

Leawood

Information Services

Voice, Data & Video



Mark Andrasik, Director



DATE: JANUARY 10, 2007

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

RE: INFORMATION SERVICES YEARLY UPDATE – 2006

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 maintain, update, build, and install new components that help form a successful technology foundation.

In the past year, we've implemented five additional Eden modules including web extensions, dubbed "Leawood On-Line", GASB34 report writer, business & animal licensing, contract management, and accounts receivables. These modules help eliminate shadow systems and provide additional functionality. The original budget for the entire Eden project was \$750,000. Not only have we stayed within budget we've been under enough to have implemented additional modules of GASB34 report writer & contract management and we've reserved money for permits & inspections – another long standing need that we can address still within the confines of the original project budget. These additional modules represent approximately \$154,000. Furthermore, we've integrated our GBA Master Series software used by Public Works with our Eden human resources module gaining efficiency and reducing duplicate entry.

In late August we implemented Vermont Systems WebTrac recreation registration software. This system integrates with our previously implemented RecTrac software and allows Leawood Citizens to register for various recreation activities from their home or offices via our website in "real-time", making it virtually impossible to overbook a class. During this implementation we installed integrated credit card processing for all City Hall RecTrac stations. This makes processing credit card transactions much more efficient.

Security continues to be a major concern for our department. We've installed and configured many new devices and software ranging from Cisco's new firewall and authentication server to Verisign's SSL encryption with server gated cryptography. Additionally, we've enhanced our Police department wireless security through higher encryption and authentication. Unfortunately, no matter how tight our security there will always be ways to hack into computer systems – we just want to make it very difficult.

Two other major projects include a complete redesign of our Leawood Website (www.leawood.org) and a continuation of our Leawood Employee Intranet. These websites are critical to our ability to provide information to our citizens and employees.

Through all of these efforts and those detailed in the following section, in addition to our day to day activities of managing our systems, the City of Leawood's technology foundation is solid and improving. Information Services will remain diligent in our responsibilities and enthusiastic about new opportunities as we head into 2007.

DETAIL INFORMATION:

Here is the detail associated with what is described in the Executive Summary in addition to other projects that improve efficiency, enhance communication and security, and save money.

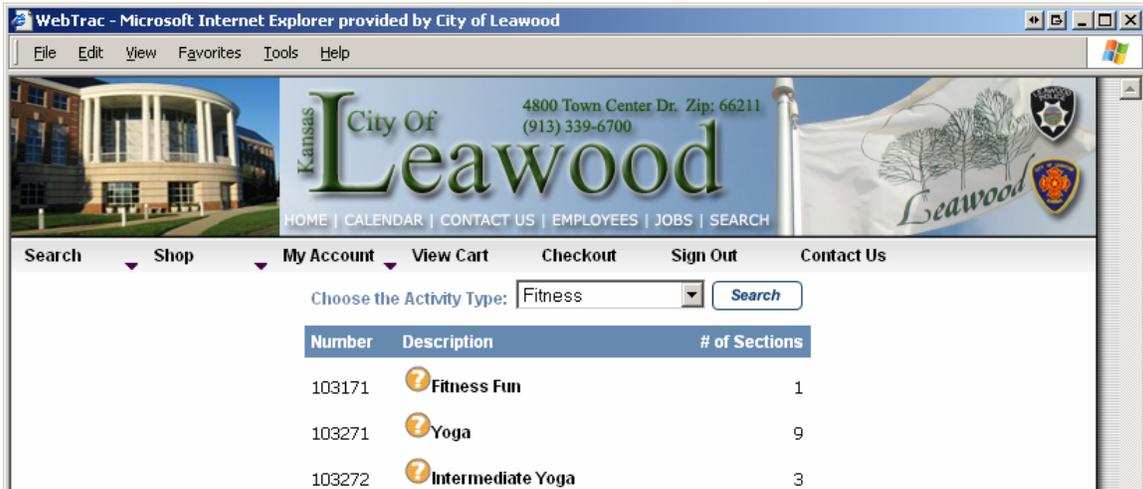
Eden Software:

- **Web Extensions (“Leawood On-Line”)** – Another Eden module, web extensions allows for employees & vendors to access information specific to them. Employees can display past paycheck, tax information, leave usage, etc. Vendors can access check and invoice payment information via our website.

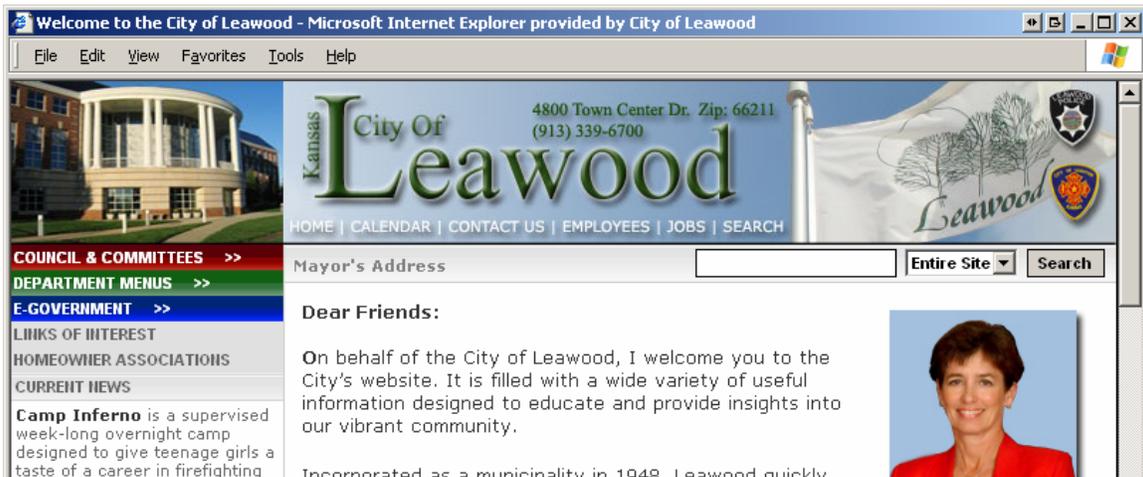


- **Gasb34** – This module integrates Gasb34 required reports with existing general ledger data from Eden. CAFR reports and associated Gasb34 documentation is generated and tracked. In other words, this module lets us print the required Gasb34 reports and document the process. We've eliminated a substantial number of "shadow" Excel spreadsheets used in the past for this purpose. Since the template is created for 2005 then subsequent years will be easier to complete. This module of the Eden System provides time savings for the Auditor and for the Finance staff.
- **Licensing** – This module tracks and supports the process for licensing from individual, to business (occupational), on to animal licenses. Yearly renewals, late notices, fee changes, receipting of payments, etc. are accomplished with this system. We are using this module to track emergency contact and insurance information for businesses. Again, this integrates data from separate systems consolidating it in one program. We converted all live data from our legacy system into this module.
- **GBA Integration** – Employee name, address, hourly rate information will flow from Eden payroll / hr into the GBA Master Series "work" module. This reduces the duplication of entering and maintaining this information in two separate databases.
- **Contract Management** – Still another Eden module we've implemented in 2006 this allows for the tracking of design, construction, and maintenance contracts the city of Leawood administers. This program tracks contracts from inception to completion. From automatically calculating contract retainage to tracking associated invoices by contract and project number, this module will eliminate a number of "shadow tab" spreadsheets Public Works used in the past.
- **Accounts Receivable (AR)** – This Eden module centralizes our accounts receivable or billing. AR provides a complete, full-featured billing and cash receipting solution – from miscellaneous billings to automated recurring receivables. Cobra, SMAC, Police, Library Maintenance, and miscellaneous Public Work's billings will now be done centrally, integrated with our general ledger.
- **Vermont Systems WebTrac (webtrac.leawood.org)** – In late August we implemented the Webtrac module for Recreation Registration. Leawood Citizens can register for all types of classes ranging from Swimming to Balloon Tree Camp, etc. from their home. Payments are secured using Verisign and 128bit SSL encryption. During this implementation we installed integrated credit card processing for all City Hall Rectrac stations. This makes processing credit card transactions

much faster and more secure. All recreation registration is real-time making it virtually impossible to overbook classes. See below -



- **Website Redesign – Leawood.org** – completely redesigned the look and feel of the Leawood website. Made it easier to navigate and simplified the menu structure. Additional functionality was added with a Google Search appliance that allows us to search and index over 200 different file types. This makes our website, development ordinance, and city code much more accessible. In other words, you can quickly find that for which you are searching. The “Contact Us”, Calendar, and E-Government features have been expanded. Bottom line, the design is updated and functionality increased.

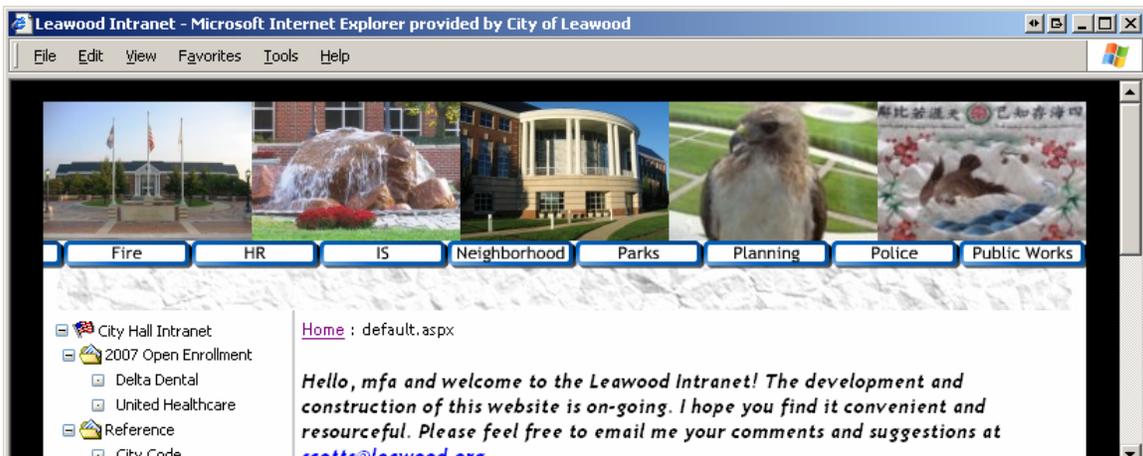


Other

- **Firehouse CAD Monitor** - this application pulls data from the County Emergency Command Center (ECC) and automatically inputs this information into our Firehouse software. Information associated with dates, times, units responding, etc. is pulled into our local Firehouse

application without any user intervention. This saves a substantial amount of data entry time and ensures data integrity.

- **Nextel Phone Plan Reconfiguration** – In August we reviewed our Nextel phone plans. We were able to migrate our users to a more cost effective plan. As a result, we've been able to save \$2,600 monthly. We continue to pool minutes but in a much more efficient manner while maintaining free unlimited two-way connect and free long distance. With some of the savings we've implemented a Blackberry server and roughly 20 blackberry devices. These devices give real time access to a users e-mail, calendar, and contacts, integrated with their office Outlook software. Emergency contact information is updated centrally on all Blackberry's through Itrezzo software. This is critical when adding or changing users, we don't have to visit each device for every employee or phone number change.
- **SmartTrunk T1 line into City Hall** – We consolidated many incoming / outgoing phone lines at City Hall into one SmartTrunk T1 line from AT&T (formerly Southwestern Bell). This increases our capacity for concurrent conversations on the phone system and reduced our yearly cost by \$8,200. Part of this savings (\$2,784 / year) was used to connect our Fire Station #2 with a T1 line into the City's overall data network. Connecting Station #2 with a T1 line allows us to push critical updates from Microsoft to their computers, we can centrally manage their virus software and scanning, and we can bring them under our security umbrella including our firewall and web security software.
- **Intranet** – We've greatly expanded the functionality of our internal Intranet. Manuals, agendas, forms of all sorts are included on the Intranet. Each department can maintain information specific to their operations on the Intranet. An employee lookup feature exists that not only shows the employee's information but a photo id of them as well. Our employee handbook, technology policy, and training videos, etc., are available to Leawood employees via the Intranet.



- **Wireless Security – PEAP protocol** – this is 1024bit encryption for our wireless laptops that connect to our data network. In conjunction with the Access Control Server from Cisco this helps secure our wireless networks from intrusion / hacking. Given the nature of the data that is being delivered wirelessly for the Police Department it is critical to have secured communications.
- **Verisign SSL Encryption** – Purchased and installed Verisign SSL encryption with Server Gateway Cryptography ensuring true 128bit SSL encryption, helping protect and secure credit card transactions on our websites.

Additional Items Accomplished -

- Wiring Closet Reorganization (City Hall)
- KCMO Alert Conversion from SNA to Internet
- Cisco Adaptive Security Appliance (new firewall)
- Cisco Access Control Server
- Barracuda Spam Filter
- MDT's for Fire Department
- New Cisco Network Switches
- Banking Conversion
- Integraph & ILeads Software Major Updates
- Eden Upgrade to Version 4.1
- Blackberry / Itrezzo Implementation
- WebSense Internet Filtering & Web Security
- Xora GPS for Code Enforcement
- Updated Routers – higher security & capacity
- Installed over 50 new computers & servers

I hope this report provides you insight into the accomplishments of our department over the last year, brings you up to speed on various Information Services related activities, and that you feel, as we do, that we continue to move in a positive direction. If you have any questions or would like additional information please contact me.

Sincerely,

Mark Andrasik
Director of Information Services

P.S. A special thanks to all Information Services employees, for without their dedication and hard work these advancements wouldn't be possible. At times, we work on 'high profile' applications other times we are replacing hard drives, converting data, and helping end-users. To me all of these are equally important and appreciated. Jerry, Karl, Jack, and Scott you guys do terrific work – it is my pleasure working with you.