

# *Leawood*

## *Information Services*

*Voice, Data & Video*



*Mark Andrasik, Director*



**DATE:            JANUARY 11, 2006**

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

**RE:                INFORMATION SERVICES YEARLY UPDATE**

As done the past few years, I've prepared a yearly update regarding Information Services.

### **EXECUTIVE SUMMARY:**

Leawood's technology continues to be a backbone of our daily operations. We continue to update, build, and install new components that help form a successful technology foundation.

In the past year, we've implemented two additional Eden modules -- Fixed Assets and Project Accounting. These modules help eliminate shadow systems and provide additional functionality that previously didn't exist. The Eden project is still under budget. We've implemented a majority of our modules with a few exceptions – Accounts Receivables, Business Licensing, Cash Receipting, and GBA Interface. These have been delayed slightly until we implement two additional modules that weren't in the original scope of the project --- GASB34 and Contract Management. These two additional modules are new from Eden and are of higher priority than the above modules. GASB34 and Contract Management modules can be purchased within the original project budget.

Crescent System's point of sale (POS) and tee sheet software have been installed and are operational at Ironhorse. Not only does this integrate with our Eden core financials, but we've revised business processes to streamline functions, enhanced internal controls, and established "one set" of books.

Security continues to be a major concern for any IT shop. We've completed a number of tasks that will help protect our data and technology. We've established a centrally managed antivirus system, installed a managed Windows Update Server that automatically delivers critical Microsoft patches to all connected computers, installed AntiSpyware software on all machines,

and reviewed our network security as a whole. Furthermore, we contracted an outside firm to run an external network vulnerabilities assessment. They completed the work and suggested a number of improvements which have been completed. Unfortunately, no matter how tight our security there will always be ways to hack into computer systems. Our goal is to make that very difficult.

We continue to improve our technology through our equipment replacement policy, website improvements, an employee Intranet, additional wireless "hot spots" for our Police Officers, etc.

Bottom line, a repeat of last year, 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.

- **Eden Software:**
  - ❑ Fixed Assets went live in June of 2005. This module allows us to track, manage, and depreciate our fixed assets. It integrates with our Purchase Order and other core financial modules.
  - ❑ Project Accounting went live in December of 2005. This module tracks costs & revenues associated with projects. In other words, it slices our general ledger in a different way. This gives us the ability to track detail of project expenses within project accounting while staying at a higher level in general ledger. Capital Projects along with the golf course programs can be tracked in this manner. This helps eliminate separate excel spreadsheets (shadow systems) tracking projects, it is now integrated within Eden. If both revenue and expenses are tracked for a particular project we can then determine the viability of an event, program, and better manage a project.
  - ❑ Converted System to Commerce Bank. We converted our file import / export structure, our payroll checks, positive pay files and direct deposits for use with Commerce Bank.

- **Crescent Software (Golf Course Software)**

- Installed software and equipment, converted data, revised business processes and went live on the Crescent Software point of sale and tee sheet system --- December 15, 2005.

The Crescent software is a Windows program with touch screen capability making point of sale (POS) transactions easier. Integrated credit card transactions are completed using magnetic stripe readers within the new keyboards. PCCharge and Crescent Software work together to authorize credit card transactions in approximately (4) four seconds, via a secured internet session. These transactions are deposited directly into our Commerce bank accounts. Quick keys on the point of sale screen make ringing up rounds of golf, cheeseburgers, etc. a one button function. Various levels, up to (8) eight, of security can be applied to the modules. Barcode readers are installed at both Pro Shop computers, making merchandise sales a quick point and shoot scenario. A handheld scanner was purchased and installed, helping users count inventory. The data is then uploaded from the handheld scanner into the Crescent software. Many improvements are associated with this system.

- **Other**

- **Managed Antivirus System** – We've installed Symantec's managed antivirus system that allows us to centrally administer virus definition updates, run complete system scans for all computers, determine if any threats exist, and take appropriate action. This helps us ensure that our systems are protected with the latest virus definitions. This protection is provided without routine physical visits to each computer.
- **Windows Server Update Services (WSUS)** - This is a Microsoft Windows Software Update Server that we've installed to automatically gather all Microsoft windows, office, SQL, internet explorer, etc. security and improvement patches. This server then distributes all patches to our desktops and laptops making sure we've got the latest critical updates on our machines. Our client computers receive these patches from the WSUS server instead of having to gather these from the Microsoft website. This provides for efficient use of our internet bandwidth and helps secure and maintain our systems. We can manage these patches and see which computers don't have the latest updates.
- **Microsoft AntiSpyware:** This beta version of Microsoft's software has been loaded on all our computers to help capture,

delete, and secure our systems against spyware. This is another level of protection for our systems.

- ❑ **Locution System for Fire Department** – We completed necessary equipment installation and route configurations for this system to work for the Fire Department. Radios, amplifiers, and speakers have been installed throughout Fire Department facilities for this purpose. Locution is another dispatching method, early warning system, using a human voice that audibly gives the dispatch information as well as prints out the detail. This method precedes the Johnson County Emergency system radio dispatch.
- ❑ **Ironhorse's Website** – updated this website to include Macromedia Flash intro and to update design and content for easier navigation.
- ❑ **Streaming Video on Website** – this allows for us to stream video to Citizens / users of our websites. It provides faster downloads for video and more efficient use of our internet bandwidth. The Mayor's State of the City Address is an example. We are looking into creating a 360 degree video of various park facilities including the lodge for use on the internet.
- ❑ **Personnel Budgeting** – Created new Excel spreadsheets that in combination with Crystal Reports & our Eden data allowed us to budget our personnel expenses. This leverages our Eden investment and allows for personnel costs to be calculated at future rates --- integral for our budget process.
- ❑ **Intranet** – We've developed a website specific to Leawood employees. The Intranet is a website where departments can post information ranging from forms to various tools that employees may find useful. Human Resources and Finance are partially completed with other departments soon to follow. We have available a Leawood Employee Handbook, an Employee Lookup, many forms from travel to mileage, and City Map available. The Intranet is a work in progress well on its way.

Again, I hope this report sheds some light on the activities of the Information Services department, brings you up to speed on various IS related activities, and that you feel, as we do, that we continue to move in a positive direction. If you have any questions or concerns please contact me.

Sincerely,

Mark Andrasik  
Director of Information Services