

INFORMATION  
TECHNOLOGY  
MONTHLY REPORT

*March 2010*

The purpose of this report is to communicate the goals, opportunities and challenges of the Information Technology Division on a monthly basis.

This monthly report will contain the status of each of the recommendations for IT from Mayor's Blue Ribbon Panel report along with the status report of the 2010 IT Project Plan Outline, as well as the Departmental Support Requests summary.

## GOALS

**Goal 1:** Formalize processes for projects and work exceeding a Level of Effort threshold to address requirements, design, construction, and implementation phases.

**Status:** Progressing

**Comments:** Two members of the IT staff attended Project Management Professional training in King of Prussia. Implementation of formal Project Management methodologies has begun. A request has been submitted to have mandatory written departmental justifications for all IT projects. The justification will be included with the scope of work documents.

**Goal 2:** Formalize methodology for prioritizing work which is communicated to all departments.

**Status:** Completed

**Comments:** An email was sent out to all city email accounts on 1/5/10 denoting the prioritization method used by the Information Technology division as well as a mechanism for call escalation by the department directors.

**Goal 3:** Develop sustainable training programs.

**Status:** Progressing

**Comments:** Training program commenced on January 19<sup>th</sup> with Basic PC Skills. Future classes will be conducted on General Problem Resolution and MS Outlook for Office 2007.

Hansen training will be scheduled after the completion of departmental SOP's. Training will be done via a "train the trainer" approach. Each functional area will be responsible for the appointment of a "process expert" for that department. The process expert will be responsible for dissemination of the training information to their fellow employees, current as well as new. This approach empowers the departments to gain a deeper understanding of Hansen to fine tune their SOP's. Mandatory training for USL will be conducted for all Departments Directors, supervisors, and secretarial staff beginning in March.

## 2010 Information Technology Project Plan Outline

Project	Predecessor	Responsible Parties	Projected Time *	Project Owner	% Complete	IT Status
APS (E-Ticketing)		Heim	90	Police	5%	WPO
Ticketing System		Heim/Reinhart	--	Police/PMD	--	WPO
Rental Housing (2010 Billing)		Heim/Reinhart	15	Police/PMD	--	WPO
Rental Inspections		Heim/Reinhart	15	Police/PMD	--	WPO
Health Inspections		Heim/Reinhart	15	Police/PMD	--	WPO
Health Permit		Heim/Reinhart	15	Police/PMD	100%	Complete
Total Rehab Inspection		Heim/Reinhart	15	Police/PMD	--	Cancelled
Complaint Inspections		Heim/Reinhart	15	Police/PMD	--	Cancelled
Health & Safety Insp.		Heim/Reinhart	15	Police/PMD	--	Hold/PD
Fleet Maintenance		Jones	--	Public Works	--	Cancelled
SSN Removal		Geffken	5	HR	100%	Complete
Linebarger		Geffken/Mayes/Heim	15	MD	100%	Complete
Case Tracking System		Younger	--	Law	--	Cancelled
Teleminder		Heim	--	Police	--	Hold/PD
Geolynx		Heim	--	Police	--	Hold/PD
VSS Pro		Heim	--	Police	--	Hold/PD
Vacant Properties		Heim/Reinhart	--	Police/PMD	--	Hold/PD
CMMS	High Speed Link	Hoag/ IT Staff	--	Public Works	--	Hold/PR
Sewer Inventory (GPS)		Hoag/ IT Staff	--	Public Works	--	Cancelled
Storm Water Assessment		Jones	--	Public Works	--	Cancelled
High Speed Link (WWTP)		IT Staff	30	Public Works	90%	Progress
Vista Upgrade (Payroll)		Geffken/Tangredi	90	HR	80%	Progress
Zoning		Robinson	15	CD	--	WPO
Historic Preservation		Robinson	15	CD	--	WPO
Building Trades		Robinson	15	CD	--	WPO
Strategic Technology Plan	City Strategic Plan	Geffken/Tangredi	45	IT	--	Hold/PR
Data Integrity Program	Re-Evaluation	Geffken/Tangredi	--	IT	--	Hold/PR
Support Web Interface		IT Staff	10	IT	50%	Progress
JNET Facial Recognition		Heim	--	Police	--	Hold/PD
Microwave Link Upgrade	Berks County	IT Staff	10	IT	100%	Complete
Granicus		Kelleher	10	Council	95%	Progress
Hansen – Customer Service Ctr	Business Processes	IT Staff	20	IT	--	Hold/PR
Hansen – Codes	Business Processes	IT Staff	60	IT	--	Hold/PR
Hansen – Solid Waste	Business Processes	IT Staff	20	IT	--	Hold/PR
Hansen – Zoning	Business Processes	IT Staff	15	IT	--	Hold/PR
Hansen – Historic Preservation	Business Processes	IT Staff	15	IT	--	Hold/PR
Hansen – Trades	Business Processes	IT Staff	45	IT	--	Hold/PR
USL Training		Geffken\ IT Staff	15	Finance	50%	Progress

Project	Predecessor	Responsible Parties	Projected Time *	Project Owner	% Complete	IT Status
Office 2007 Access		IT Staff	30	IT	--	Hold/IT
Office 2007 Excel		IT Staff	45	IT	--	Hold/IT
Office 2007 Outlook		IT Staff	45	IT	--	Planning
Office 2007 Word		IT Staff	45	IT	--	Hold/IT
Office 2007 PowerPoint		IT Staff	15	IT	--	Hold/IT
Office 2007 Publisher		IT Staff	45	IT	--	Hold/IT
RAWA Meter Interface		RAWA	20	RAWA	75%	Progress

**\*Projected Time – Estimated IT staff time for project completion in business days**

### **IT Status Legend**

WPO = Waiting on Project Owner

Hold/ (Dept.) = Project on Hold

Hold/PR = Project on hold due to unmet prerequisite

Progress = Project progressing as planned

UNDRREV = Under Review by IT

## Information Technology Departmental Support Requests

Department	2009 % of Total Calls	2009 Resolved Support Requests	2010 % of Total Calls	2010 Resolved Support Requests	Current Month Resolved Support Requests
Administration	5.33 %	215	5.24%	53	25
City Council	12.63 %	510	10.97%	111	44
Auditor	0.42 %	17	.79%	8	4
Finance	13.58 %	548	19.48%	197	78
Human Resources	7.78 %	314	6.82%	69	17
Law	0.92 %	37	.59%	6	2
Fire	4.63 %	187	3.75%	38	7
Public Works	7.83 %	316	6.82%	69	21
Police	35.94 %	1450	33.63%	340	95
Community Development	5.16 %	208	6.42%	65	27
RAWA/RRA	5.77 %	233	5.44%	55	27
Total Requests	FY2009 99.99 %	FY2009 4035	FY2010 99.95%	FY2010 1011	347
Average Daily Support Call Resolution		17.7		17.13	

### March Training Opportunities

Course	Class Offerings	# Registered	# Attending	Course Score
Basic Troubleshooting	21	25	23	4.60/5
USL – GL Review	8	40	32	4.30/5

### April 2010 Upcoming Training

USL - Purchase Orders & Purchase Requisitions

USL – General Ledger