

Leawood

Information Services

Voice, Data & Video



Mark Andrasik, Director



DATE: 1/25/2011

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

RE: ITEMS ACCOMPLISHED FOR 2010

In keeping with past practice, I've prepared a yearly update regarding Leawood Information Services.

EXECUTIVE SUMMARY:

I would characterize 2010, from an Information Services perspective, as a "Foundation" year. 2010 was a year in which we have spent a majority of our time working on the major building blocks to a successful technology foundation.

- Windows 7 on all Workstations
- Windows 2008 on all Servers
- Exchange 2010 for Email System
- New Barracuda Spam / Virus Filter
- New Backup System & Software
- Upgraded Routers, Switches, Firewalls
- Installed New Workstations & Servers
- Building Inspector Laptop & Scanning Implementation
- Website Re-Design

The strength of our technical foundation has been enhanced by completing these tasks. Along with these and our continued strategy of standardizing on Microsoft, Dell, Cisco, and Symantec products, and others as necessary, we believe our foundation is solid. These are not high profile types of projects but they are absolutely critical to our day-to-day operations.

In addition to our foundation work we have implemented many other programs including a Website Re-design, Code Enforcement module in Eden, Wireless Priority Service for our public safety and critical cell phone users, Building Inspector Scanning & In-car laptops, many upgrades to our major software (Eden, GBA MasterSeries, WebSense, RecTrac & MainTrac,

Firehouse, PaperVision, AntiVirus), and upgraded our Citrix Servers and software.

Not a lot of glitz and glamour this year, but I truly believe this has been one of our most productive years. Working on these technical building blocks secures our foundation allowing us to provide current and future services. These are the behind the scenes "roads & bridges" that make up our technical infrastructure. I am very proud of the amount and quality of work our department has accomplished and this is due to the efforts of Scott Smith, Karl Weinfurter, and Jack Reece. Information Services will remain diligent in our responsibilities and enthusiastic about new opportunities as we head into 2011.

DETAIL:

In this area I will highlight and detail specific items we accomplished.

- **Windows 7, Office, & Windows 2008 Implementation** – All desktops and servers have been upgraded to Windows 7 and Windows 2008, respectively. 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 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. In the process of rolling out Windows 7 & Windows 2008 we've replaced or upgraded many of our desktops & servers. The increased speed realized by both the hardware and software enhancements has been substantial.

In combination, Windows 7 & 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.

- **Website Re-Design** – We started this project in the fall of 2010 and it's taken roughly 10-12 weeks to accomplish. Our site was designed and developed in-house making future changes and modifications much easier and efficient. The new website is designed to be dynamic, warm, easy to navigate, and flexible – we've added rotating pictures, more color, and a new menu structure. Our menu structure is designed to be intuitive allowing residents and businesses to find

often used links and information more quickly. The new website provides information about our community and helps showcase our many assets, facilities, events, recreation opportunities, committees, and those things that make our community special.



- ❑ **Building Inspector Laptop & Scanning Implementation** – as part of our overall Eden Permits & Inspections implementation we purchased laptops and portable scanners for our inspectors. Building inspectors can now complete their inspection forms and scan them as PDF files. These files are attached to the permit record within the Eden Permits & Inspections module. All of this can be done directly after the inspection is complete while in the field. The laptops have built-in 'air cards' allowing remote connection to our network. Now builders, developers, & citizens, can view the results of their inspection via our website without having to go to the actual building site to review the form. We are more efficient providing quick access to inspection information and keeping our inspectors out in the field.

❑ Other Items

- Project Pack of Cell Phones for Special Events & Emergencies
- Completion of Sprint's In-building Coverage Enhancements
- Leawood Foundation & Sustainability Websites
- Completed Radio Rebanding Project required by FCC
- Upgraded all City Radios to be RAMBIS compliant
- Modified Systems to Accept AMEX
- Enhancements to Leawood On-Line Services
- New Copier & Scanners for all Facilities
- WebSense Upgrade
- Recycled Computers
- Expanded Leawood Intranet
- Parcel Refresh from Johnson County
- Desktop & Laptop Replacements
- Crystal Reports
- Irrigation System Communications
- Setup Troon Management Company for Ironhorse & Related Issues
- Leawood Justice Center Preparation

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 2011. Please contact me if you have any questions.

Sincerely,

Mark Andrasik
Director of Information Services