



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 from networking in data closets, fiber optics connecting remote sites, wireless networks providing Wifi for employees and guests as well as backbone connectivity where fiber connectivity isn't available. We also ensure the City's network is secure and operating at full potential with minimal downtime at all times.

- Supports over 300 network switches
- Supports City's Wireless infrastructure
- Supports City's physical security access
- Supports City's VOIP phone system



# INFRASTRUCTURE

- Provides support for:
  - Server architecture (Microsoft Windows, Vmware hypervisor)
  - Storage and backup
  - Imaging and printing
  - Desktop imaging and software update automation
  - Application virtualization



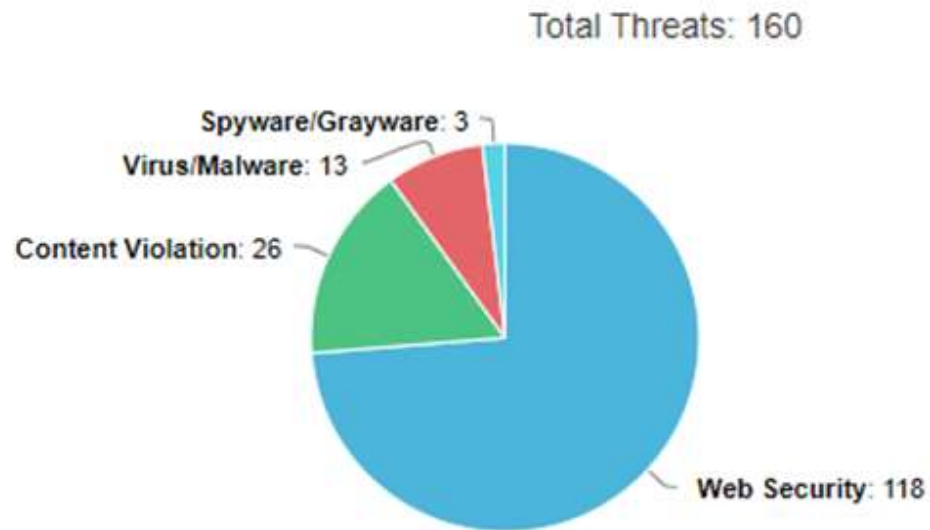
# INFRASTRUCTURE

- Threat security

## Control Manager Threat Statistics

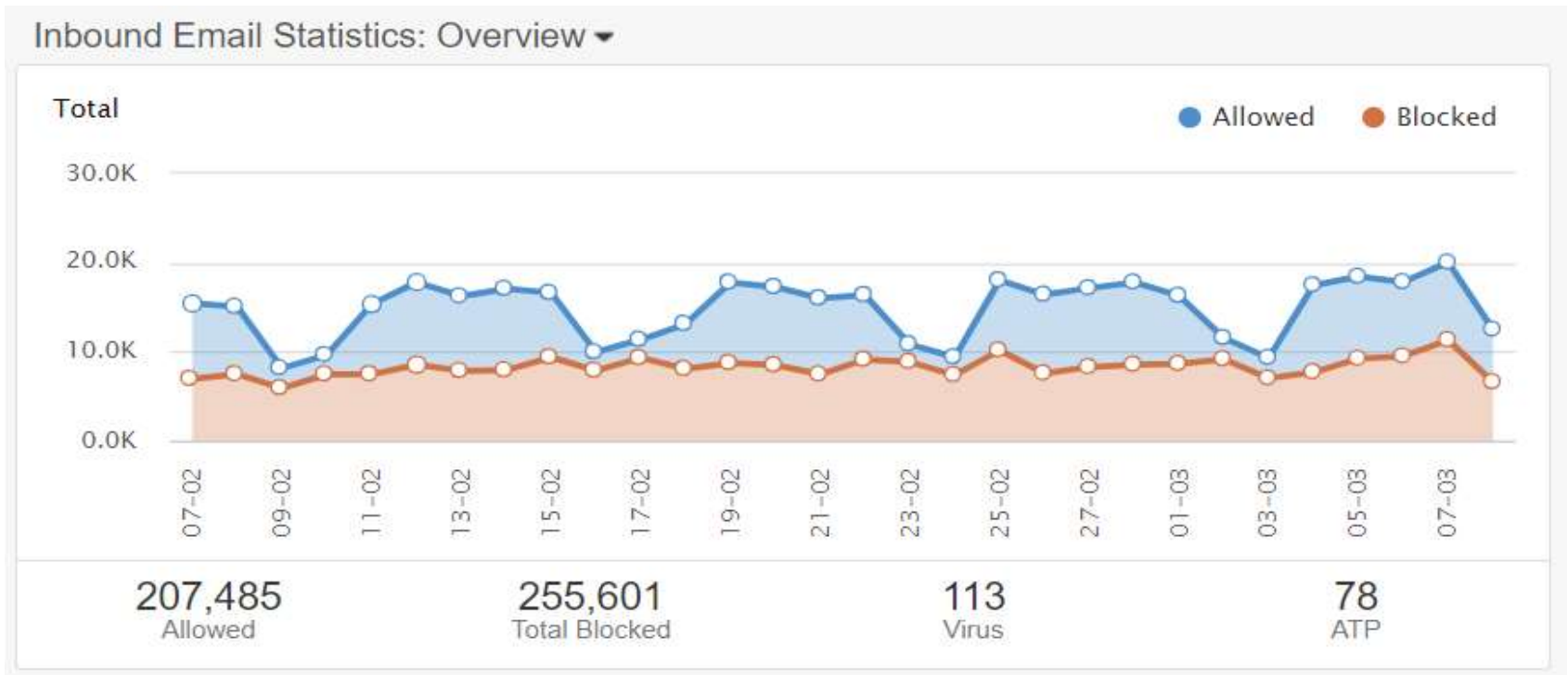
Range: 1 Month ▼

Violation Type ▼



# INFRASTRUCTURE

- Threat security



# 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



# 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



# COLLABORATION WITH WASHTENAW COUNTY

- Inter Agency Agreements currently in place:
  - Data Center Services
  - ECM Licensing
  - Cityworks Licensing
  - SAN/Storage
  - CISOaaS
  - Shared Internet Services
  - GeoCortex Licensing
  - ONSSI Licensing (video cameras)
- Purchased the same brand Firewall
- Joint meetings with Court Administrators



## BRIEF HISTORY OF TECHNOLOGY AT THE CITY

- Over 40 departments, each with their own technology needs
- Partner with the different lines of business
- Strategic planning with each business unit
- Continual improvements
- UMTRI
- iNET
- Smart cities
- Big data



QUESTIONS?

