

Management Information Systems

2018 Budget Presentation



Mission Statement

the mission statement.

Provide the highest quality IT services while advancing the use of technology to improve excellence in efficiencies and employee productivity through innovative solutions.



MIS Department Staffing

- MIS Department (2)
 - Directory of Technology
 - Programmer Analyst
- Public Access Television(2)
 - Cable TV Production Coordinator
 - Production Assistant



Management Information Systems

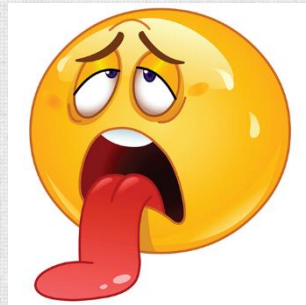
Who are our customers?

- +500 full time employees
- All or part of 30 departments
- Over 27 buildings throughout the city



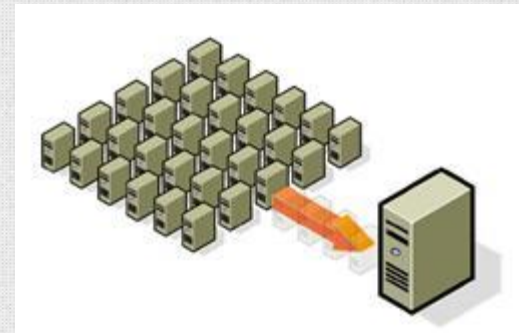


WE PROVIDE THE FOLLOWING SERVICES...network, security, servers, desktops, monitors, laptops, tablets, ipads, phones, voicemail, cellular, wireless, smart phones, programming, firewall, hardware, software, cabling, switches, routers, vpn, remote access, email, sql databases, gis, printers, copiers, licensing, warranty, service agreements, fiber optic, cat 6, cloud, backup, anti-virus, document imaging, ups, internet, website, voip



Year in Review

- **Server Virtualization**
 - Many physical servers have been converted to “virtual” servers. This saves on space, electricity, cooling needs, and hardware maintenance costs.
- **Wireless Upgrades**
 - New wireless infrastructure and access points at Convention Center installed.
- **Ice Arena Network Upgrades**
 - Expanded networking capabilities at ice arena
- **Disk Based Backup and Replication**
 - Migration from tape backup to disk based backup. Offsite replication for business continuity in case of disaster.



Year in Review

- **Technology Committee**
 - Creation of technology committee to assist in direction of IT Policy and Technology needs.
- **Document Management**
 - Expansion of Laserfiche document scanning capabilities to several new departments.
- **New World Updates**
 - Rollout of 2 new LOGOS (ERP) updates as well as implementation of credit card acceptance in Building and Clerks Departments.
- **Programming Updates**
 - Many new improvements completed including password notification and automatic emails for pet licensing.



Upcoming Projects

- **City of Waterloo Website**
 - New website rollout in Q1 of 2017
- **Traffic Signaling Cameras**
 - Infrastructure preparedness for expansion of fiber optics to signalized intersections
- **GIS (Geographic Information Systems)**
 - Expand use of GIS Systems throughout many departments.
- **HD Upgrades for Cable Access Studio**
 - High Definition upgrades for recording and transmitting higher quality video



Upcoming Projects

- **Infrastructure Updates**
 - Replacement of city core switch.
 - Update wiring closets to current standards
 - Fiber optic cabling expansion and updating
- **Server and Operating System Updates**
 - Upgrade of remaining servers to current O/S.
 - Upgrade of SQL (Databases) to current standards.
 - Testing for future rollout of Windows 10 and Microsoft Office 2016.



FY 2018 Budget

Budget Numbers.....

