January 15, 2010

To: Bruce Hardy, Service Director
From: Carmen Bremer, Computer Services Supervisor
RE: 2009 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, a dozen application servers, firewalls, web server, VPN 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 3rd 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 (26 years service time)
- Computer Programmer/Analyst (2 years service time)
- Computer Network Specialist II (25 years service time)

COMPUTER SERVICES DEPARTMENT APPLICATIONS & EQUIPMENT:

There are two major application systems still operating on the city's Hewlett Packard 3000 series 928 computer and nearly forty applications on Windows network servers. The two remaining applications are the Cemetery and the Police Department Time Keeping systems. All of the various software modules used city wide 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 SmarterTools SmarterMail Suite for its Email management software. The 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. City email users also have the ability to access their email and or calendars via our SmarterMail web client from any internet connection worldwide. 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 (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 2009:

Since the year 2000, we have been in the process of transitioning all of our software applications off of the HP3000 mainframe and into a Microsoft Windows environment. The main reason for this push is HP's phasing out support for the HP3000 several years ago. We continue to maintain 3rd party support for the mainframe, but hope to be able to retire the HP by the end of 2010 permanently, and avoid those support costs.

A very limited amount of maintenance programming was performed on the applications still residing on the HP3000 mainframe system. Considerable effort went into preparing conversion data from the Hewlett Packard application for the new Cemetery application, in preparation for transitioning them to the new CIMS application in the Windows environment.

Necessary updates and fixes were installed on all of our third party software applications running on the network servers, network PCs and Police Department Laptops in the cruisers. The Computer Services staff attempts to minimize the downtime caused by these installations by performing them either after hours or during low volume processing times for the various affected personnel.

During the month of January, the Municipal Court Clerk's office was able to go live with scanning of all daily documents. This process makes the documents viewable from within the court's case management software from any workstation. No longer is it necessary to find the case jacket to view the various paper entries associated with the case. The court also has one clerk working full time scanning documents from historic cases as well. By year's end, a new feature was activated on the court's website, which allows for the scanned documents to be available for viewing from the court's website by case. Only documents scanned starting in 2009 are available for viewing, but as more are scanned, both current and historically, more become available. A custom drop sheet generator program was created by Computer Services staff which is used to create the necessary header sheets needed when scanning case documents.

The Utility Billing office started off the year of 2009 running their new Utility Billing software from CMI after just completing the data conversion process late in December of 2008. Many issues needed to be worked out

and much retraining was needed to determine the best procedures with the new software. We have tried to assist them with resolving their issues. The Computer Services staff created a custom application which integrates with the CMI software to export final bill refund vouchers to the City's financial system. This custom application prevents the clerks from having to manually voucher these refund requests. The Utility Billing office continues to work through issues on a daily basis. They are hopeful that 2010 will go much smoother for them. Computer Services Staff also created a custom collections application which also integrates with the new CMI software and helps them to more easily manage their delinquent accounts that have gone to collections.

The month of January also brought some new processes in the Engineering Department. With the assistance of the Computer Services department, they established a method of scanning and indexing all of their old permits to make them available for access at the desktop and in the field eventually at the click of a button. The DocWorker application was put into use and a custom drop sheet generator was created for their use. The scanning of the old permits will be an ongoing project for Engineering personnel as time allows.

An upgrade to the BioKey Packet Cluster server was loaded in January for the Police Department. This brought with it the Web Based Administration capability for this system. Thus, it can be managed by administrators from any workstation with internet access capability from this point forward.

Several software upgrades were loaded for the Emergitech software suite used by the Police and Fire Departments. We also acted as a beta software client with their most recent version, being the first of their customers to load the upgrade and then provide detailed feedback to them of any issues needing corrections.

The Computer Services operation has standardized on Dell Server equipment. In February we were able to purchase a new Dell Server Rack and transfer all of our rack mountable servers to the new rack device. As servers are replaced, we will eventually be able to consolidate all of our servers into the one rack.

Several updates occurred throughout the course of 2009 for the Munis Server environment. The city makes use of the Munis application for many things, including financials, payroll, accounts payable, fixed assets, permits, complaints, and work orders. A new server was purchased for Munis during 2009, as well as the necessary licensing to upgrade from the Informix database to Microsoft SQL Server database. As of the end of 2009, we have the new server in place, with a temporary database conversion completed. Several city offices used laptops to test the new server processes with the SQL database in place on the new server. In early 2010, the Auditor's Office personnel will complete the final testing and paralleling of year end processes on the two servers. When they have completed their testing, we will be able to schedule the server switchover and the final database conversion to SQL.

During 2009, the city established some additional OPAY (Official Payments) credit card payment options for city services. The Recreation department completed the necessary setup to allow for online and/or phone credit card payments for Shelter House, Band Shell, and Learn To Skate payments. The Work Opportunity and Rehabilitation Center (WORC) was also setup to accept online and/or phone credit card payments. We are hopeful to expand this ability to the Municipal Court in the coming year for waiver payments initially.

In April, the final installation, setup and training took place in the Dispatch Center for the new AccuGlobe mapping software. When 911 calls are received now, the mapped location is automatically displayed on a separate monitor for the dispatchers. They also have the ability to pull up any city address on the AccuGlobe application. Later in the year, funding provided by e911 funds was secured to replace aging PCs in the

Dispatch Center as well as new monitors and monitor stands, in preparation for the addition of the new phone and radio systems which should be coming early in 2010.

In June of 2009, the SQL version on the GIS server was upgraded to version 2005. This was to prevent some compatibility issues that had been occurring between the County and City databases.

The Municipal Court purchased and installed a new Pitney Bowes Send Suite application, which allows for the electronic return of certified mailer signatures. Computer Services assisted with the coordination of this project with the Court software vendor. The electronic signature files are stored on the network and then made available for viewing within the court case management system. By Late 2009, the Municipal Court Website had also made the signature files available for viewing on Civil cases only. Likewise, the scanned document files, for both traffic/criminal and civil cases, have also now been made available for viewing from the case display screen on the municipal court website. Only documents created and scanned in 2009 and later are available for viewing at this time. As older case documents are scanned, they will become available as well.

The Video Arraignment system in the Findlay Municipal Court was expanded to allow for the Putnam County Jail to make use of this technology as well. They can now hold an arraignment by video between the Findlay court and the Putnam County Jail, thus eliminating the need to transport the prisoner from Ottawa to Findlay. This also offers a more secure option of processing these types of arraignments.

In late June, the Computer Services staff assisted with the switchover of the Fuel Import process from the HP3000 mainframe to the new custom written application for the Keneco Fuel Import into the Munis application. This marks one more application that has now been removed from the old HP mainframe.

During August, a custom application was written specifically for the Fire Department to be used for their timecard transfer to the Munis application. The application integrates between the Fire Departments record keeping system and the Munis application. This process was yet one more process that had remained on the old HP3000 mainframe.

As the WORC – Work Opportunity and Rehabilitation Center was remodeled and prepared for operation, a custom program was written by Computer Services to manage the residents and accounting for the center. It went through many adjustments as the year progressed and different concepts of the management process needed to be put into use in the application. Come October 5, 2009, when the center opened for business, the application was ready for full scale operation. The City's programmer completed the application training for all of the employees of the WORC program as well as the manager of the program. Some adjustments were needed as it was put into use in a live scenario, but for the most part the startup went smoothly.

In October we assisted with the upgrade of the Badger software for the Utility Billing department. The old GalaxyNet software was upgraded to the new ReadCenter software for the collection of the meter readings. The database on the server was also upgraded to a Microsoft SQL database at the time of the upgrade. The previous database used was running into some database size limitations and it was causing the GalaxyNet program to end abnormally at times. More than half of the city's meters have now been installed with the new transponders that transmit meter readings several times a day directly to the server in the Computer Services office. The process of installing new transponders and meters will continue as time and supplies allow with the goal of having the entire city converted over to the new system by the end of 2012.

Late in October, some new enhancements were put into effect in the Municipal Court digital recording system in the court rooms. Previously, all day recordings were being made. With this latest update, individual case recordings were put into effect. These individual recordings will now be specific to a case and the hearings for that case only and will be stored as separate files.

By year end, the Cemetery mapping project was nearing completion. A large amount of time was devoted to the mapping and verification of the data in the current HP Cemetery system to work towards a smooth conversion to the new system. We are very grateful for the time and efforts that the Engineering, Cemetery, and Public Works employees devoted to this project throughout this year. The mapping was completed by engineering personnel, but is now in the final stages with the software vendor. Cemetery and Public Works personnel finished up making necessary changes in the legacy HP3000 database. All maps were sent to Ramaker in late December as well as a final set of conversion data. Ramaker will return to us a file of inconsistencies between the database and the maps. Cemetery personnel will need to determine the answers to these differences. Once all of these are found we will be at a point of arranging for Ramaker to come on site to do the Installation and Training for city personnel. We hope to have the new CIMS mapped based cemetery system up and running early in 2010.

Another process that was moved over from the HP3000 to the Munis application this year was the Vehicle/Equipment Maintenance and Work Orders processes. All City departments can now enter work orders and track maintenance costs for any piece of tagged equipment in the city.

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 list.

The City continues to make use of Motorola Canopy units for wireless networking at our remote city department locations. In February of 2009, a Canopy unit suffered some severe wind damage at the Water Pollution Control site. We brought in Bender to climb the tower to repair the damage. The unit was repaired and has continued to function normally since then.

The Computer Services staff continues to seek more efficient software and less costly means of maintaining the city's applications. We want to maintain the same quality security and protection, yet at a lower cost if possible. One method of savings we found this year was for a new Email Server and Software. Our old server had reached end of life, and thus we spent some time researching other Email Software options for the City that could help reduce our annual costs for maintenance. After much research, we chose to pursue the SmarterMail email application. This software offered us the same plus more functionality, and at a lower annual operating cost. We completed the installation and switchover from our old email server to the new SmarterMail server in late December 2009. The new software gave us some enhanced calendar sharing capabilities as well as the ability to archive all emails sent and received. We will continue to pursue more efficient software in the coming years, as a means of reducing our annual budget.

COMPUTER SERVICES DEPARTMENT USAGE 2009:

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 2010:

We are hopeful to go live with the new Munis SQL server in first quarter of 2010. This transition will require a few days of downtime as the conversion is performed and verified, before allowing users to begin using the new server. It will also require the Computer Services staff to install a client upgrade on all Munis user PCs prior to them being able to run the new program version.

The Police Personnel time scheduling application is scheduled to be custom written by our programmer/analyst in 2010. This application still resides on our HP3000 and needs to be moved into a Windows environment.

We will be pursuing the purchase of a new replacement server for the Municipal Court case management software. We will assist with the setup and installation of the server, as well as work with Innovare, the court software vendor, to help with a smooth transition. Once they have been successfully brought live on the new server, we will then be setting up an old server as the Court's Emergency Backup Server at an offsite city department office.

We are nearing the completion of the cemetery project. We are hopeful to have this project completed early in 2010 with the go live of the CIMS application. 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. If Munis cannot handle them, then we will pursue writing a custom application that can serve the same purpose.

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	22.86	4.57	5.0	1.33%	4137
Auditor	6	2	11	5	322.86	64.57	15.0	6.37%	19861
City Council	1	1	6	1	22.86	4.57	0.0	0.83%	2603
Civil Service	1	1	6	1	22.86	4.57	0.0	0.83%	2603
Comp Serv *	21	2	7	16		0.00	0.0	2.83%	
Dispatch	12	3	10	7	22.86	4.57	10.0	2.86%	8931
Engineering	16	7	9	12	22.86	4.57	5.0	3.29%	10273
Fire	19	8	10	14	222.86	44.57	5.0	6.18%	19286
Health	13	7	8	11	22.86	4.57	5.0	2.99%	9314
HRPC	10	2	8	9	22.86	4.57	0.0	2.06%	6438
Income Tax	9	4	9	7	22.86	4.57	5.0	2.37%	7397
Law Director	13	2	7	13	22.86	4.57	0.0	2.43%	7588
Mayor	3	3	8	3	22.86	4.57	0.0	1.33%	4137
Muni Court	35	19	13	37	522.86	104.57	5.0	13.13%	40955
NEAT	2	1	8	2	22.86	4.57	5.0	1.39%	4328
Police	67	17	12	70	522.86	104.57	10.0	17.24%	53803
PW - Cemetery	2	1	8	2	122.86	24.57	5.0	2.62%	8164
PW - Streets	8	6	10	7	22.86	4.57	0.0	2.19%	6821
PW - Traffic Lights	3	1	6	1	22.86	4.57	0.0	0.96%	2986
Recreation/CUBE	9	4	9	7	62.86	12.57	0.0	2.56%	7972
Safety/Admin Dir	1	1	8	1	22.86	4.57	0.0	0.96%	2986
Service Director	1	2	8	3	22.86	4.57	0.0	1.14%	3561
Treasurer	1		6	1	22.86	4.57	0.0	0.77%	2411
Water Billing	12	3	10	5	822.86	164.57	5.0	12.27%	38270
Water Dist.	7	2	10	3	222.86	44.57	5.0	4.40%	13725
Water Treatment	6	5	7	6	22.86	4.57	5.0	2.06%	6438
WORC	3	2	5	2	122.86	24.57	0.0	2.25%	7013
WPC/Sewer Maint	8	4	6	7	22.86	4.57	0.0	1.82%	5671
Zoning	2	1	8	2	22.86	4.57	5.0	1.39%	4328
TOTALS *	293	112	240	257	3380.08	676.02	95.0	102.83%	312000
							1673.0		
2010 Computer Services Budget Request									312,000

* 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 project hours

* 640 of the total Project Hours are shared equally by the 28 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		Cemetery/CIMS		Fire First Look Pro	
	DEPT - HP		City Email		MUNIS Fixed Assets		Recreation EMS Lite	
AccuGlobe	InterFire		eMIT Income Tax		Muni Court CM2K		HRPC PracticeCS	
Jag/RemittanceUB	MUNIS Financial		MUNIS Permits		Parking AIMS		DocWorker	
NotePagerPro-Disp	MUNIS Payroll		InterBadge		CMI/Water-Sewer Billing		GalaxyNet	
Opay	Web Site		WebSense		*Tree Inventory		InterCad	
BIS Dig Record	MobileCop		Trend Micro		*Fire Hydrant Applic		*Backflow Device Applic	
Video Arraign	MUNIS Work Orders		*WORC		Easy Street Draw		Senomix Timesheets	
*PD Timekeeping	*Muni Drop Sheet		*Muni Court Int		DDTI Engineering		*CIT Images Applic	
	*Fuel Import		*PD Trouble Ticket		*UB Refund Create		*Fire Timekeeping	
					*Water Addr Lookup		*CIT Water Lookup	
	*Custom Applications created and maintained by Computer Services Staff							