

January 15, 2009

TO: Bruce Hardy, Service Director  
FROM: Carmen Bremer, Computer Services Supervisor  
RE: 2008 Computer Services Annual Report

**COMPUTER SERVICES DEPARTMENT RESPONSIBILITIES:**

The Computer Services department is responsible for maintaining all hardware, software, and network access for the various City departments. This includes the HP3000 mainframe, email server, various application servers, firewalls, web server, VPN Server, GIS Server, Police Message Switch, and Building Security Server. On the software side, we not only assist the other departments in researching new software, we work alongside with them on the final implementation, testing and training of all new software installed on the city's network of servers. Our staff then provides ongoing first line support to the city's departmental personnel for all software and hardware operating on the city's network. We are responsible for not only administering the 3<sup>rd</sup> party packaged software on the network, but also for backing up all data on a daily basis and performing periodic system software updates. Several city applications and reports are custom written and maintained by Computer Services staff as well. We also provide basic operational support for the office automation products such as word processing and spreadsheet packages. Hardware support includes the evaluation, purchase, installation, preventive maintenance, repair, and the inventory of supplies for the computer equipment throughout the City.

**COMPUTER SERVICES DEPARTMENT STAFFING:**

Staffing for the office consists of:

- Computer Services Supervisor (25.5 years service time)
- Computer Programmer/Analyst (1.5 years service time)
- Computer Network Specialist II (24 years service time).

**COMPUTER SERVICES DEPARTMENT APPLICATIONS & EQUIPMENT:**

There are four application systems still operating on the city's Hewlett Packard 3000 series 928 computer and nearly forty applications on Windows network servers. The software modules are accessed by hardware located in 28 city department locations, and in three other agency locations: Hancock County Adult Probation, Hancock Regional Planning, and Hancock County Prosecutor. Three other agencies: Hancock County Public Defenders Office, Hancock County Sheriff Office, and the Ohio State Highway Patrol now access the Municipal Court records through the City of Findlay's website with additional capabilities through a logon and password. An inventory of user devices connected to the Hewlett Packard computer and the city's wide area network is depicted in Table A-1. The Microsoft Windows network servers are the central

storage areas for departmental files. The city utilizes Ipswitch's Imail Collaboration Suite for its Email management software. The IPSwitch Email server also makes available shared calendars for an unlimited number of licensed users. These shared calendars are accessed via MS Outlook at the individual users' desktops. A NetScreen Firewall protects the city's network, as well as the city's web server from unauthorized outside access. The City of Findlay's web site server ([www.ci.findlay.oh.us](http://www.ci.findlay.oh.us)) delivers the city's departmental information via web pages to the Internet world. The Geographic Information System (GIS) stores and makes available the mapping layers to city offices. The Building Security server controls the locking and unlocking of doors in the Municipal Building. The BioKey PacketCluster Message Switch server controls the interfacing tools used for patrol car computer access through the Motorola Radio System, Ohio LEADS, and the Police dispatching system. All additional servers make up the hardware necessary for the various departmental software applications which run in a Microsoft Windows Server environment. The network supports resource sharing, and provides seventeen remote offices with a wireless network connection for faster speeds to the network servers and the mainframe computer. The network also provides access to the Internet through a T1 connection managed by CentraComm Communications.

### **COMPUTER SERVICES DEPARTMENT ACTIVITIES FOR 2008:**

A limited amount of maintenance programming was performed on the applications still residing on the Hewlett Packard mainframe system. Most of the changes dealt with additional reporting of data already collected or changes to existing reports because the requirements have changed. Considerable effort went into preparing conversion data from the Hewlett Packard application for Water and Sewer Billing, in preparation for transitioning them to a new application in the Windows environment. We also performed various updates to the third party software applications running on the network servers, network PCs and Police Department Laptops in the cruisers. We have been in the process over the past several years of transitioning all of our applications off of the HP3000 mainframe and into a MS Windows environment. The main reason for this push is HP's phasing out support for the HP3000 several years ago. We continue to maintain 3<sup>rd</sup> party support for the mainframe, but hope to be able to retire the HP by the end of 2009 permanently.

During the month of January, our Utility Billing office began accepting credit card payments through Official Payments.com. Credit card payments can be accepted via phone or online, either through the city's website, [www.ci.findlay.oh.us](http://www.ci.findlay.oh.us) or the [officialpayments.com](http://officialpayments.com) website. Depending on the method chosen, a jurisdiction code may be required to direct the payment properly to the Findlay Utility Billing office, which is "4553". A \$4.00 convenience fee is charged to the individual for each transaction processed. A payment station PC was also setup in the lobby of the Utility Billing Office which allows individuals the convenience of processing their credit card payment at the office in private. Once a payment has been processed, a confirmation number is provided for the use of the Utility Billing Office to verify the payment was successful. We are hoping to pursue additional credit card payment capability for other city departments in the very near future.

February saw the completion of a project involving 6 of the Fire Department vehicles. Panasonic Toughbook laptops were installed and loaded with Pre-Plan software as well as Pre-Plan drawings and various City maps. This project involved 2 of the fire department command vehicles, and one fire engine from each of the 4 fire stations. They each now have ready access to their pre-plan information which can be accessed at the scene of a fire or investigation on demand. We are hopeful this will aid them in performing their duties in a more informed and efficient manner during emergency situations.

In 2008, several new Windows Servers were installed. The first of those new installations were for our Trend Micro and Websense Servers, as well as our general network Utility File Server. Trend Micro serves as a tool on our network for all PCs connected to our network and provides protection from malicious virus, spyware, and malware attacks via the web and/or email. Websense provides us with the ability to restrict and monitor all internet usage within the city's network. We strive to keep up to date with the most recent versions of software available for these products so that we can be certain that we are providing the best available protection for the City's network. Our general network File Server serves as a central file repository for all city departments. It is better known to them as their network drive.

In March, we upgraded our backup software, Backup Exec, to version 11d and then in September, it was upgraded to version 12. We also invested in several days of Backup Exec training for one of our staff this year so that we could be thoroughly trained on the Backup Exec product and be able to take full advantage of its capabilities. We also invested in the purchase of a new tape library device, which allows us much more control over our nightly backups and provides the ability to preload multiple nights' backup tapes which can then be pre-scheduled to perform unmanned backups at any time of the day. The tapes used on our new device also allow us to back up a much larger volume of data on one tape than our previous tape format. We were able to condense our nightly tapes from 3 down to 1 with this new backup device. It is crucial that we continue to maintain and execute thorough backups on a nightly basis. Our new tape library is helping us perform this task more efficiently.

The Municipal Court kept us very busy during the year of 2008. After the flood of 2007, and the tremendous water damage done to many of their paper records, the judges determined that it was time to pursue a document imaging solution. Several options were investigated, with the final decision made to pursue a project with the DocWorker imaging product. In April of 2008, a new Windows Server was installed, with 2 Terabytes of available hard drive storage that would be fully devoted to image storage for the new imaging software. The necessary scanners were purchased and the software was configured and loaded. After training on the software was completed, one clerk was dedicated to the task of scanning old case records and flood damaged paperwork. It is the goal of the court to begin scanning all documents on a daily basis as they are created early in 2009. The courts case management software has been interfaced with the imaging software so that all scanned images are available for the case at the click of a button from the case screen. The court is looking forward to the vast amount of time that will be saved searching for case jackets in the future as a result of this project.

In early 2008, city personnel concluded their research for new Water and Sewer Billing software. After making several site visits to other CMI Utility Billing customer sites, it was decided that this software would be the best fit for our Utility Billing office needs. City Council approval was sought and received and a contract was then signed with CMI on March 31, 2008. Several custom programming changes were included in our contract with CMI. These programming changes took several months to be completed. In the meantime, a new server was purchased and setup to be dedicated to this CMI Utility Billing software, as well as the city's new Badger AMR (Automated Meter Reading) system, which was also purchased and installed in the summer months of 2008. Late in the summer, our billing clerks received some initial training on the CMI billing software. Then several months of work began on working through the data conversion process and verification of the converted data. Initially, we had hoped to be able to go live mid November, but due to some data conversion issues, that go-live date was rescheduled for mid December. The first bills were calculated and mailed from the new CMI billing system during the last week of 2008. There were many issues to be worked through during the first several weeks of processing with the new software. However, the billing office is working through those issues diligently with CMI's assistance. The City

Computer Services office has worked side by side with both CMI and the Utility Billing staff to try to make this a smooth transition for them. We did purchase an ODBC license from CMI which gives us the ability to read their database through other Microsoft products, such as Crystal Reports or Visual Studio. From this we can create any custom reports for them that they may need and cannot get from the CMI software.

In May of 2008, the city also entered into a contract with Automated Business Machines to provide a remittance processing machine for the Utility Billing office as well. This process reads in all of the bill stubs and checks automatically and loads them into a payment batch to be balanced by the billing clerks. This process eliminates the manual entry of these receipt payments, allowing the clerks more time for other tasks. It is not a perfect process, but allows for corrections of data that is misread, and greatly streamlines the receipting tasks for the utility billing clerks.

As previously mentioned, the city entered into a contract with Badger Meter Incorporated to do the installation of the first 5000 automated meters in the city. This first phase of meters would mainly be to replace the old failing radio read meters. The actual installations did not actually begin until October, several months behind the original schedule. Neptune was awarded the installation portion of the project. There are transmitters positioned throughout the city which pick up the readings from the meters 3-4 times a day. These readings are then sent to the server to be recorded for the appropriate service address. This project will allow for high usage due to water leaks to be identified much more timely. It can also be used to identify peak periods of water usage over several days at a time. It is hopeful that this will allow the Utility Billing office offer better customer service as a result. Once Neptune began the installations, they provided the city with a text file of the installation information which we were able to use to post the new meter information into our database. By the first week of December, they had approximately 3000 Badger meters installed. The Badger AMR software was used to send readings to the billing software for the first time mid November and then again in December. The new CMI billing system will be receiving the readings from Badger for the first time in January of 2009. Sometime early in 2009, Neptune should begin the Inside meter installations. These will be more time consuming and will require them to make an appointment with the building owner for the installation. We are hopeful that this first phase of Badger meter installations will be completed in the Spring of 2009.

In April, at Emergitech's request, we became a beta site for their new 6.0 software release. We utilize their software for our Safety Departments, Police, Cad, and Fire. We installed the new version and then provided daily feedback to them of issues experienced. They in return provided us with weekly patches to repair the problems reported to them. The first few weeks we had some issues to work around, but after the first few patches, it was a pretty painless process. The new beta release gave us some enhancements that we had actually been waiting on for quite a long time. In the end, we felt it was worth the issues experienced to gain the enhancements sooner.

Also in April, we increased the hard drive space available on our GIS server, due to some severe shortage of space.

In 2008, we started working towards getting the networked computers in our main building all running via a gigabit connection. Initially, we installed new gigabit switches on the first and second floors. We also installed a gigabit switch in the 3<sup>rd</sup> floor closet panel of the new engineering office. As soon as these new switches were installed, many of our users saw a marked improvement in their network access speed. As new computers, with gigabit network

cards are purchased and replace other older computers, these users will also be able to take advantage of this improvement.

During the summer of 2008, we employed an Ohio Northern University college student as a summer intern. He was a great asset to our department. He was assigned the task of programming two small applications which were still in need of being transitioned off of the HP3000 mainframe computer. One application was for Fire Hydrant Management, the other was for Backflow Prevention Device Management. Both applications were completed and were up and running before he completed his internship with us. The users of these applications were very pleased with the results and are actively using these new applications on a daily basis.

The City Health Department was relocated to a building on Tiffin Avenue in the summer of 2008. Computer Services staff coordinated with them and assisted with getting all of their computers and printers relocated and back up and running in a timely fashion.

In August, a newly programmed Airport system went into testing mode for several months. They ran in parallel mode for several months, then in December went totally live with the new system only. Some fine-tuning continues on an as needed basis.

The Municipal Court continued the year with more improvements by pursuing the capability for Video Arraignments and Digital Recording in the court rooms. The old recorder systems that were still in use in the court rooms were so old that it was getting more and more difficult to get parts for repairs. They decided to contract with BIS Digital for both the Recording and Video Arraignments systems. All necessary equipment was purchased and setup and in October of 2008, the first video arraignments from the Hancock County Justice Center were held. This saves the Hancock County Justice Center from having to transport prisoners to the Court for arraignment hearings. The Fostoria Municipal Court has since tied into the video system and the Hancock County Common Pleas Court has expressed an interest in it as well. The new digital recording went live in October as well. As soon as the court's case management software can be integrated with the BIS software, the court will have direct access to the recordings for the case from their case management software as well. We are hopeful that this functionality will be completed early in 2009.

In October, after some initial training and setup, the Public Works department began using the Munis Work Orders module. They were the department chosen to be the test pilot for this module. Once they have thoroughly worked out any remaining issues, we hope to deploy this access to other city departments that can benefit from its functionality in 2009.

Computer Services completed the Police Department Wireless Laptop project in November. All police cruiser laptops were set up with Verizon wireless cards and can now gain direct secure access to the city's server. This gives them the ability to have live access to the Police Records Management software and do direct entry of their incident reports remotely throughout the city. No longer do they have to return to the police station to complete the entry of every incident report. For more involved reports, it will still be beneficial for them to return to the office, but for the most part they should be able to remain out and available for their next call while remotely completing their report. We are hopeful this will make them able to respond quicker and remain in their assigned beat for a greater portion of their assigned shift.

Maintenance to the 400 plus pieces of hardware was performed as needed. This included cleaning, repairs, replacement, or retirement of pieces or whole machines. Items that were not worth fixing, upgrading, or no longer used were placed on the City auction.

The City continues to make use of Motorola Canopy units for wireless networking at our remote city department locations. Two new units were installed during 2008. One of those units was installed at the Health Department's new Tiffin Avenue location. The other was installed at the former Parker Lumber building, next to the County Justice Center. This building will soon be used as the new City Work Release Program Center. Formerly, we had a fiber connection to this building, however, when the County demolished the flooded Media One building, late in 2008, our fiber connection was terminated, because it had run underground and through that building. It was decided to purchase a Canopy unit for the Parker Building at that time, which was much less costly than attempting to have the fiber line reran to the building.

### **COMPUTER SERVICES DEPARTMENT USAGE 2008:**

We calculate how much money should be charged against a department based on the percent their department used of the total services and resources made available by the Computer Services department. The total of the Computer Services projected budget is multiplied by that percent, providing the amount to be charged in that particular department's budget. The items considered in services and resources are: equipment, application use, internet access, programming, and project time that will be spent on project work in a particular department. You can find a departmental break down listed in Table A-1.

### **COMPUTER SERVICES DEPARTMENT OBJECTIVES FOR 2009:**

We are hopeful to go live with the Munis Fleet Management module in early 2009. This module will maintain all historical vehicle fuel transaction history as well as historical vehicle maintenance. It will allow for service due reports to be generated as well so department heads can be reminded timely when vehicles are due for service. This transition will strike out another remaining application on our HP3000.

With the creation of the City Work Release Program, set to start sometime during the first quarter of 2009, the Computer Services staff will be working to create an application for their use to manage the residents that take part in this program. This project will be one of our top priorities at the start of the year, so that it can be ready for use when the program starts.

The Police and Fire Personnel time scheduling application is scheduled to be custom written by our programmer/analyst in 2009. This application still resides on our HP3000 and needs to be moved into a Windows environment.

We will continue to assist the Municipal Court with moving forward with their document imaging processes. We also continue to provide help to them with the integration of several of their applications.

Early in 2009, we will be assisting the Engineering Department with getting up and running scanning their old permits into the DocWorker application. Eventually, they would like to be able to interface the scanned permits with the GIS data.

We are nearing the completion of the cemetery mapping project. We have contracted with Ramaker & Associates, Inc. for their Cemetery Information Management System. This project includes the licensed software, as well as the mapping and rectifying by Ramaker. The maps have all been drawn and verified and have had all grave numbers marked and assigned. All data corrections are still being completed in the current database on the HP3000. Once the data corrections are complete, we will be ready for the final data conversion to the CIMS application. We are hopeful to have this project completed by mid 2009. This will be one more application retired from the old HP mainframe.

Computer Services personnel will continue to pursue training in areas that can be of greatest benefit to the management of the city's network. As Microsoft has seminars available to highlight up and coming products, we will try to take advantage of them as well. We also try to take advantage of user conferences offered by our current software vendors whenever possible. It helps us to be able to talk to other users and share ideas with each other on better ways to use the current software.

We have a few other small processes that need to be transitioned off of the HP3000 yet this year as well. We are hopeful that they can all be accommodated in the Munis application. It is just a matter of time to work out the new procedures and train the end users on the new methods to be used.

Our Munis server is scheduled for replacement this year. As part of this process, we will be converting our Informix database to an MS SQL Database. Munis is moving in this direction for the future, so this will be the perfect time for us to make this move. It will also help us to continue to standardize on MS SQL Databases on our network. This project will require much coordination with Munis personnel to make sure the database is converted accurately and thoroughly tested before brought to a live status. We are also scheduled to replace our email server this year.

We will continue to support all of the existing applications running on the city's network. Maintenance programming and user help support for the various application systems will consume much of our time. We will make ourselves available to discuss and analyze the technical needs of the various city departments. We will strive to become more efficient and cost effective through the use of computers and technology advancement within the city's network environment.

**City of Findlay Computer Usage By Department  
Table A-1 Computer Usage by Department**

DEPARTMENT	Computers	Printers	Applications	Internet	Proj Hrs	Proj Pts	Prog. Units	Usage %	Budget Amt
Airport	2	1	7	2	22.88	4.57	5.0	1.31%	4305
Auditor	8	2	11	5	322.88	64.57	15.0	6.29%	20871
City Council	1	1	6	1	22.88	4.57	0.0	0.82%	2709
Civil Service	1	1	6	1	22.88	4.57	0.0	0.82%	2709
Comp Serv *	16	2	7	16		0.00	0.0	2.49%	
Dispatch	11	3	9	7	22.88	4.57	10.0	2.71%	8898
Engineering	15	7	9	12	22.88	4.57	5.0	3.19%	10492
Fire	20	8	10	14	322.88	64.57	5.0	7.38%	24263
Health	11	7	8	11	22.88	4.57	5.0	2.83%	9295
HRPC	10	2	8	9	22.88	4.57	0.0	2.04%	6700
Income Tax	7	4	9	7	22.88	4.57	5.0	2.22%	7299
Law Director	13	2	7	13	22.88	4.57	0.0	2.40%	7898
Mayor	3	3	8	3	22.88	4.57	0.0	1.31%	4305
Muni Court	37	19	13	37	522.88	104.57	5.0	13.09%	43024
NEAT	2	1	8	2	22.88	4.57	5.0	1.37%	4505
Police	71	17	12	70	522.88	104.57	10.0	17.28%	56795
PW - Cemetary	2	1	8	2	22.88	4.57	5.0	3.80%	12488
PW - Streets	7	6	9	7	122.88	24.57	0.0	3.25%	10892
PW - Traffic Lights	3	1	6	1	22.88	4.57	0.0	0.95%	3108
Recreation/CUBE	7	4	8	7	62.88	12.57	0.0	2.34%	7898
Safety/Admin Dir	1	1	8	1	22.88	4.57	0.0	0.95%	3108
Service Director	3	2	8	3	22.88	4.57	0.0	1.25%	4108
Treasurer	1		6	1	22.88	4.57	0.0	0.76%	2509
Water Billing	11	3	10	5	822.88	164.57	5.0	12.06%	39831
Water Dist.	7	2	10	3	222.88	44.57	5.0	4.35%	14284
Water Treatment	7	5	7	6	22.88	4.57	5.0	2.10%	6900
WPC/Sewer Maint	7	4	6	7	22.88	4.57	0.0	1.74%	5702
Zoning	2	1	8	2	22.88	4.57	5.0	1.37%	4505
<b>TOTALS *</b>	<b>284</b>	<b>110</b>	<b>232</b>	<b>255</b>	<b>3557.22</b>	<b>711.44</b>	<b>95.0</b>	<b>102.49%</b>	<b>328596</b>
							<b>1687.4</b>		
2009 Computer Services Budget Request									<b>328,596</b>
* Computer Services Usage is subtracted from totals before % is calculated for departments									
Applications = 1 point for each application used by the department									
Projects Points equals .20 points per man hour for these estimated projects:									
300hrs Auditors, 800hrs Utility Billing, 200hrs Cemetary, 200hrs WDist,									
500hrs Muni Court, 500hrs Police, 300hrs Fire, 100 Street-Forestry, 40 Recreation									
* 640 of the total Project Hours are shared equally by the 27 Departments									
Programming Units to maintain their application = 5 points per application (some are split)									
Usage % is calculated as: (Computers+Printers+Applications+ Internet+Programming Units) /									
(The totals of columns B C D E G H - Computer Services amounts)									
Applications:	Airport		Bldg. Security		Cemetary/CIMS		Fire First Look Pro		
	Department		IPSwitch Email		MUNIS Fixed Assets		Recreation EMS Lite		
	InterFire		eMIT Income Tax		Muni Court CM2K		HRPC PracticeCS		
	MUNIS Financial		MUNIS Permits		Parking AIMS		DocWorker		
	MUNIS Payroll		InterBadge		CM/ Water-Sewer Billing		GalaxyNet		
	Web Site		WebSense		Tree Inventory		InterCad		
	MobileCop		Trend Micro		Fire Hydrant Applic		Backflow Device Applic		
	MUNIS Work Orders		Muni Court Interest		Easy Street Draw		Senomix Timesheets		
	Muni Court Drop Sheet Application				DDTI Engineering		CIT Images Applic		
	Muni Video Arraign		Muni BIS Dig Record		Opay		Jag/Remittance UB		