

Leawood

Information Services

Voice, Data & Video



Mark Andrasik, Director



DATE: JANUARY 10, 2008

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

RE: INFORMATION SERVICES YEARLY UPDATE – 2007

In keeping with past practice, I've prepared a yearly update regarding Leawood 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 addition to managing our day-to-day operations and securing our networks, we have completed several projects to enhance functionality, improve security, and increase efficiency.

Our municipal court software implementation and data conversion dominated much of our time this past year. FullCourt was the system of choice written by Justice Systems, Inc. based out of Albuquerque, New Mexico. Many cities and counties within the state of Kansas including Topeka, Lawrence, and Overland Park, use this software. This implementation required a complete conversion of all active records from our legacy system to the format required by FullCourt. We installed and configured all new desktop and laptop computers for court staff in addition to a new server for this function – this system uses Oracle's database platform. Efficiency has been improved with this implementation and as users become more experienced with this software more efficiency will be gained. Please see the detail section below for specifics.

Significant enhancements have been made to our police department wireless capabilities. We have installed Sprint Air Cards (EVDO cards) into all of our in-car patrol laptops and a new Citrix server at the police station. In combination, these technologies provide "real-time" access to our police department software from most any location within Leawood. In the past, this functionality was only available at facility "hot spots". The net effect is that police officers have access to critical information from any location, reports can be completed in a timelier manner, and most importantly, officers have more time for patrol!

Furthermore, we have completed all modules within the original scope of our Eden implementation. Cash receipting, completed this summer, integrates our credit card processing, receipting, business licensing, and general ledger. This pulls together islands of data into one main integrated system. Additionally, we've started the Permits & Inspections module of Eden. This module, outside of the original scope of the project, although funded with original project funding, is scheduled to "go-live" the spring/summer of 2008. Permit status, inspection scheduling, and inspection results will be posted to our website.

Another enhancement made during 2007 was the addition of "Virtual Tours" of Leawood facilities to our website. Virtual tours allow citizens and others the opportunity to view rentable rooms with just a click of the mouse. An example is our Ironwoods Lodge. Citizens can view the kitchen and lodge to see if the facility is something they'd like to pursue for wedding receptions or conferences.

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 2008.

DETAIL:

❑ FullCourt Municipal Court Software

This was our major implementation for 2007. Our existing SmartWare Court software was no longer supported and ran on a very old Netware server. To modernize our court functionality and increase efficiency, we implemented a new software solution from Justices Systems called FullCourt. FullCourt software is a windows based event driven program using Oracle as its database. Speed and capacity are substantially improved.

Data from our existing system for outstanding tickets was scrubbed and imported into FullCourt, providing a more seamless transition. This was a very extensive process successfully done in large part due to the efforts of Jerry Strack and Shelley Sawyer.

Court efficiency is increased by completing many aspects of case management during the actual court process instead of waiting until court is over. Calendar functionality, a complete audit trail of case activity, printed continuances, on-line help, are all "wins" associated with this implementation. Additionally, the court process can become more paperless as scanning is an integral component to this package. Citations are imported from our Police Department Integraph software through a citation import process.



During this implementation we replaced all Court computers and point of sale systems with new equipment. A third point of sale system was added to help with heavy court dockets. New laptops were installed in the courtroom allowing the judge, prosecutor, and court staff access to critical information and giving them the ability to enter data directly.

Furthermore, we import tickets from our Integraph system into FullCourt and we've created an export process that pulls records from FullCourt to be posted to the internet for payment. Tickets can be searched by ticket number and by name with resultant total dues being displayed.

□ **Police Wireless & Citrix Implementation –**

We have implemented a Citrix & Sprint wireless air card (EVDO) solution for our Police department. In-car laptops and police officers, in the past, had to connect to our city's network either by a hard wire or wirelessly at various city hotspots. This older technology worked but was slower and required that patrol cars be located near these "hot spots". Equipped with EVDO, a wireless broadband solution from Sprint, coupled with Citrix's remote application software, we've given the Police Department in-car laptops access to our network from virtually anywhere within the city. Police officers can now work on reports, access e-mail, documents, and the internet, throughout most locations within the city.

This solution allows officers immediate access to Integraph, our computer aided dispatch and records management software. Increased efficiency is achieved in that upgrades to our software only need to be made once at the server level -- no longer do we have to visit each laptop making upgrades. Critical information is available in real time. Overall network security is enhanced by having laptops no longer directly connected to our network/domain.

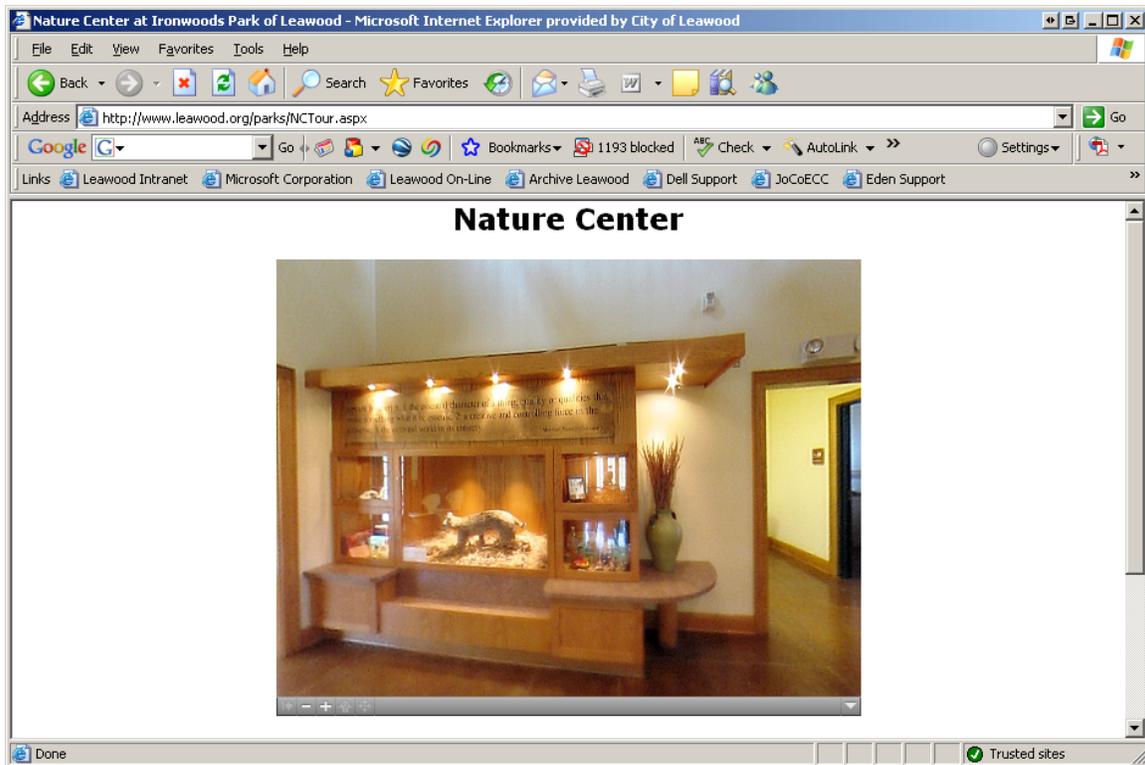
□ **Eden Software Implementation –**

Over the past four years we have completed the implementation of over 12 modules, ranging from our core financials to payroll and project accounting. This year we completed Cash Receipting and started Permits & Inspections.

- **Cash Receipting Module** - This was the last remaining module within the original scope of the Eden project. Completed this summer this module allows us to swipe credit cards securely through Verisign/Paypal and have immediate response from our credit card processor. Bar coding and scanning, integration with General Ledger, are major improvements associated with this module.
- **Permits & Inspections** – we began this module in November and once complete it will help streamline and document many processes associated with Permits & Inspections. Permit status and inspection results will be available via our website for residents and builders alike.

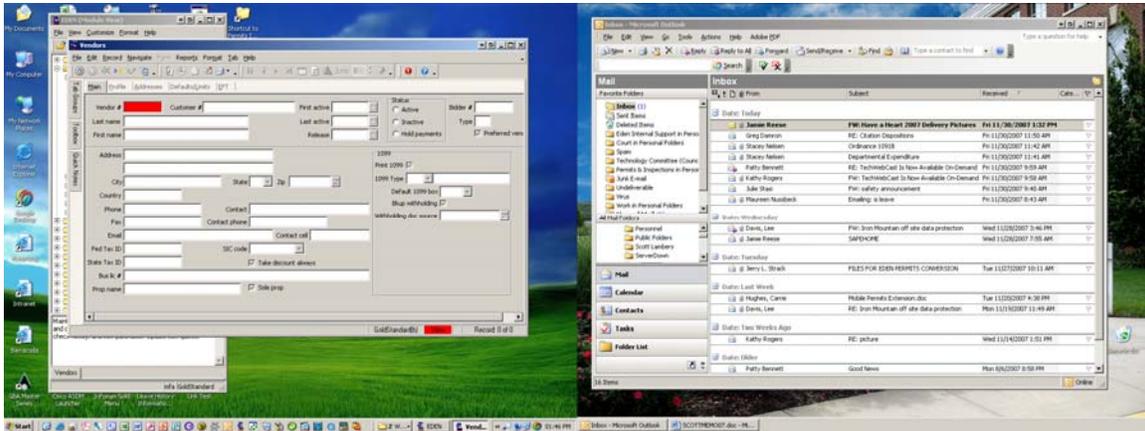
□ **Virtual Tours of Facilities added to Website –**

We've created virtual tours for many of our facilities ranging from our Nature Center to our Lodge and Oak Room. These virtual tours are very similar to what you've seen used by real estate agents and hotels. This reduces our need to do on-site tours saving employee time and providing more convenience to our citizens.



OTHER ITEMS ACCOMPLISHED –

- ❑ **Dual Monitors** – Throughout the City we've installed dual monitors as needed. Dual monitors can increase efficiency by up to 30-40%. Coupled with dual monitors and UltraMon software the benefits are many.
 - Comparing Data -- when comparing data between a spreadsheet and Eden, for example, you can have them on separate monitors. With a single monitor, you constantly minimize and maximize the screen or tab between the applications. With two monitors you can easily glance between the two.
 - Large Spreadsheets -- with dual monitors and our UltraMon utility we can enlarge a spreadsheet to cover both screens. This allows us to see more information without constantly having to use the scroll bar.
 - Outlook -- you can have outlook open on one monitor while running other applications on the second. Or, you can have your Calendar in outlook open while also viewing an e-mail.



For more information regarding dual monitors and efficiencies please click on the following links:

Microsoft:

<http://research.microsoft.com/displayArticle.aspx?id=433>

New York Times

<http://www.nytimes.com/2006/04/20/technology/20basics.html?ei=5090&en=6fc17b9bf54ea2ef&ex=1303185600&adxnnl=1&partner=rssuserland&emc=rss&adxnnlx=1145537733-/Kdyvqpu0/eVBNBYUcsgg>

- **Exchange 2007 & Outlook Web Access** – We installed a new Dell dual processor quad core server as a platform for Exchange 2007. Exchange 2007 is Microsoft's latest messaging/e-mail server. It was designed to deliver increased protection for our information and give anywhere access to our employees, while being efficient to deploy, manage, and maintain. This system will become our unified messaging platform that will integrate e-mail, voice mail, calendar, and contacts. As we look to the future and our desire to go to an IP based phone system we will have a messaging foundation in place to take advantage of this new functionality. Outlook Web Access (OWA) 2007 coupled with Exchange 2007 provides us a full blown e-mail client accessible to Leawood employees via the web. Access to our Global Address List makes addressing e-mails much easier use OWA.
- **SQL 2005 Database** – We've upgraded our server and major database from SQL 2000 to SQL 2005. Our Eden and GBA software utilizes data stored on this server. Increased speed, high availability, data protection, and management capability are key benefits. Night time backups and routine data maintenance occur much faster.

- ❑ **AT&T Contract Renegotiation – Saved \$920/month** allowing us to add a T1 line to Ironwoods and to increase our bandwidth by a 100% to the internet. For Ironwoods they become part of our internal network receiving all of the security patches and virus protection afforded to all other facilities. The increased bandwidth to the internet reduces retrieval time.

- ❑ **Ironhorse Phone System** – installed a Cisco IP based phone system for when the course re-opens. Experience with this system will help guide us when we convert our phone systems at City Hall and for the future police / court facility.

- ❑ **Additional Items**
 - Moved Ironhorse Wiring Closet
 - Installed over 60 new computers and servers.
 - Upgraded Symantec Virus & Spam Software
 - County Parcel Refresh – Eden
 - Integrated Credit Card system at Ironwoods
 - Recycle Computers
 - Crystal Reports
 - Software Upgrades – Eden, Integraph, GBA, Blackberry, Crescent, Contribute, etc.
 - Expansion of Leawood Intranet
 - Enhancements to <http://www.leawood.org>

This year has been very busy and rewarding for Information Services – we've made substantial progress. We are excited about our future and we will continue to improve our capabilities, security, and efficiency, as we move into 2008. Please contact me if you have any questions.

Once again I'd like to thank Jerry Strack, Karl Weinfurter, Jack Reece, and Scott Smith for their efforts. Without them, these accomplishments would not have happened. Their professionalism, dedication, quantity and quality of work, and customer service skills, are to be commended. My sincere appreciation to these guys, they do terrific work!

Sincerely,

Mark Andrasik