

Leawood

Information Services

Voice, Data & Video



Mark Andrasik, Director



DATE: DECEMBER 16TH, 2003

TO: HONORABLE MAYOR PEGGY DUNN, CITY COUNCIL,
SCOTT LAMBERS – CITY ADMINISTRATOR

RE: INFORMATION SERVICES YEARLY UPDATE

EXECUTIVE SUMMARY:

Leawood's technology is a backbone of our daily operations. Many components integrate together to determine the success of our technology. Thanks to the funding provided by the Governing Body and the Citizens of Leawood our technology foundation is solid and prepared for the next steps towards our vision of an "Electronic City Hall".

We continue to improve our technology through our equipment replacement policy, our Microsoft Open Select licensing, our Windows 2000 conversion for both the desktop and network operating systems, improvements to the infrastructure for data communication (Cisco), our website improvements, and all of the software projects we have underway. As a result, our systems are on-line more than 99% of the time and our users have modern tools with which to complete their work.

Bottom line, the City of Leawood's technology foundation is solid and improving. These tools allow our employees to be proactive to the various needs presented by the Governing Body, Citizens, and staff. Information Services will remain diligent in our responsibilities and enthusiastic about new opportunities.

DETAIL INFORMATION:

Here is the detail associated with what is described in the Executive Summary.

- **Hardware & Software Replacement** – The past two years we have replaced approximately 80 desktop computers and 15 laptops. We have standardized on Dell desktops and Panasonic semi-ruggedized laptops.

This is in concert with our policy of replacing 25% of our desktops every year and 33% of our in-car laptops. With this replacement policy in place we have been able to standardize on Microsoft operating systems and application software. We are enrolled in Microsoft's Open Select licensing program that allows us to upgrade to any of the latest desktop and server operating systems, and office suite software for the period of our contract. This standardization provides the same tools to all employees, more efficient administration, compatibility, updated technology, directed training, and quicker troubleshooting, repair & replacement. We have implemented RAID 5 on all of our main network servers. Because of the redundancy we have implemented thru RAID 5, the server will indicate when a drive failure occurs and it will specify which drive. We simply slide in a new drive and the information is rebuilt. Work is uninterrupted during this process and the employees have complete access to all of their information.

- **Infrastructure & Data Communications** – We continue to look for new ways to increase our bandwidth between our facilities. Johnson County may be helping to dramatically increase the bandwidth between our Police Department, City Hall, and to Johnson County. They are looking to provide very high speed wireless connection between the Police Department and the Overland Park Convention Center. This would be accomplished by placing devices on the roofs of both buildings that would result in approximately 45 times faster speed (45mb/s). This will be done with grant monies secured by Johnson County. We are looking to piggyback off of this with a similar connection between the Overland Park Convention Center and City Hall.
- **Integrated Software** – There are four major projects with regards to software:
 1. **Finance & Human Resources Software** – Negotiation, purchase, and implementation of the Eden System Software has been and continues to be our major task. We have gone live on our core financials and our working on our conversions and procedures for Payroll and Human Resources. During this implementation we have installed four new Dell servers, a new 8 drive tape backup unit, a Dell rackmount system, and a console switch. This equipment will allow us to run the Eden software for many years to come. Not only has equipment and software been installed but we have
 2. **Windows 2000 - XP Conversion** – We have upgraded most of our desktop and laptop computers to Windows XP. The capability of XP provides another increase in efficiency. Machines startup quicker, they more readily integrate other equipment without intervention, and most importantly they can be remotely controlled. This is very important in that we have a number of users that can connect from home to their desktops at the office. This is done via a secure Virtual Private Network. In my case, this allows me to

work from home, making upgrades, addressing issues, rolling out new software, without having to come into the office late at night. Many employees are using this functionality.

3. **Integrgraph Police Software** – Installation, configuration, and training of both the I-Cad & I-Leads software continues. The Police Department
 4. **Recreation Registration Software** – Installation of the RecTrac server has occurred. We are in the process of installing the RecTrac and MainTrac software. This
- **Website Improvements** – This year we have completely redesigned our website. The website is easier to navigate, has an updated look and feel, has much more functionality, and its' usage continues to grow. We have on-line payments for Court, vastly improved content, and City news readily available. We are averaging well over 13,000 user sessions monthly up from 9,700 last year! The response to our updated website has been very favorable. Similar complete redesigns have been made to our other websites, www.ironhorsegolf.com and www.kbpp.org our Kansas bullying prevention program website.

ANECDOTAL INFORMATION:

- **GIS** – Geographical Information Systems. Currently, we have a data access license agreement with Johnson County that gives us access to a slew of planimetric, ownership, topography, buildings, aerial photos, etc. This information is provided to us by AIMS a division within Johnson County. AIMS is using the City of Leawood's situation with regards to our GIS structure as a model for other communities in Johnson County.
- **Cabling** – Instead of contracting out the wiring for Ironwoods and Fire Station #2 Remodel, Information Services ran over 85 wire runs for voice, data, and video. If we had contracted this out, at the going rate, we would have paid @ \$11,600. Including Jerry & Karl's time we spent @ \$4,400. This represents a savings of \$7,200. This saving has been duplicated at the new Public Works facility.
- **Cash Receipting Program** – Information Services has written a cash receipting program for Parks & Recreation, Finance, Court, and Building Permits, that allows the user to stay in the same application for both the input of the data and the receipting of cash. This reduces greatly the duplication of effort.

- **Duplicate Alert & Packet Server** – We have configured an older PC to act as a standby Alert & Packet Cluster Server. This means that if for whatever reason our Alert Server were to fail, we could immediately move to the other server and be up and running. This is critical for the Police Department to communicate among the in-car laptops and to run license numbers wirelessly via KCMO's Alert System.

My hope is that this report sheds some light on the activities of the Information Services department, brings you up to speed on our core components, and that you feel, as we do, that we continue to move in a positive direction. If you have any questions or concerns regarding this report or any other I.S. related topic please contact me.

Sincerely,

Mark Andrasik
Director of Information Services