

Leawood

Information Services

Voice, Data & Video



Mark Andrasik, Director



DATE: 1/12/09

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

RE: ITEMS ACCOMPLISHED FOR 2008

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.

Eden's Permits & Inspections module was our major implementation for 2008. Outside of the original scope of the Eden project yet funded with original project funds we went "Live" on Permits & Inspections in May. Setup was very complicated involving many man hours for employees from Codes Administration, Public Works, and Information Services. There were many long meetings where discussions revolved around re-engineering our processes to meet best practices and the capabilities of the Eden software. We converted all open building permits and inspections from our legacy system into Eden.

Eden Permits & Inspections manages the permitting and inspection process necessary for community development, building, inspections, and our public works department. This module integrates with many other modules of Eden including general ledger, business licensing, and parcel manager. We've written scripts to automatically tie in Johnson County's Automated Information Mapping System (AIMS) into our permits. When an employee would like to gather information that AIMS provides they click on a function that automatically pulls up the map/aerial view and corresponding information from AIMS's website. Nightly we import Johnson County's parcel data into our Eden database further enhancing our efficiencies. During this

implementation we added five additional cash receipting stations. Please see the detail section below for more information.

In the fall of 2008 we implemented a Disaster Recovery Service with Eden. This service allows us to store our Eden databases to an off site hardened and secure facility in Washington State. We can activate emergency access to this information in the event of a disaster. This is yet another way we secure our data and make it available in an emergency.

Many items have been accomplished to enhance our network security from installing new routers, firewalls, and an intrusion detection prevention system, to modifying our system configurations. Our new intrusion detection / prevention system integrates with our main city firewall and routinely downloads the latest definitions to help protect against hackers. We've moved all of our web servers into a DMZ protecting our internal network, encrypted our data communications between the police department and city hall to meet Kansas Bureau of Investigation requirements, and installed all new 1gb Cisco switches at all of our facilities.

In preparation for the re-opening of Ironhorse Golf Course we completed a major revision to their website, installed new computers, public wireless access, and a new phone system. The new website simplifies the user interface hopefully making the end user's access easier and more enjoyable.

From the less visible efforts of repairing hard drives, computers, and programming, to the more high profile Eden implementation and network security activities, all of these impact our ability to provide service to our citizens and fellow employees. Through all 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 2009.

DETAIL:

- **Eden Implementation** – Over the past five years we have completed the implementation of over 14 Eden modules, ranging from our core financials to payroll and project accounting. This year we completed Permits & Inspections, Cash Receipting Integration, and Disaster Recovery Services.
- **Permits & Inspections** – We went “live” on this module mid May of this year. This implementation was one of the most complicated Eden modules we've implemented, yet one of the most rewarding in terms of its impact. Many departments and individuals were involved in this process. Couple that with the many “actions” that have to take place on all of the different types of permits and it makes for many long and involved meetings.

Eden Permits & Inspections manages the permitting and inspection process necessary for community development, building, inspections, and our public works department. Actions represent the activities necessary to process a permit or perform an inspection. We use an email-enabled routing queue system to approve every action and track the progress of a permit. We can schedule inspections for our citizens and contractors.

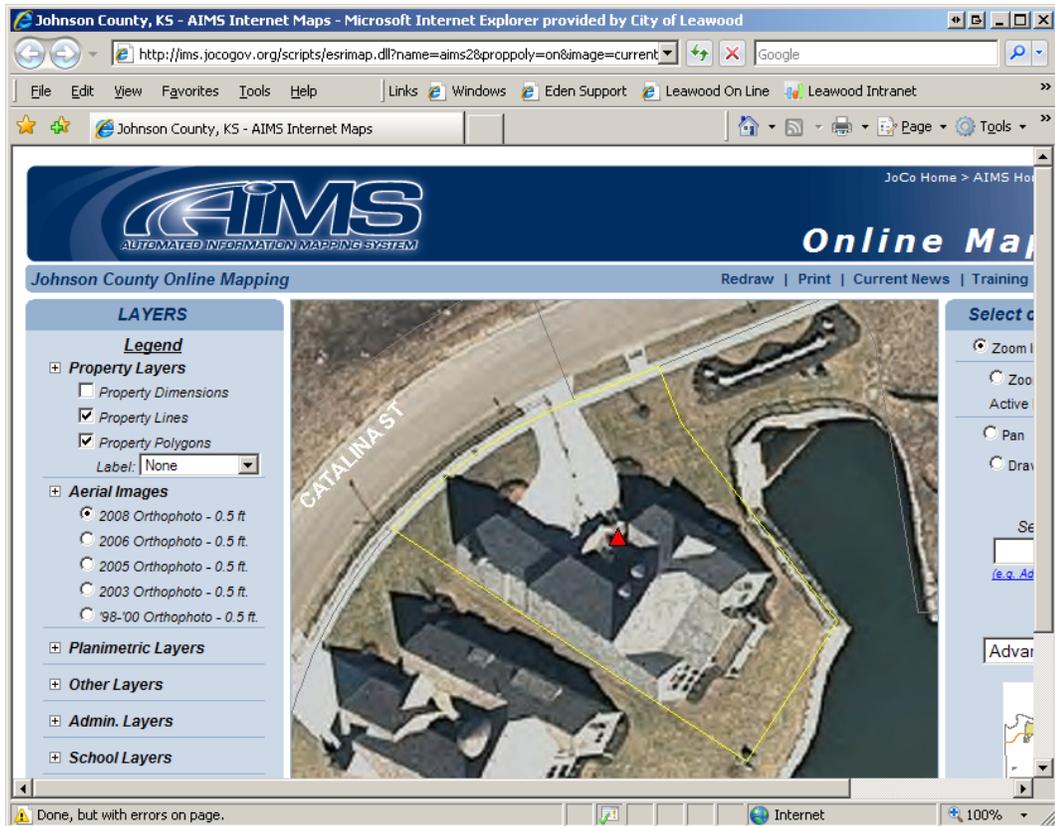
The screenshot shows a software window titled 'Permits' with a menu bar (File, Edit, Record, Navigate, Form, Reports, Format, Tab, Help) and a toolbar. Below the menu is a tabbed interface with tabs for Main, Contractors, Custom Fields, Fees, Actions, Parcels, Fee Summary, Routing Status, Routing History, Attachments, and Valuation. The 'Main' tab is active, displaying a form with the following sections:

- Permit Information:** Includes fields for Permit Type (a dropdown menu with a red bar), Permit #, Address, Apt/Suite, City, State, and Zip.
- Master Permit:** Includes fields for Master Permit, Project, Description, Submitted, Clock, and Days.
- Routing Queue:** Includes a dropdown for Routing Queue and buttons for Applied, Approved, Issued, Final, and Expires.
- Owner:** Includes fields for Last Name, First Name, and Phone.
- Applicant:** Includes fields for Last Name, First Name, Phone, and Cust #.
- Lender:** Includes fields for Last Name, First Name, and Phone.

At the bottom of the window, there is a status bar with the text 'Enter the permit type code', 'GoldTestCOA(b)', a red 'View' button, and 'Record: 0 of 0'.

Permits & Inspections integrates with the EDEN Financial modules to post payables and receivables, as well as process refunds and adjustments.

The Permits & Inspections module further integrates with the EDEN Parcel Manager module providing access to Johnson County's parcel information. On a weekly basis we download data from Johnson County. This data becomes the basis for each building permit the City of Leawood issues. Additionally, we've built a function into the Eden Permit form that allows an end-user the ability to view parcel information via Johnson County's Aims Mapping website. This allows them to see the following:



Detailed data can be derived from this website. Efficiencies are gained because we're not maintaining a duplicate system for this data – we're using the source of this data, Johnson County.

The Permits & Inspections Web component allows both contractors and citizens to schedule and view inspections and results online. Citizens can view permits that have been issued, both in their subdivision and others. This is yet another component of our Leawood On-Line website. See "Leawood On-Line Services" below for more information.

Data from our legacy SmartWare application was scrubbed and imported into Eden providing a more seamless transition. This was a very extensive process and successfully done in large part due to the efforts of Jerry Strack.

A Citrix server has been installed at City Hall to allow Field Inspections the future ability to input inspections results from their field laptops and to access Eden remotely as though they are in their office.

These modules were implemented outside of the original scope of the project but done with original project funds. In other words, no additional budget was required.

Bottom line, many business processes and workflows have been re-engineered to meet the abilities of the software, best practices, and to improve efficiencies.

- **Cash Receipting Module** – In conjunction with the Permits & Inspections implementation we added five (5) new integrated cash receipting systems. These systems from Core Cashiering provide us the capability to complete cash receipting transactions and automatically update the permit within Eden. These five point of sale systems were placed at locations throughout City Hall where required. Credit card transactions are fast and easily done by swiping the cards. Secured with VeriSign / PayPal the authorizations are completed immediately via our credit card processor. End of day processes allow for the cash receipting data to be uploaded into Eden's General Ledger module.
- **Disaster Recovery Services** – We've contracted with Eden Systems and implemented a Disaster Recovery Service which allows us to store our Eden databases (core software for Financials, HR, Permits & Inspections, etc.) to an off site hardened and secure facility in Tacoma, WA. Data is backed up on a nightly basis. The data that is sent is compressed and encrypted providing security.

We can activate emergency access to this data during or after a disaster. We are allowed to have up to 5 concurrent users access our Eden databases remotely. Once these computers are established we can run a vast majority of Eden thru a secured encrypted VPN connection. Eden Cashiering is one module that wouldn't have remote capability due to it's local configuration issues. That said, all other modules would be available (payroll, human resources, accounts payable, general ledger, purchase orders, permits, etc.).

- **Network Security** – We've completed many actions to enhance our network security including installation of an Intrusion Detection / Prevention system. This system integrates with our City Hall Firewall protecting us from external attacks. This device routinely downloads the latest definitions to help protect against intrusions -- over 81,000 types of attacks are blocked.

Due to the efforts of Scott Smith we've installed all new managed Cisco 1gb switches at all of our facilities, installed and configured a new firewall at the police department to meet KBI requirements, moved all our web servers to a DMZ, and encrypted our data communications with high level AES encryption. In combination these represent major steps forwards in our network security.

Many of these security actions help us with our PCI compliance as required from our credit card companies. In that vein, we have contracted with TrustKeepers organization to run monthly external network vulnerability scans of our websites for PCI compliance.

Firewall changes are done routinely to block unwanted traffic from hitting our secured network. Server Gated Cryptography is employed on all our web servers.

Network security continues to be a major area of focus. Even though we can't make every system bullet proof we can make it very difficult to hack especially if all personnel are using our technologies in a prudent manner following our policies and procedures.

- ❑ **Ironhorse** – In preparation for the re-opening of Ironhorse we accomplished a number of tasks including a major revision of the Ironhorse website to make access to information easier without flooding the user with unwanted information, buttons, and links.



Furthermore, we installed all new desktop computers, new server, Cisco IP phone system, upgraded Crescent Software, installed a new "accounts receivable" module, a public wireless access system, and implemented on-line tee times. A virtual tour of the clubhouse has been created. These items will allow staff to more effectively communicate and complete their jobs. Citizens and customers have free wireless access to the internet within the clubhouse and a re-designed website to use.

OTHER ITEMS ACCOMPLISHED --

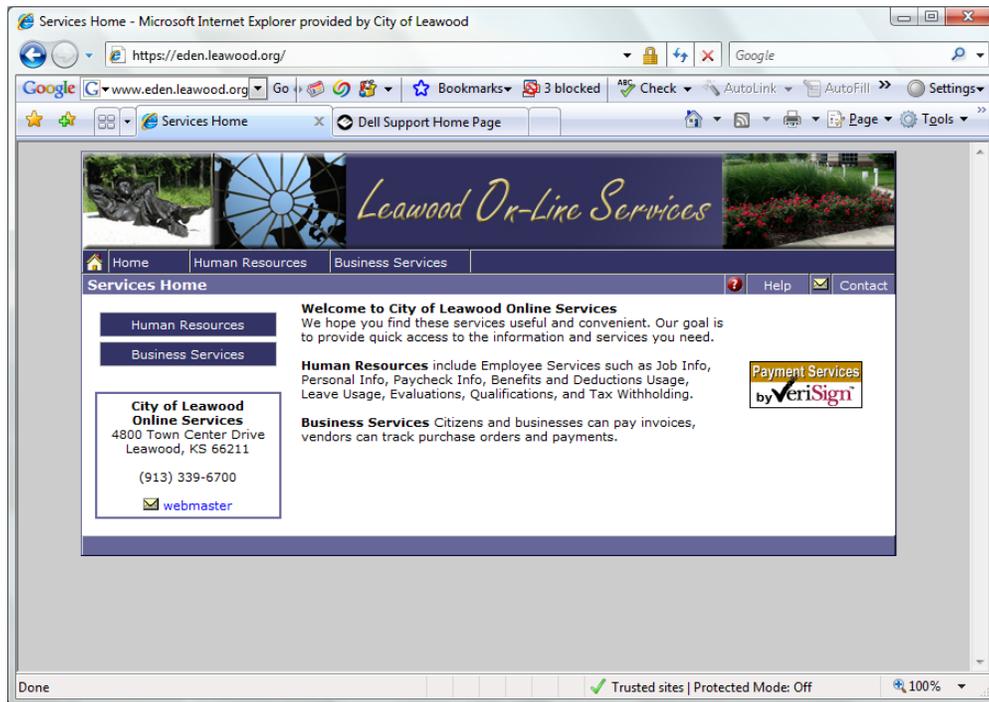
- ❑ **Desktop & Laptop Upgrades / Windows Vista** – in preparation for Windows Vista and the newest Office applications from Microsoft we've installed over 65 new desktops and 27 Police in-car laptops. These machines have the horsepower necessary to run the new operating system and applications. As part of our preparation we are upgrading many of our applications to be Vista compliant. This is a long and involved process.
- ❑ **Police Radio Conversion** - All of the city's portable, mobile and control station equipment was replaced as part of the 800mhz rebanding project nationwide as mandated by the FCC and funded by Nextel. All of the replaced equipment was inventoried, packaged and is awaiting shipment to Nextel. There will be one last programming of all equipment once the public safety agencies in the area have been converted to their new frequencies which will probably occur after the first of the year.

Several years ago it was determined that Nextel cell sites were creating interference to a large percentage of public safety communications systems not only due to their physical location but also as a result of being located in close proximity of the frequency spectrum. As a result the FCC and Nextel worked out an agreement to move public safety to another area of the spectrum unshared by other entities. This solution eliminated interference which also resulted in increased range and sensitivity of the radio equipment. Since our equipment wasn't capable of being reprogrammed to this new range of frequencies Nextel agreed to replace all equipment necessary to make the changes.

- ❑ **Wireless Access at Ironwoods Lodge** – Similar to the public wireless access at Ironhorse we completed the same for the Lodge at Ironwoods. The public can wirelessly access the internet while within the Lodge. A DSL connection to a wireless access point has been installed. All data runs through a Barracuda web-filter device that blocks access to inappropriate sites.

- ❑ **RecTrac / MainTrac / WebTrac Upgrade** – added Facility Rental to web based reservations. Not only can Citizens register for classes on-line but they can now rent facilities. Upgraded all of these modules to the latest versions. This, again, helps with our PCI compliance.
- ❑ **IronMountain** – We've established a service with IronMountain wherein our tapes are stored off site on a weekly basis in a highly secured disaster resistant location.
- ❑ **Leawood On-Line Services Website** – in conjunction with our Permits & Inspections module of Eden we've added functionality to our Leawood On-Line Services website. Developers, Contractors, and Citizens can view their permits and inspection results. They can request and schedule new inspections, view all their permits, see the status of their current submission, and get estimates as to the cost of future permits. Capability exists to have users pay for inspections and permits on-line. This feature will be enabled when appropriate.

Additionally, we've added more capability in terms of Employee Services to this site. Employees can now view and modify emergency contact and personal information. Job history and evaluations have been added.



- ❑ **ICOP Police Video On-Line** – As of this year all patrol vehicles have been equipped with ICOP video units. ICOP is a local company that provides a video recorder/player that replaces the in-dash radio. The police videos are recording in high quality secure digital video format

on an internal hard drive that can be removed and uploaded to the server. Once uploaded the hard drive can be reused and the files are accessible via the city's network or burned to DVD. The server has recently been upgraded, additional storage was installed which allows us to meet Court requirements for online video retention periods.

Another product provided by ICOP called ICOPLIVE was installed in 3 patrol vehicles, at no cost to the city. It uses the existing ICOP equipment and interfaces with the in-car laptop and Sprint broadband card which allows live streaming video to be viewed securely over the internet. It's currently being evaluated to determine it's usefulness in other units as well.

□ Other Items

- Recycled Computers
- Expanded Leawood Intranet
- Enhancements to <http://www.leawood.org>
- Municipal Court Abstracts to State
- Upgraded Symantec Virus & Spam Software
- County Parcel Refresh – Eden
- LiveScan Fingerprinting Device @ PD
- Integrated Credit Card system at Ironwoods
- Crystal Reports
- Updated WAN & LAN Network Diagrams & Documentation
- Aquatic Center Remote Computer & Chemtrol Device
- Fiber Cabling & Installation @ Ironwoods Park Maint. Facility
- Sprinkler System Connectivity

We continually strive to improve our systems, secure our network, enhance our capabilities, while maintaining our existing investment. We are excited about our future as we head into 2009. Please contact me if you have any questions.

Without the efforts and hard work of Jerry Strack, Karl Weinfurter, Jack Reece, and Scott Smith these accomplishments would not have happened --- my sincere appreciation to them. It's with conflicted feelings that we say good bye to Jerry Strack. He's retired after a combined 42 years with Leawood. Over 30 years with the Fire Department and 12 years with Information Services. His hard work and positive influence will be missed, but we're very happy for him as he enjoys his family and farm during retirement!

Sincerely,

Mark Andrasik
Director of Information Services