

City of Ann Arbor
Information Technology

IT DEPARTMENT

- 25 IT Staff providing:
 - Networking
 - Infrastructure
 - Help Desk
 - Application Delivery
 - Enterprise Applications
- Centralized support for all service areas and departments



NETWORKING

- The City's Network team supports all aspects of network connectivity, physical security and VOIP phone system for employees and citizens. We also ensure the City's network is always secure and operating at full potential with minimal downtime.
- Fiber Optic Network
 - More than 35 miles of fiber optic cables connect remote sites
- Core network connectivity
 - City's core backbone network has redundancy built-in to minimize outages to remote sites
- Network Switches
 - Network switches provide end user/device connectivity to the network
- Wireless infrastructure
 - Wireless access points throughout City to provide wireless connectivity for employees and citizens
 - Wireless point to point to connects locations where we can't connect by fiber
- Physical security access
 - Card readers to protect City locations/offices from unauthorized access
- Video surveillance system
 - Security cameras strategically located in City facilities
- VOIP (Voice over IP) phone system
 - Phones, voicemail, call center etc..



INFRASTRUCTURE

- Provides support for:
 - Server architecture (Microsoft Windows, VMware hypervisor)
 - Storage and backup
 - Imaging and printing
 - Desktop imaging and software update automation
 - Application virtualization
 - Centralized Cloud Solutions (Office 365)



HELP DESK

The IT Help Desk team is responsible for installation, replacement and ongoing support of the 1000+ end point and stand-alone computing devices (computers, printers and other peripheral devices) used throughout the City.

- Intake and triage of IT support requests
- Manages the desktop computing environment
- Troubleshoots hardware and software issues
- Provides IT related training to City staff
- Purchases IT related equipment and software for the City
- Responsible for hardware and software asset management



APPLICATION DELIVERY

- The Applications Delivery team is responsible for the care and feeding of the applications, data, and processes used by the City's 40+ internal service units to perform their day-to-day duties.
- Multiple systems designed to bring best-of-breed functionality to the service units and we focus on integrating the systems together behind the scenes.
- Primary responsibilities include: system implementation; vendor management (including issue resolution); business process improvement; project management; systems integration; custom development where necessary



APPLICATION DELIVERY

Internal:

- Work order management; AR/AP; HR; Police and Fire RMS and CAD; Legal Case Management; Business Intelligence/Reporting; Resource Planning (inspection unit); Water/Waste Water Functions; Capital Improvement Plan (CIP);

External:

- State of Michigan; Federal Government; Chase Bank (PR; taxes; AR);

Public:

- Utility Billing; Parks and Rec Class Registration; Legislative Management (Legistar, eComment); A2 Fix It; Supplier Portal; Permitting/Inspections; Licensing; Golf Course Tee Times; Yardi (Housing Commission); Water Consumption; A2 Open Book



ENTERPRISE APPLICATIONS

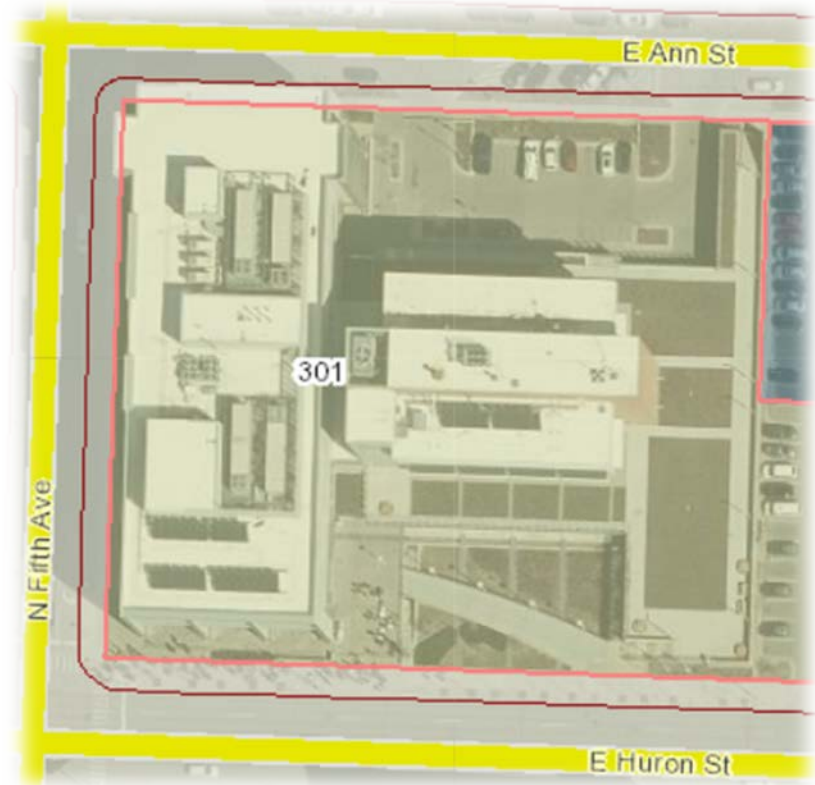
The Enterprise Applications team supports the City's enterprise applications needs including content management, collaboration, spatial asset management.

- Geographic Information System (GIS)
- A2gov.org
- Electronic Content Management (ECM)
- A2Central – City staff intranet
- Enterprise calendaring
- Business process engineering



ENTERPRISE APPLICATIONS - GEOGRAPHIC INFORMATION SYSTEM

- Framework for gathering, managing, and analyzing spatial data.
- Planning data
 - Parcels
 - Zoning
- City assets
 - Roads
 - Water, storm, sanitary infrastructure
 - Trees
 - Signs and signals



ENTERPRISE APPLICATIONS - A2GOV.ORG

- Comprised mainly of department sites
- Maps – GIS data, crimes, snow plowing, trees
- Data catalog
- City code
- City budget and budget guide
- A2OpenBook
- Property assessment information
- Public meeting agendas/minutes
- Public meeting videos
- Events calendar
- Planning projects and permits
- Capital improvements plan



ENTERPRISE APPLICATIONS - A2GOV.ORG

- A2Fixit
- Water bill presentment and payment
- Water consumption data
- FOIA
- A2 Open City Hall
- eComment
- CodeRED
- Email notifications
- Road closures via the Waze Connected Citizen program
- Election day line information



COLLABORATION / PARTNERING

- Washtenaw County Inter Agency Agreements currently in place:
 - Data Center Services
 - Enterprise Content Management (ECM) Licensing
 - Cityworks Licensing
 - SAN/Storage
 - Shared Internet Services
 - GeoCortex Licensing
 - ONSSI Licensing (video cameras)
- Fiber Optic Network:
 - AAATA
 - DDA
 - AADL
 - Merit
- Multi-Tenant Data Center:
 - Washtenaw County
 - AAATA
 - DDA
 - AADL
 - UMTRI



IT GOVERNANCE



QUESTIONS?

