	Yes		Windows XP, Xcursion Meter Test Bench Software	Marchea Klang Richard Marinaccio ?	Yes, Specia application software	06-	19"	2002		4302	24"	2010	2018									
02- 3 3455	WLEC014:	551 F	Dedicated Function	2015	ČEMS Server. Will not replace as this will go away with new EMS (energy management system). Instead, we shall develop a disaster recovery plan for this machine in case of failure. Note that this may be a vendor supported system (DP) Balance of Plant	Replace	e 2015	ws			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 0355	19"	2011	2019													
02- 3936	WLEC014	551 F	Dedicated Function		machine, Will not replace as this will go away with new EMS (energy management system). Instead, we shall develop a disaster recovery plan for this machine in case of failure. Note that this may be a vendor supported system (DP)	Replac	e 2015	Ws			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 0353	19"	2011	2019													
02-	WLEC014	551	Dedicated Function		Balance of Plant machine. Will not replace as this will go away with new EMS (energy management system). Instead, we shall develop a disaste recovery plan for this machine in case of failure. Note that this may be a vendor supported system (DP)	Replac	9- e 2015	ws			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 0354	19"	2011	2019													

				priority - I- low m- medimum																			1							
coc	Scan	Primary	Due for Notes for IT support transition	h-high r- replace- by- different- project ?-			Replaced with	replaced or	CIP Compliance By July,	Internal	Vendor	Dedicated software installed on	Point of Contact for dedicated	support?	COC	Rpl.	FY	Due for	COC	Rpl.	FY	Due for	coc	D-I T-	FY	Due for	COC	Rpl.	FY	Du
	Number Fun		Rpl (initials) CEMS building computer, Unknown	TBD	Rpl. Plan	Rpl. Type	whole system	upgraded?	2015	function	supported	the machine	software/vendor	Why?	ID#	Type	Purchas	Repl	ID#	Type	Purchase	Repl	ID#	Rpl. Type	Purchas	е кері	ID#	Туре	Purchased	
			how it is used. Will not replace as this will go away with new EMS (energy management																											
			system). Instead, we shall develop a disaster recovery plan for this																											
- 39 V	WLEC014(55)	CEMS	machine in case of failure. Note that this may be a vendor 2015 supported system (DP)	Replace -	2015	NA			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 4467	19"	2011	2019												
			Will not replace as this will go away with new EMS (energy management system).																											
			Instead, we shall develop a disaster recovery plan for this																											
2- 940 N	WLEC014:55	1 GEN-4	machine in case of failure. Note that this may be a vendor 2015 supported system (DP)	Replace - Upgrage	2015	NA			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 4468	19"	2011	2019												
			Will not replace as this will go away with new EMS (energy management system).																				,							
			Instead, we shall develop a disaster recovery plan for this machine in case of																											
2- 941 1	WLEC014(55	1 GEN-3	failure. Note that this may be a vendor 2015 supported system (DP)	Replace - Upgrage	2015	NA			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 4469	15"	2011	2019												
			Will not replace as this will go away with new EMS (energy management system).																											
			Instead, we shall develop a disaster recovery plan for this machine in case of																											
2- 942	WLEC014:55	1 GEN-2	failure. Note that this may be a vendor 2015 supported system (DP)	Replace - Upgrage	2015	NA			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06- 4470	19"	2011	2019												
			Will not replace as this will go away with new EMS (energy management system). Instead, we shall develop a disaster																											
			recovery plan for this machine in case of failure. Note that this										Steve		06-															
-	WLEC014:55	1 GEN-1 Transload 3 Wharehouse	may be a vendor 2015 supported system (DP)		2015		No	No	Yes No	Yes	No	Various CEC functionality Call Dave Sprague	Lewandowski Dave Sprague	Yes, TBD	4471 06- 0641	19"		通信的公司												
		BOILER ROOM	Consult Steve Lewandowksi, there				PP Boiler 8		No	Yes	No	Boiler 8 Control	Steve Lewandowski	Yes, Specia Application Software	I No			8												
		BOILER ROOM	Consult Steve Lewandowksi, there may be restrictions by										Steve	Yes, Specia Application	No															
40	WLPP007:55	Gas Turbine	2004 vendor. (JDS) Consult Steve Lewandowksi, there may be restrictions by	z-?	2015	WS	PP Boiler 8	Yes	No	Yes	No	Boiler 8 Display Windows 2000, Simatic	Steve	Yes, Specia Application	06-			8								4				
78	WLPP009:55	SCADA SCADA	2009 vendor. (JDS)	z-?		WS	Yes		No	No		Net, WinCC Windows XP, Meter	Lewandowski Tony Pope	Software Yes, Specia application software	No	19"	2009	2017			* 1			7/2						
87	WLHU003 55	1 PROGRAMMER	connetion. Is connected to a network. Suspect if		2015		No		No	Yes	No	Programmer	Tony Pope	Software	Monitor			8				7-7-7								Ī
56	WLEC014:55	Dedicated 1 Function	is not used but will nee 2015 further investigation. Could not find, though we suspect it is in the	1	2015	WS			Yes	Yes	No	Various CEC functionality	Steve Lewandowski	Yes, TBD	06-	19"	2011	2019												-
38	WLEC014 55	Dedicated 1 Function	first office in the contro 2015 center. Logger 5 - tempory	z-?	District of the last	ws			Yes	Yes	No		Steve Lewandowski	Yes, TBD	06- 0285	19"	2011	2019												1
	WLPP009355	SCADA	printer solution - will be 2006 replaced with new EMS	Replace - Upgrage	2015	WS	SCADA	Yes	No	No	No	windwos and a vbasic application TightVNC, SEL Compass (2.0.6.1), various vendor	Marchea Klang	No Yes, Specia Application	06- 1338	19"	2005	Z)									35	10		+
2- 371	WLHU015 55	Tony Pope	2016	HIGH	2016	LT	No	No	No	No	No	suites	Tony Pope	Software	monitor			8												1

						Ι												Moni	tor#1				foritor #2			Monit	or #3			Mo	nitor#4	
CI	OC D#	Scan Number F	Fund	Primary User/Function	Due for Notes for IT support transition Rpt (initials)	priority - I- low m- medimum h-high r- replace- by- different- project ?- TBD	Rpl. Plan	Rpl. Type	Replaced with whole system	Will Require Software to be replaced or upgraded?	CIP Compliance By July, 2015		Vendor supported		Point of Contact for dedicated software/vendor	support?	COC ID#	Rpl. Type	FY Purcha	Due for Repl	COC ID#	Rpl. Type	FY Purchase	Due for	COC ID#	Rpl. Type	FY Purchase	Due for Repl	COC ID#	Rpl. Type	FY Purchased	Due fo
02	- 47 V	VI HUO15	551 G	organ Long - SALAXY TAB	2016	HIGH	2016	TAB	No	No	No	Yes	No	remote reading van GPS and related radio reading software by ITRON	Morgan Long	Yes, Special Application Software	No			8												
02	-		(F	RJM) MARINACCIO	Rich needs to have 2016 Admin Rights (JDS)	HIGH	2016		No	No	No	No	No		Richard Marinaccio		No monitor			8												
02	-	VLHU006			2016 Admin Rights (103)		2016	вс	110		No	No	No	Phoenix 8000 analyzer and software for analyzer	Michael Anderson	Yes, Legacy Application Yes, Special	1247	19"	2003	2011					1000							
02	_		L	OCK/GATE	2016	Med	2016	WS	No	No	Yes	Yes	No	PremiSys (2.11.1205), TightVNC, SQL Server 2008	Scott Lutz	application	No Monitor			8												
02	2-			MCKEE, GARY	2016		2018				No	No	No	Field programmer for PLC's -GE Machine Edition software and other terminal and test apps for modbus and SNP communication equipment, Plus editor, config wiz, MODBUS-EZ, Quic mod, also AUTOCAD 2010 stand alone		Yes, Specialized Applications	Monitor			8												
02)_	WLWT015		EREMY WARDENBURG		Med	2016	LT	No	No	No	No	No	Various communication softwares that can be reinstalled by user	Scott Lutz	Yes, Special Application Software	No Monitor			8												
02	2-					1			No	-	No	No	No	Nothing	Bill Strawn	No	No Monitor			8												
02	2-				2016	z-?		TAB	No		No	No	No	Standard FIELD laptop - standard apps	BRISCOE, JOHN	No	No Monitor			8								Mary Co				
02	2-	WLPP0066	F	WTP Engineer POWER PLANT LAB			2017		PP Lab Water Analyzer	Shouldn't	No	Yes		Windows 7, SQL Server 2008 R2, AA V5.2	Jonathan Sowe	Yes, Special Application Software	06-	19"	2007	2015												

Pri	Name	Description	Activity	Requireme	recomme	r Comments
hi	Shut offs - Outage manageme	As part of the Outage Management system a update from HTEi is download into the system every 30 minutes in the morning and every 30 evening.	Active	MSAccess, ODBC	Jon,	This require a active computer that is connected to HTEi and OMS. Currently it runs on my computer so if it errors I will know. I had planned on creating a application that reported the errors and place this application on WLHU00948.
hi		This is the procedure for converting the electric GIS data to a xml set of documents that are in a Multispeak format which is compatible with Milsoft.	Active	USC, ACAD, MSAccess, Multispeak Altova MapForce		Tim should be able to handle this but he may require Jon's help in programming some to the data conversion later on.
hi	One Call Listener	This is a simple application that runs 24/7 and copies any file on ONECALL's ftp site to a printer and a local archive.	as needed	Vbasic	Jon,	The normal problems with this applications is printer hardware or someone turning off the computer or shut down the application on computer WLHU00948
hi	Maintaining OMS -	Milsoft's "DisSpatch" system process the IVR call and maps, predicts locations of outages		DisSpatch, Calls Manager, MSAccess, Networking		Most of the time spent on this one is monthly updates of database. Occasionally assisting in a temporary circuit model change. And once in a while a hardware or software issues.
Hi		This system uses Itron's MVRS 12.3 mobile and handheld reading devices to read meters.		HTEI, ODBC, Vbasic, MSAccess, MVRS, Windows, Networking		Normal problems are data related - bad data causes the system to error and prevent processing of routes.
hi		Milsoft's Porche Interactive Voice Responds system handles the call to 875-2555 24/7 - outage calls are posted to the "DisSpatch" system via the IVR/OMS manager on computer wlhu00948.		Porche, SQL, Networking		To maintain this one requires the Vendor. Most changes require vendor only access. Our job is to start a "remote access session" then sit and watch vendor fix the problem.
hi	Load Manageme	This is the load management switch inventory system. It is written in MSAccess VBA	occasion	MSAccess, Im.mdb		This is application written many years ago by a person who is far far away. I have been able to keep it running but it needs to be rewritten.

Pri	Name	Description	Activity	Requireme	recomme	Comments
hi	Security Access Request	All security request require the director's approval. I print them out and get them signed. I can review them for errors and send them back for changes.		General knowledge of the groups and employee assignment	Pam?	The way this is done may need to change.
hi	Information -	This is a MSAccess application that provides Pam a way to print the Security ID badges and track employee information	when it	MSAccess, Indentipas	Tracy	I believe the new HTEi may have a module to replace this. If not it normally works and normally problem are hardware printer issues or a request to change the logo or format.
lo	Fuse Locations	This is a spread sheet that is used for a paper book and is imported into the Multispeak interface		Excel	Bill, Tim	Bill has been maintaining the data in this spread sheet and Tim will just need to import in occasionally.
lo	Scanner / Plotter	I support the new scanner/ plotter/copier and	as needed	Hardware, Vendor supplied Application	Tim	Tim should be able to handle this
lo	PDA - Load	This is PDA application that interfaces with the Load Management inventory application -Tim Pohman guy that them to the field to a field audit on every switch at least once a year		MSAccess, QuickDB, WindowCE Networking		Normal fix is to reload the application after the PDA battery has died. zFuture plan do include a better application that includes field changes and communication of changes back to other PDA when place back in docking station.
lo	Customer List Calendar - Survey, Crump well, etc	Using ODBC and MSAccess I generate custom list of customer meeting special requirements.		HTEi, ODBC, MSAccess,	?	The last request was for 15 random customer for each ward that had been a customer for at least 12 months and had not been on the delinquent list. Plus the annual calendar list with the duplicates and non-standard customers removed.
lo	2009 deploymen	Still to deploy - Osmose workstation at Heuchans, BA workstation at Plant, Op4 business class at Plant, Roger's		Hardware, Windows, Dedicated function applicatior	1?	Requires installation of special applications and setup of all users that will use computer.

Pri	Name	Description	Activity	Requireme	recomme	Comments
lo	- GTE Mediacom	The current pole attachments agreements are being revised however in the interim I still filing the paper work.	rare	pencil	?	Normally I have one of the electrical guys confirm clearance before approving attachment for Mediacom, or Charter. CenturyTel just sends me a letter stating that they are remove attachments from x poles.
		Current using version 2008 but				
LO	AutoCAD Map Upgrade	have version 2010 but have not converted USC application	zFuture	AutoCAD Map, USC, MSAccess	Tim	Will need to work with vendor to correct custom application. May require changes to OMS interface
LO		The electric model needs to be converted to a ESRI model and the data and interfaces be redone to work with the new model		ESRI, MAP, USC, MSAccess	Tim, Jon	Will need to find new model and convert drawing and data. Drawing will be manual. Will require changes to OMS interface
lo	Osmose -	Fastgate was to be a temporary fix and at some point the data needs to be extracted and placed in the GIS /Mapping system.		Fastgate, MSAccess, USC or		This will require changes to both the mappings system the way data is gather in fastgate. The export is one way is a MSAccess database. An interface application will need to be created similar to the one used to interface USC and Milsoft.
lo	World View	The plan has been to implement World View on QEI to provide a windows looks and feel for the operators to use.		World View, QEI	?	This software is difficult to get setup and has very poor documentation. It will take a bit of time to learn how to implement it.
lo	SCADA ODBC / ODA	We purchase ODBC for the SCADA system but have not implemented it. QEI supports ODBC as a legacy application and is pushing ODA	zFuture	ODBC,	?	ODA replaces ODBC however we want stay with ODBC to be compatible with Excel if that is what we use for trending.
lo	Energy Challenge data	The new energy management guy has requested a better way to get data from HTEi. His request was similar to the way we did it for energy challenge.	zFuture			I not sure if the request will become official or not but it may be some thing to push off on the new HTEi application.

Pri	Name	Description	Activity	Requireme	recomme	Comments
Io	Power Plant Boiler upgrade	A while back I replaced one of the computers on the boiler controls. The other computer had some special hardware and I was not able to replace it at the time.	zFuture			I now have two version of the special hardware but have not had the time to install and test them.
lo	MISO Listener	This is current providing a very limit function for the MISO shelf. The pre-ASM version does not work correctly and new version has not		XML, Vbasic, MapForce	Jon,	The functionality of this application needs to be determined and the limited version replaced.
lo	Crew	This is part other Outage Management system that has not been implemented. It was included in last years upgrade but I was waiting on Kari and Dan to		DisSpatch		This would be helpful if maintained by Distribution
lo	Symbol PDA for Water Meter Shop	This was a application written by one our inters that allow the meter shop to use a bar code scanner to inventory the water meter as they came in.	zFuture			Currently we the meter shop uses a text file e-mailed from the vendor and the need for this application has been reduced. Greg says it would still be useful at time but he would not give it hi priority.
lo	Land Fill Generator	The land fill site scada display has not been defined at this point but is still on the list to things to do.	zFuture			What information the SCADA will get from the land fill site is not know at this time. Scott and Roger may be able to provide more information.
lo	ASR Data		zFuture	ASR, Global Water Data		I not should who needs the data or in what format they need it in. Some day some one may ask for it. I have part of it and Devear has part of it.
lo	2010	For 2010 - Water inspector laptop, laptop for load management PDA application, 4 laptops for locators, 2 Itron MVRS handhelds, 1-5 computers at the power plant		Hardware, Windows, Dedicated function application		Requires installation of special applications and setup of all users that will use computer.

Pri	Name	Description	Activity	Requireme	recomme	Comments
		The computer inventory need to be clean out and only the stuff that is need to be stored.		Knowledge of zFuture		I been putting off the cleaning out of the stuff but it's got to be done.
lo med	Waste Water SCADA	The new Waste Water SCADA will be about the same as the water scada	?	PLC, Wonder ware, GE- Fix, Rs- View	Jon	I am sure what our role will be in this new SCADA system.
mod	GIS -Water	The new GIS for water is moving along. The model is implemented and 20% has been	Active	ESRI, MSAccess	Tim Ion	Tim should be able to handle this but he may require Jon's help in programming some to the data conversion later on.
med	GIS - Electric	The current GIS is a USC AutoCAD Map system. It is working however the software has not been update since 2008.		USC, ACAD, MSAccess		Tim should be able to handle this but he may require Jon's help in programming some to the data conversion later on.
med	VPN - SCADA - excursion	To access the SCADA system requires a VPN connection and excursion installed	occasion	VPN, excursion, OEI	?	Requires installation of special applications and setup of all users that will use computer.
med	Dedicated Function Computers	There are 69 Active Dedicated Function computers that fall within the Department's responsibly to	often	Hardware, Windows, Dedicated function application	7	Normal fix is to replace bad hardware usually a fan or power supply. Next would to reconfigure application after user or I.T. has changed or lost application settings.
med	Osmose - Fastgate	This is Distribution pole inventory system purchased and setup as a temporary fix to build a database of the poles including attachments and pictures.	rare	Fastgate, MSAccess, WindowCE GPS		Greg Sublet has been working with this and normally handles the problems or contacts the vendor to resolve issues. Still need to provide local hardware and software support - (also see 2009 deployment)
med	Maintainin and improving AMRReads Workorder	These applications are related to the MVRS meter reading system and provide Service Workers with meter readings. Mostly used during student rush.	Twice a year	HTEI, ODBC, Vbasic, MSAccess, MVRS,	Jon	Each year we have improved the system by changing the reports or building better route processing. Would like to expand and use more often.

Pri	Name	Description	Activity	Requireme	recomme	r Comments
med	Water meter shop / MVRS	This to allow the Water meter shop to correctly install and test meters. It is a second setup of MVRS for a single handheld device.	Waiting on IT	HTEi, MVRS, Networking	Jon	After IT gets the MVRS installed we need to configure it so that handheld device works and Greg can download the routes need form HTEi
med	Power Plant Inventory	This is the Power Plant Inventory system. It was written in DBASE III and converted to MSAccess 2.0 and again into MSAccess 2000	when it	MSAccess,	Jon	This should be converted to the HTEi but that may be difficult to get done.
med	Trending	The water plant is requesting trending and it is not current implemented on QEI.	zFuture	QEI, ODBC, Excel or World View	?	QEI has recommend that we look at using Excel to provide the type of trends we want to display.
med	Electric Reliability reporting	The outage management system can be use to report the reliability values but has not been		OMS, DisSpatch,	?	The Sql tables have the data used to calculate the reliability values but the reports have not been configured yet. I was planning on having Paul Easley help me when he install the pending upgrade for DisSpatch.
X	Converting OMS interface to work with new HTEi	Existing HTEi interface uses ODBC to move data into MSAccess file which uses Multispeak	zFuture	HTEI, ODBC, MSAccess, Multispeak	Jon	Will require changes to Queries and VbA procedures for OMS interface to mapping system, Will be related to other billing interface changes
×	Converting Meter reading interface to work with new HTEi	Existing HTEi interface uses ODBC to move data into MSAccess file which use a Vbasic to create text file for Itron	zFuture	HTEi, ODBC, MSAccess	Jon	Will need to work with new vendor to exchange data between applications. Will be related to other billing interface changes
×	Converting	Existing HTEi interface uses ODBC to move data into MSAccess file which is displayed using MSAccess	zFuture	HTEi, ODBC, MSAccess	Jon	The existing system may be replaced and may not require the MSAccess applications. Will be related to other billing interface changes
z?	Store Room Workorder CES.mdb	This is a MSAccess application that printout errors in data entry for the store room. Charlie used it ever week and now I think it used once a year.	?	HTEi workorder allocations		If HTEi changes and this is needed it will need to change also.

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	k:\BL70\ACCESS\LOGGSH.mdb
	k:\BL70\ACCESS\LOGKS.mdb
	k:\BL70\ACCESS\ORDER-New.mdb
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	k:\BL70\TadJ\Power Plant Inventory.mdb
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·	FY 2013 Cost - Starting July 1, 2013	FY 2014 Cost	
(1) 1.00 FTE Systems Analyst - Networking			
Salary Range: \$23.641 - \$34.653			
674-1850-601.01-01 Salary	\$20,208	\$60,626	\$29.15 < assumed midpoint
674-1850-601.01-35401(Á) Match	\$408	\$1,213	2.00%
674-1850-601.02-10 Social Security & Medicaid	\$1,544	\$4,638	7.65%
674-1850-601.02-20 LAGERS	\$3,456	\$10,367	17.10%
674-1850-601.02-30 Long-Term Disability Insurance	\$72	\$212	
674-1850-601.02-34 Health/Dental Insurance & Family Subsidy	\$2,648	\$7,952	
674-1850-601.02-36 Life Insurance	\$32	\$84	
674-1850-601.02-42 Post Employment Health Benefit	\$120	\$369	
674-1850-601.02-46 Parking	\$192	\$575	
Total	\$28,680	\$86,035	
(1) 1.00 FTE Systems Analyst - Applications			
Salary Range: \$23.641 - \$34.653			
674-1850-601.01-01 Salary	\$20,208	\$60,626	\$29.15 < assumed midpoint
674-1850-601.01-35 401(A) Match	\$408	\$1,213	2.00%
674-1850-601.02-10 Social Security & Medicaid	\$1,544	\$4,638	7.65%
674-1850-601.02-20 LAGERS	\$3,456	\$10,367	17.10%
674-1850-601.02-3C Long-Term Disability Insurance	\$72	\$212	
674-1850-601.02-34 Health/Dental Insurance & Family Subsidy	\$2,648	\$7,952	
674-1850-601.02-36 Life Insurance	\$32	\$84	
674-1850-601.02-42 Post Employment Health Benefit	\$120	\$369	
674-1850-601.02-46 Parking	\$192	\$575	
Total	\$28,680	\$86,035	
(1) 1.00 FTE Systems Support Analyst - Help [Desk		
Salary Range: \$18.579 - \$27.322			
674-1850-601.01-01 Salary	\$15,912	\$47,737	\$22.95 < assumed midpoint
674-1850-601.01-35401(A) Match	\$320	\$955	2.00%
674-1850-601.02-10 Social Security & Medicaid	\$1,216	\$3,652	7.65%
674-1850-601.02-20 LAGERS	\$2,720	\$8,163	17.10%
674-1850-601.02-30 Long-Term Disability Insurance	\$56	\$167	
674-1850-601.02-34 Health/Dental Insurance & Family Subsidy	\$2,648	\$7,952	
674-1850-601.02-36 Life Insurance	\$32	\$84	
674-1850-601.02-42 Post Employment Health Benefit	\$120	\$369	
674-1850-601.02-46 Parking	\$192	\$ 575	
Total	\$23,216	\$69,654	
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Total Costs	\$80,576	\$241,725	