



City of Columbia Information Technology's

FY 2016 Accomplishments



New City Developed Applications

Home Energy Audit

Street/Sidewalk Closure Approval System

Transit Log

Restaurant Inspection Results

Cultural Affairs Art Management

Employee Directory

Weather Forecast Data for EMS

Minority and Women Business Owners

Request for Off Duty Police Officer

FMLA Request

Saturday Science Registration

Mid-Missouri Solid Waste Recycling Directory

Parks Reporter

Community Outreach

Upgraded City Developed Applications

Rental Compliance

Office of Cultural Affairs Mailing

Online Utilities Move In and Move Out

Mailscan

Permit Renewals

Voluntary Contributions

City View

Police 48Hr Web Map

New and Upgraded 3rd Party Applications

HR/Payroll

Employee Self-Service

Utility Billing

Electrical Management

Utility Asset Management

Agenda Management

Police Records Management

Quality and Regulatory Compliance Management

Convention and Visitor Customer Relationship Management

Recreation Management

GIS

New and Upgraded Websites

Migrated main website and email to CoMo.gov

Implemented a new Content Management System

Updated the Meetings Calendar

Created New Citizen Handbook Website

Online Police Arrest and Incident Reports

Press Release

Integrated CVB Customer Relationship Management with Website

Helpdesk

237 New Computers Deployed

4618 Work Orders Closed

Tested and Approved Windows 10 for Implementation

40 Machines Donated to Homes for Computers

Phones

Moved Seven Business Units to the Contact Center

Moved an Additional 30% of Users to a New Phone System

Added additional line capacity

Reviewed/Tested Various Phone Models for Future Replacement

Training Classes Added

13 Instructor Lead Classes Added

48 Training Videos Added

Classes

New Employee Orientation

Calendar II

E-Mail II

Video Conferencing

ERP Overview

Videos

Employee Self-Service

ESS on Mobile Devices

Navigating the ERP Ribbon

ERP Dashboard

New Employee - IT Best Practices

Security

Deployed new Endpoint Protection

Designed a new system for Multi-Factor Authentication

Implemented a new Electronic Access Control System for EMS

Utilized SANS20 and NIST in EMS Data Centers

DDOS Presentation at MOREnet's Annual Conference

Infrastructure

Implemented a new Storage Area Network

Upgraded GIS Servers

Upgraded and Enhanced Wireless Infrastructure and Coverage

Implemented a new Network Monitoring System

Upgraded SMTP Relays

Implemented Fully Redundant EMS Data Centers

Geospatial Information Services

Upgraded the City View web map with press release integration.

Published new natural features, slope, and land cover basemaps.

Developed a new Code Enforcement Layer on the Community Dashboard.

Support more than 20 public facing web maps and 17 internal web maps.

Updated field tools for utility locators with mapping and update functions.

Supported the City strategic plan with map production and data tools.

Closed more than 1,200 work orders (20% public / 80% City business units).

Geospatial Information Services

Integrated spatial data including addresses, streets, sewer, stormwater, water, electric, fiber, and solid waste information from the GIS system into new software used City-wide to track assets, manage work, and locate services.

Hired a full time Addressing Specialist to manage City addresses and work with City staff, contractors, and property owners on address-related issues.

Acquired new 2-foot topographic contours (ground condition Spring 2015) and integrated other planimetric updates into the City GIS data catalog.

Implemented new GPS system for fleet vehicles in 3 business units.

Awards, Policies and Administration

2016 Digital Cities Survey Award Winner

#6 in the Nation 75K-125K Population Category

2016 City Manager's High Five Award

Helpdesk & Agenda Mgmt Team

Media Disposal Procedure

Updated Business Continuity Plan

Revised Five Year Forecast

Created an IT Business Portfolio

Revised Computer Deployment and Inventory Plan

