

Introduced by _____

First Reading _____

Second Reading _____

Ordinance No. _____

Council Bill No. B 134-13

AN ORDINANCE

amending the FY 2013 Annual Budget to add positions in the Information Technologies Department; transferring funds; and fixing the time when this ordinance shall become effective.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF COLUMBIA, MISSOURI, AS FOLLOWS:

SECTION 1. The FY 2013 Annual Budget adopted by Ordinance No. 021423 is amended by adding the following positions to the Information Technologies Department authorized personnel:

- (1.00) Systems Analyst (7922g)
- (1.00) Systems Analyst (7922)
- (1.00) Systems Support Analyst (7911d)

SECTION 2. At the request of the City Manager, the City Council hereby transfers funds as shown on "Exhibit A," which is attached to and made a part of as this ordinance.

SECTION 3. This ordinance shall be in full force and effect from and after its passage.

PASSED this _____ day of _____, 2013.

ATTEST:

City Clerk

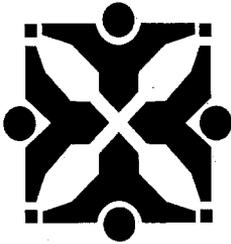
Mayor and Presiding Officer

APPROVED AS TO FORM:

City Counselor

Exhibit A

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



Source: City Manager

A handwritten signature in black ink, appearing to be 'JL'.

Agenda Item No:

To: **City Council**
From: **City Manager and Staff**

Handwritten initials in black ink, appearing to be 'MM'.

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:

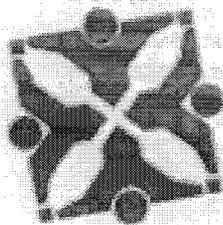
<http://www.gocolumbiamo.com/Council/Meetings/visionimpact.php>

SUGGESTED COUNCIL ACTIONS:

Approval of the Ordinance.

FISCAL and VISION NOTES:					
City Fiscal Impact Enter all that apply		Program Impact		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 impact	
Amount of budget amendment needed	\$0.00	Fiscal Impact on any local political subdivision?	No	Enter all that apply: Refer to Web site	
Estimated 2 year net costs:		Resources Required		Vision Impact?	No
One Time	\$0.00	Requires add'l 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:

A handwritten signature in black ink, appearing to read 'Bill Watkins', is written over a horizontal line.

Bill Watkins
City Manager

Date: OCT 12, 2006



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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 surplus 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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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 in 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 heavy 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 will 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



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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 **not** 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	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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 of 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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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 be 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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

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.



City of Columbia Computer Related Hardware Support, Maintenance, and Replacement Policy

- 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.
- 5) 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.
- 6) 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.
- 9) 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.



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- 10) 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.
- 13) 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.



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- 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.
- 6) 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
- 2) 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.



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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 Num	MFG	Model	FYDate	Processor	CPUSpec	Memory	Serial Number	Full Name	Division	Net	Maint	Type	Respon	Point of Contact	Will it run on Windows ??	Specialized Software	Specialized Hardware Needs	Budget Impact to replacing	Extended Budget Impacts
1	2000015	WLDDB0103	HP Comp dc5700 Small form fa	2008	Core 2 Duo	1800	1024	MXL7340V	KOVAR, JODIE	W&L ADMINISTRATIVE	YES	YES	BC	I.T.	Jonathan Sower	Yes	WinSCP (4.2.5)(FTP Program), Citrix XenApp Web Pugin (11.0.150.5357), Forecast Pro XE v.6			
2	2000016	WLHU0043	HP Comp dc5700 Small form fa	2008	Core 2 Duo	1800	1024	MXL7340V	EATON, FRED	W&L ELECTRIC DISTRIBUTION	YES	YES	BC	I.T.	Fred Eaton	Yes	Cisco Systems VPN Client (5.0.3), eXursion(NonInstall), ABB Applications [CurveGen, exacqVision Client (5.2.3.36400), WinECP], SEL Compass (2.0.7.5)			
3	2000017	WLDDB0045	HP Comp dc5800 SFF	2009	Core 2 Duo	2400	2048	2UA8440H	FREEMAN, TERRY	W&L UTILITY SERVICES	YES	YES	BC	I.T.	Terry Freeman	Yes	ThermaCAM Reporter 8 (FLIR), Tectite 4.0 Energy Audit Software			
4	2000017	WLDDB0121	HP Comp dc5800 SFF	2009	Xeon Dual-Core	2800	2048	mxl9341v	RENAUD, BRANDON	W&L COMMUNITY	YES	YES	BC	I.T.	Terry Freeman	Yes	ThermaCAM Reporter 8 (FLIR), Tectite 3.2 Energy Audit Software			
5	2000026	WLDDB0035	HP Comp Pro 6300 SFF	2013	Intel Core i3-2120	3300	4096	MXL23927	MORGAN, KYLA	W&L RATES	YES	YES	BC	I.T.	Jonathan Sower	Yes	Citrix Receiver (13.3.0.55)			
6	2000027	WLHU0043	HP Comp Pro 6300 SFF	2013	Intel Core i3-2120	3300	4096	MXL23927	STRAWN, KARLA	W&L ELECTRIC DISTRIBUTION	YES	YES	BC	I.T.	Jonathan Sower/Michael Anderson	Yes	PorcheOCM, Calls Manager			
7	2000033	WLDDB0103	HP Comp DC5700 Microtower	2008	Core 2 Duo	1800	2000	MXL7280J	BRAZOS, BLAISE	W&L ADMINISTRATIVE	YES	YES	BC	W&L	Jonathan Sower	Yes	PSS(tm)E30.3.2, WMBU-KEY (5.20b)			
8	2000034	WLPP0055	HP Comp dc5800 SFF	2009	Core 2 Duo	2400	2048	2UA8440H	CALVIN, KATHERN	W&L ELECTRIC PRODUCT	YES	YES	BC	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	MXL6510K	ANDERSON, MICHAEL	W&L WATER PRODUCT	NO	NO	BC	DEPT			Not in K1000			
10	2000039	WLDDB0153	HP Comp 6000 SFF	2012	Pentium III Xeon	3158	4100	2UA1370F	FREEMAN, TERRY	W&L UTILITY SERVICES	YES	YES	BC	I.T.	Terry Freeman	Yes	Tectite 4.0			
11	2000016	WLHU0043	Personal 2008 WS	2008	Core 2 Duo	2600	2048		ASBURY, LOWELL	W&L ELECTRIC DISTRIBUTION	YES	YES	WS	I.T.	Jonathan Sower	Yes	Calls Manager Start Icons (7.3.18.1), Dispatch Start Icons (7.3.18.1), APPA Spreadsheet			
12	2000016	WLDDB0036	Personal 2008 WS	2008	Core 2 Duo	2600	2048		STORVICK, DAVID	W&L WATER ENGINEER	YES	YES	WS	I.T.	?	Yes	InfoWater			
13	2000016	WLDDB0036	Personal 2008 WS	2008	Core 2 Duo	2600	2048		KLANG, MARCHEA	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Marchea Klang	Yes	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 (4.0.784),			
14	2000016	WLDDB0069	Hewlett Fxw4600 Workstation	2009	Core 2 Duo	3170	2048	2UA84808	HINDS, JANE	W&L ADMINISTRATIVE	YES	YES	WS	I.T.	Terry Freeman	Yes	Tectite 3.2			
15	2000017	WLDDB0044	Hewlett Fxw4600 Workstation	2010	Core 2 Duo	3160	2000	2UA84808	STOKES, DANIEL	W&L ELECTRIC UTILITY SERVICES	YES	YES	WS	I.T.			Not in K1000, Dan Stokes is no longer employed with the city, but might have usefull information on this computer			
16	2000017	WLDDB0065	Hewlett Fxw4600 Workstation	2009	Core 2 Duo	3170	2048	2UA84808	SCHMITZ, MICHAEL	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Michael Schmitz	Yes	SEL-5601 Analytic Assistant, Cisco Systems VPN Client (5.0.4)			
17	2000017	WLPP0035	Hewlett FZ400 Workstation	2011	Xeon (1) Processor	2930	3072	2UA0350W	JOHANNINGMEIER CHRISTIAN	W&L ELECTRIC PRODUCT - PLANT	YES	YES	WS	I.T.			Not in K1000			
18	2000023	WLDDB0060	Hewlett FZ400 Workstation	2012	Xeon (1) Processor	3066	6144	2UA1361S	LETANG, DAVIDSON	W&L UTILITY SERVICES	YES	YES	WS	I.T.	Davidson LeTang	Yes	ThermaCAM Reporter 8 (FLIR), National Instruments LabVIEW 2009 Suite, UE Spectralyzer 4.2, SMARTware 2006			
19	2000023	WLPP0041	Hewlett FZ400 Workstation	2012	Xeon Dual-Core	3066	6146	2UA1361S	LEWANDOWSKI, STEPHEN	W&L ELECTRIC PRODUCT	YES	YES	WS	I.T.	Steve Lewandowski	Yes	ECMPS EPA Reporting Software, WaveReader Security Camera Software			
20	2000024	WLDDB0062	Hewlett FZ400 Workstation	2012	Xeon Quad-Core	3060	12000	2UA1311K	REES, DANIELLE	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Jonathan Sower, Tim Carr	Yes	Telvent, Autocad, ArcGIS			
21	2000026	WLDDB0035	HP Comp Z420	2013	- Unknown-	3600	16000	2UA2400K	SOWER, JONATHAN	W&L WATER ENGINEER	YES	YES	WS	I.T.	Jonathan Sower	Yes	Dispatch Start Icons (7.3.18.1), Windmill (7.3), Visual Lighting Software, Altova MapForce SP1 (2010.03.01)			
22	2000027	WLHU0043	HP Comp Z420	2013	Xeon E5-1620	3400	16382	2UA2400K	SHETTLESWORTH CHAD	W&L ELECTRIC DISTRIBUTION	YES	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 (3.4.2.1), SEL Compass (2.0.7.5), ABB Applications [CurveGen, exacqVision Client (5.2.3.36400), WinECP]			
23	2000027	WLHU0065	HP Comp Z420	2013	Xeon E5-1620	3300	16382	2UA2400K	MENKE, ROGER	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Roger Menke	Yes				

ATTACHMENT B

	Scan Numbr	MFG	Model	FYDate	Processor	CPUSpec	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	Extended Budget Impacts	
24	2000034	WLDB0035	Hewlett	Z400 Workstation	2011	Xeon Dual-Core	2400	3072	2UA0370Y	LIEMANN, JEFFREY	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Jonathan Sower, Tim Carr, Jeff Liesmann	Yes	AutoCAD, USMaps			
25		WLDB0036	Hewlett	Z200 Workstation	2010	Xeon Quad-Core	2533	2048	2UA0240X	STRODTMAN, KENNETH	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Kenneth, Strodtman	Yes	Pipe 2000			
26	2000038	WLDB0057	Hewlett	Z400 Workstation	2011	Xeon (1) Processor	2400	15360	2UA0371N	WORTS, ERIC	W&L ELECTRIC ENGINEER	YES	YES	WS	I.T.	Eric Worts	Yes	AcSELeator 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	Z400 Workstation	2011	Xeon (1) Processor	2400	3072	2UA0370Y	ANDERSON, MICHAEL	W&L WATER PRODUCT	YES	YES	WS	I.T.			Not in K1000			
28	2000038	WLDB0080	Hewlett	Z400 Workstation	2011	Xeon (1) Processor	2400	3072	2UA0371N	WILLIAMS, RYAN	W&L ELECTRIC ENGINEER	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	2UA2400K	WORTS, ERIC	W&L ELECTRIC ENGINEER	YES	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 ADMINISTRATIVE	YES	NO	LT	DEPT			Not in K1000			
31	2000021	WLDB0072	Gateway	M675	2005	P-IV	3200	512	32889018	HEY, SHELLEY	W&L UTILITY SERVICES	YES	NO	LT	DEPT	Shelley hey	Yes	Large Access DB for HTE interface			
32	2000024	WLDB0159	Lenovo	T520 type 4240-2FL	2012	Core i5	2501	4096	R9NNHWP	SCHUTTLER, ADAM	W&L ELECTRIC ENGINEER	YES	YES	LT	I.T.	Adam Schuttler	Yes	PSSE Suite			
33	2000027	WLHU0177	Hewlett	Elitebook 8570p	2013	Core i5	2601	4096	5CB24213	EATON, FRED	W&L ELECTRIC DISTRIBUTION	YES	YES	LT	I.T.	Fred Eaton	Yes	SEL Compass, AcSELeator QuickSet (5.11.1.0)			
34	2000031	WLWD0097	Lenovo	3000/C200	2007	Core Duo	1066	1028	L3-HM938	NICHOLS, WILLIAM	W&L WATER DISTRIBUTION	YES	NO	LT	I.T.			Not in K1000			
35	2000037	WLCA0129	Lenovo	Thinkpad R400 7438	2010	Core 2 Duo	2530	2048	R874TAF	POHLMAN, TIMOTHY	W&L UTILITY SERVICES	YES	YES	LT	I.T.	Tim Pohlman	Yes	Wattsviiew-serial (2.1)			
36	2000037	WLWD0103	Acer	Aspire 721	2011	Athlon II Neo	1700	2048	LUSB0022	NOWLIN, DANIEL	W&L WATER DISTRIBUTION	YES	YES	LT	I.T.			Not in K1000			
37	2000021	WLPP0096	Hewlett	AlphaServer DS15	0	- Unknown-	0	0		KLANG, MARCHEA	W&L ELECTRIC PRODUCT	NO	YES	SV	DEPT	Marchea Klang	No	UNIX, QEI Suite, OpenVMS	AlphaServer DS15		

Pri	Name	Description	Activity	Requireme	recommen	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	Multispeak Interface	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, Jon	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 - Dispatch/C manager	Milsoft's "DisSpatch" system process the IVR call and maps, predicts locations of outages	Monthly	DisSpatch, Calls Manager, MSAccess, Networking	Jon?	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	Maintaining Meter reading MVRs system	This system uses Itron's MVRs 12.3 mobile and handheld reading devices to read meters.	occasion	HTEi, ODBC, Vbasic, MSAccess, MVRs, Windows, Networking	Jon	Normal problems are data related - bad data causes the system to error and prevent processing of routes.
hi	Maintaining IVR - Porche	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.	occasion	Porche, SQL, Networking	Jon?	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, lm.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	recommen	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.	often	General knowledge of the groups and employee assignments	Pam?	The way this is done may need to change.
hi	Employee Information - indentipas	This is a MSAccess application that provides Pam a way to print the Security ID badges and track employee information	when it breaks	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	Active	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 the other plotter if I. T. does not.	as needed	Hardware, Vendor supplied Application	Tim	Tim should be able to handle this
lo	PDA - Load management switch inventory system	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	occasion	MSAccess, QuickDB, WindowCE, Networking VBA	?	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.	occasion	HTEi, ODBC, MSAccess, Excel	?	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 deployment laptop	Still to deploy - Osmose workstation at Heuchans, BA workstation at Plant, Op4 business class at Plant, Roger's laptop	once a year	Hardware, Windows, Dedicated function application	?	Requires installation of special applications and setup of all users that will use computer.

Pri	Name	Description	Activity	Requireme	recommen	Comments
lo	Pole attachments - GTE - Mediacom - Charter- - Cellnet	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.
LO	AutoCAD Map Upgrade	Current using version 2008 but 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	Converting AutoCAD Map to ESRI	The electric model needs to be converted to a ESRI model and the data and interfaces be redone to work with the new model	zFuture	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 - converison - GIS	Fastgate was to be a temporary fix and at some point the data needs to be extracted and placed in the GIS /Mapping system.	zFuture	Fastgate, MSAccess, USC or ESRI	?	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.	zFuture	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	?	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	recommen	Comments
lo	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 been implemented.	zFuture	XML, Vbasic, MapForce	Jon,	The functionality of this application needs to be determined and the limited version replaced.
lo	Crew Manageme	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	zFuture	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	We have been collection data from the ASR since it when in.	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 deployment	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	recommen	Comments
lo	Computer Inventory - here and storeroom	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.
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.
med	GIS -Water	The new GIS for water is moving along. The model is implemented and 20% has been redrawn.	Active	ESRI, MSAccess	Tim, Jon	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.	Active	USC, ACAD, MSAccess	Tim, Jon	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, QEI	?	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 maintain.	often	Hardware, Windows, Dedicated function application	?	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	Maintaining and improving Workorder/AMRReads/NewReads	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	recommen	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 breaks	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 configured to do so.	zFuture	OMS, DisSpach, SQL	?	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 DisSpach.
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
x	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
x	Converting Transform data interface to work with new HTEi	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 Workorders 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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	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
674-1850-601.01-35 401(A) Match	\$408	\$1,213	2.00%
674-1850-601.02-1C Social Security & Medicaid	\$1,544	\$4,638	7.65%
674-1850-601.02-2C 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 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%
674-1850-601.02-1C Social Security & Medicaid	\$1,544	\$4,638	7.65%
674-1850-601.02-2C 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
674-1850-601.01-35 401(A) Match	\$320	\$955	2.00%
674-1850-601.02-1C Social Security & Medicaid	\$1,216	\$3,652	7.65%
674-1850-601.02-2C LAGERS	\$2,720	\$8,163	17.10%
674-1850-601.02-3C 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	

Total Costs	\$80,576	\$241,725
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Number of Payrolls position will work in FY 2013