

# *Leawood*

## *Information Services*

*Voice, Data & Video*



*Mark Andrasik, Director*



**DATE: 1/19/2010**

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

**RE: ITEMS ACCOMPLISHED FOR 2009**

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.

One of the most time consuming and complicated projects we've been working on currently, and will well into 2010, is our conversion to Windows 7 Desktop & Windows 2008 Server operating systems. Since June of this year, we've been testing the beta, release candidate, and subsequent release to manufacturing versions of Windows 7. We've been very pleased with the Windows 7 operating system. It's stable, secure, and compatible with many programs. We've installed this on roughly one-third of our City's desktops. In conjunction with our Windows 7 conversion we've been installing new servers and converting existing servers to Windows 2008 server. At this time seventeen (17) of our servers have been upgraded. In combination, these tasks require many back office conversions including upgrading our SQL databases, AntiVirus & AntiSpam software, Eden, GBA MasterSeries, Firehouse, PaperVision, WebSense, and other critical business software. Once complete we'll have very up-to-date software and hardware to use as tools to complete our work and provide service to our citizens.

Another project taking considerable time and effort has been our cell phone analysis and replacements. For the past year we've tested phones from many vendors with employees from police, fire, public works, parks, and information services. We detailed our findings as to coverage (in-building, city, state, & nationwide), push to talk capability and speed, phone quality

and clarity, support, continuity of operations, and cost. Pros and cons of each vendor were considered. Bottom line, we stayed with Sprint. We improved our coverage by switching field phones from IDEN to CDMA within Sprint and we addressed a major concern which is our "in building" coverage. We improved our existing coverage, stayed with a known commodity, and reduced our overall monthly cell phone cost by roughly \$1,800/month. We maintained our existing communication infrastructure and the engrained push to talk capability we extensively use. We are in the midst of pushing out new Blackberry and Renegade phones.

In October, the City of Leawood was recognized by Tyler Technologies as one of three recipients for the *Eden Public Sector Excellence Award*. At the annual Tyler Technologies meetings held in Orlando we were presented the award for organizational efficiency. The Public Sector Excellence Awards program, which was open to all Tyler clients using the Eden ERP solution, was created to identify and honor organizations that have demonstrated excellence in best practices for developing, deploying and maintaining Tyler's Eden solution in innovative ways. This award is a testament to the dedication of our employees, department heads, Scott Lambers, the Council, and Mayor for their hard work and commitment to this project.

Other projects have been completed including the Council Chamber's new high definition video and camera system, our Cisco Monitoring Analysis & Response System, and a new VPN Tunnel for our Alert connection to Kansas City, Missouri.

From the day-to-day activities of repairing systems, computers, and programming, to our more project oriented activities, they all play significant roles in our ability as an organization 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 2010.

#### **DETAIL:**

- **Windows 7, Office 2007, & Windows 2008 Implementation –** Desktop operating systems, Office applications, and server operating system implementations individually are major initiatives. When done concurrently these implementations can be very complex and intensive. When these are done correctly the time and effort bears dividends in the form of more centralized control of our systems and increased efficiency – a better tool for our end users and citizens to use.

- **Windows 7** – Windows Vista was slated to be the replacement for Microsoft’s flagship operating system of the past “Windows XP”. We tested Windows Vista extensively and had many issues related to incompatible software, computer blue screens, and poor performance. As a result, we decided not to convert to Vista, stay with XP, and analyze Windows 7. Once Windows 7 became available we tested the beta version, the release candidate version, and the release to manufacturing version. Each of these versions proved stable and provided good performance.

From increased security to easier device management, quick access via Windows Search, to doing more and waiting less. There are many improvements that Windows 7 provides including encryption, Windows XP compatibility mode, increased performance & compatibility.

Since beginning the process of rolling out Windows 7 to our desktops in October, we’ve completed over 60 installations. These installations have been smooth with little or no issues.

- **Office 2007** – Although we installed Office 2007 on some of our workstations we didn’t push this to all systems until the rollout of Windows 7. Office 2007 offers many enhancements to Microsoft Word, Excel, PowerPoint, Access, Publisher, etc. With the “ribbon” Microsoft Word can change styles & fonts quickly with simply hovering over an icon. Many key features including the office button, quick access toolbars, live preview, contextual tabs, etc., provide efficiencies.
- **Windows 2008 Server** – Windows 2008 Server is a network operating system that replaces the older Windows 2003 Server. Scalability and reliability, management, virtualization, and integration with Windows 7 are reasons for the upgrade. We’ve completed over half of our servers and all but one of our domain controllers.

In combination, Windows 7, Office 2007, & Windows 2008 Server enhance our ability to control profiles, security, access to information, printers and other devices, power save features, etc. Through Group Policy this granular control can reduce the amount of time it takes to setup new machines and configure user profiles. Energy savings can be enhanced through established power save features. Favorites, printers, desktop icons, documents, etc., follow the user from machine to machine. Many security features can be centrally managed.

- **Cell Phone Review & Replacement** – During this last year we reviewed our existing cell phone carrier. We reviewed phones from and service from Sprint, Verizon, & AT&T. Testing included many departments and employees. Although each vendor had strengths and weaknesses it was determined that Sprint is the appropriate match at this time. Sprint’s “direct connect” service is used extensively by our employees. Sprint agreed to enhance our signal strength to many of our city facilities. This results in a minimum of three bars of service at seven of our locations. We have standardized on Blackberry & Renegade phones. We can centrally manage address books providing better communication among our employees which is critical during emergency events. In this process we’ve secured roughly a \$1,800 / month savings.
  
- **High Definition Video System for Council Chambers** – in March of 2009 we completed a new high definition video system for the City Hall Council Chambers. All monitors, cameras, and recording systems, were replaced with high definition systems resulting in high resolution recordings of our Council, Plan Commission, and Board of Zoning Appeals meetings. New high definition cameras, monitors, and a Sony Anycast System allow for much improved clarity of digital recordings, computer presentations, etc. Zooming to and from presenters and their maps are quicker and clearer with camera presets for each council member and staff locations. The Sony Anycast system allows us to record the meetings to a hard drive and subsequently send them to DVD, VHS, and streamed to our website, if desired.
  
- **Eden Public Sector Technical Excellence Award** – In October of 2009 the City of Leawood received Tyler Technologies *Public Sector Technical Excellence Award* for our implementation of the Eden Software. We were one of three Eden clients receiving this recognition for three distinct categories – we received the award for organizational efficiency. To date we’ve implemented over fourteen (14) modules ranging from our core financials of general ledger, accounts payable, to payroll, human resources, project accounting, and permits & inspections. We are currently reviewing the Code Enforcement module. Thanks to all involved with this six year implementation for your hard work and efforts. Many processes have been re-engineered resulting in efficiencies for the organization.

## ❑ Other Items

- Cisco MARS System
- AES Encryption of Routers
- WebSense Upgrade
- VPN to Alert
- PD Network Equipment
- Test of our Eden Disaster Recovery System
- Firehouse Software Upgrade to Enterprise version
- GBA Software Upgrades
- Eden Upgrades to 5.2.0.3
- Recycled Computers
- Expanded Leawood Intranet
- Enhancements to <http://www.leawood.org>
- Upgraded Symantec EndPoint Protection Virus & Spam Software
- Updated Citywide Technology Policy
- Quality Control Reports for Court
- Autocad & Windows 7 64bit
- Leawood Map
- Parcel Refresh from Johnson County
- Desktop & Laptop Replacements
- Crystal Reports
- Updated WAN & LAN Network Diagrams & Documentation

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 2010. Please contact me if you have any questions.

Sincerely,

Mark Andrasik  
Director of Information Services