## Information Technology Review 2010

In partnership with departments citywide, Information Technology made significant improvements during 2010, benefitting technology users.

**Business License Web Renewal:** Offering businesses the opportunity to renew their licenses online, saving both businesses and City staff time. This successful venture with the Finance Department resulted in 21% of this year's license renewals being completed over the web.

**Purchase Order Workflow:** This process, integrated with the Procurement System, saves staff time, ensures Purchase Order processing compliance and improves purchase turnaround time.

**Utility Billing Mobile Notification:** Providing dynamic communication enables field workers to offer Same Day response to service requests, improving assistance to our utility customers and increasing customer satisfaction.

**Lean Six Sigma Training:** Five Improvement Projects were targeted in the first six months by this citywide team, resulting in streamlined processes and increased efficiencies for handling Roseville Electric After-Hours Customer Calls, PC Deployments, Building Plan Checks, Jail Operations and Public Safety Mobile Communications.

**Enterprise Asset Management Phase 1:** Consolidating information and improving work order efficiency for Public Works (Streets, Traffic), Environmental Utilities (Water and Wastewater Plants), Electric (Roseville Energy Park), and Central Services (Stores) in this first year.

Computing Device Standardization and Consolidation: When implemented citywide, this cost savings initiative will provide up to 30% reduction in computer equipment and result in savings of up to \$130,000 per year, by standardizing computer equipment and reducing the total number of computers. This project will benefit IT and our citywide customers by reducing response times, increasing customer satisfaction and aligning IT costs with the current City fiscal environment.

Customer Service Strategies & Service Level Commitments: Several strategies aimed at improving IT Customer Service and issue response times resulted in significant satisfaction and service level advances for the IT Department.

**Multi-Function Printer / Copier Consolidation:** With goals of improving services, eliminating redundant and unnecessary equipment, lowering maintenance costs, and reducing environmental impacts, this successful project was implemented Citywide. 110 multi-function devices have been installed. The copier consolidation effort will be completed by the end of the year.

**FY2010 PC Replacement Plan:** 108 new performance-based PCs were deployed to City employees within a five week period. Improvements over last year's deployment include: 57% reduction in roll-out cost, deployment time reduced from 12 months to 5 weeks and 74% of labor cost avoided. This was achieved while minimizing recipient interruptions.

**RFP for CAD/RMS Replacement:** IT, Police and Fire Teams from Roseville, Placer Sheriffs, Citrus Heights and Auburn participated in developing the Public Safety RFP. A technical and functional document was drafted, including

over 1300 specific requirements with the ultimate goal of having two interconnected systems – one at Roseville and one at Placer.

**IT Business Methodology Program:** Developed to improve and document business practices, communicate consistently and effectively as well as improve technology service delivery, this project's major components include a communication plan, request for change process, after incident reporting and standard operating procedures, focused on providing a stable technology environment and improving IT's incident response.

**Dry Creek / Energy Park / Pleasant Grove Plants Fiber Reroute:** The collaborative efforts of Information Technology, Roseville Electric and Traffic Engineering benefitted the City by providing a lower cost and network redundancy along with increased network speeds by running fiber between the City's municipal buildings.

**Cisco Network Switch Replacement:** By migrating to pure Cisco switched infrastructure devices, this effort provided network redundancy and improved network management with the installation of newer, more capable hardware, supported by a lifetime warranty, ensuring cost-effective network sustainability.

**Computer Aided Dispatch Stability:** Subject matter experts from Police, Fire and IT worked with the application vendor to reduce downtime of this critical system by 70%.

**Public Safety Mobile Network:** IT, aligned with Police Patrol Officers, developed a relationship with our wireless network provider, Verizon. This partnership resulted in infrastructure improvements to address citywide coverage gaps. Public Safety has experienced a 95% reduction in disconnects since this initiative began.

Roseville Land Inventory Migration: The Roseville Land Inventory (RLI) database and the enterprise Geographic Information System (GIS) were successfully combined into one system for managing the City's land records and addresses. The integrated system improves address management, provides better security, and eliminates redundant data entry and storage. Staff now has access to more accurate and timely GIS information to support business decisions.

Geographic Information System (GIS) business process review: A citywide team composed of participants from eight different disciplines identified several key issues impacting GIS service delivery. Process improvements aimed at addressing the root causes and workforce/workload misalignments were implemented. Additional improvements in the data maintenance area are also underway and a training program is being developed to increase the baseline competencies of the team. The result will be improved delivery time for GIS requests.

**Data Center Improvement:** Working with Building Maintenance, the Data Center Uninterruptible Power Supply and Heating, Ventilating, and Air Conditioning (UPS/HVAC) units were replaced. The benefits realized by this project include improved energy efficiency, increased cooling efficiency, redundancy (for cooling and UPS), and the ability to remotely monitor status of cooling and power.

## **Additional Achievements:**

- 2010 National League of Cities Digital Cities Award (4th)
- IT Grant Management
- West Side Communication Tower Completed
- Project Management Framework Published
- Environmental Utilities Storm Water Application Update

- Electric ArcFM Implementation
- IT Office Remodel
- Electronic Document Management Improvements
- Financial Information System Audit
- IT Customer Service and Application Satisfaction Survey
- PSIC-APX 7000 Deployment to Police
- Google Fiber for Communities Application Completed