City of Manhattan Beach

Legislation Text

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TO:
Honorable Mayor and Members of the City Council

THROUGH:
Bruce Moe, City Manager

FROM:
Sanford Taylor, Information Technology Director
Leilani Emnace, Information Systems Manager

SUBJECT:
Information Systems Master Plan and City's Domain Name Updates (Information Technology Director Taylor).
a)   RECEIVE REPORT
b)   PROVIDE DIRECTION ON CITY'S DOMAIN NAME
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RECOMMENDATION:
Staff recommends that the City Council:

a) Receive the status report on the Information Systems Master Plan, and
b) Provide direction on the selection of the new City site domain name to replace the current citymb.info.

FISCAL IMPLICATIONS:
There are no fiscal implications associated with the recommended action. However, this report discusses various projects with fiscal implications that have been approved by the City Council or are pending City Council direction at a future meeting.

BACKGROUND:
On April 16, 2013, the City Council approved the Information Systems Master Plan (ISMP) to guide the organization in the next five years of planning, procuring, implementing and managing current and future technology investments and resources. Serving as a strategic roadmap, the ISMP identified 43 initial project priorities to effectively support the City's current and future needs. Over the period of five years, the projected range of overall costs had been identified between $1.76 million and $2.99 million (in Fiscal Year (FY) 2012/2013 cost) to fund the project priorities in the respective fiscal year budgets.

The Information Systems Master Plan includes two reports: 1) Information Systems Assessment (ISA) (Attachment 1) focusing on the effectiveness of current technology service delivery in support of the City's daily operations, and 2) Information Systems Master Plan (Attachment 2) identifying the projects to address key technology challenges facing the City.

When the ISMP was presented, the Information Technology (IT) Department was still Information Systems (IS) Division under Finance. The IS Division was restructured based on the ISMP recommendations. The IT Department remains focused on completing major projects outlined in the original Master Plan. Furthermore, the ISMP included recommendations with respect to the organization's prioritized projects and tactical initiatives in alignment with the City business objectives.

An update on the ISMP was presented to the City Council on January 20, 2015, addressing the recommendations on the areas of governance, infrastructure, service delivery, security, administration, documentation, and business technology applications/projects. The report identified 26 completed projects and 27 open projects. Some of the projects in progress included Broadcast Capabilities Expansion to Joslyn Center, Document Management System Replacement, and Telephone System Replacement.

As part of the ISMP recommendations, Information Systems Division of Finance was transformed into a standalone Information Technology Department in Fiscal Year 2015/2016 and an Information Technology Director (Sanford Taylor) position was filled in January 2016.

DISCUSSION:
Information Technology (IT) has been actively working on the ISMP identified project priorities in the following areas:

1. **Governance**

In support of technology governance, the Information Systems Steering Committee (ISSC) was formed to review and prioritize all technology related projects. The ISSC includes the City Manager and Department Heads. At present, the Committee meetings are infrequent due to the majority of the approved projects being underway. However, the IT department has weekly/monthly (or as applicable) meetings with the project teams to ensure the projects remain on task and on budget. Additionally, the ISMP recommended subcommittees that include:

- Digital Presence (DigiP) Subcommittee (former Internet / Intranet Technology Subcommittee)
  - Social Media Internal Group
- Electronic Records and Retention Subcommittee (former Document Management Technology Subcommittee)
- Technology Training Subcommittee
- Emergency Operations Technology Subcommittee

2. **Service Delivery**

Information Technology in conjunction with Human Resources implemented a training program comprised of two components, Microsoft Office and security. The Microsoft Office training includes an assessment/test of the software skills to determine respective software levels of training needed for Word, Excel, and Outlook. One hundred fifty-seven employees completed the application skill assessment, and thirty-five employees were trained in Excel level 1, Word level 1 and level 2. Excel level 2 and level 3 training sessions will be scheduled near term.

Cybersecurity user training was completed in Fiscal Year 2017/2018 (92 employees) and Fiscal Year

2018/2019 (51 employees). Additional online security training has been implemented. The security awareness programs are focused on educating the City employees about computer security and ultimately protecting the integrity of the network.

Technical training is also part of the Information Systems budget and IT staff has been attending technical courses including conferences in order to increase staff effectiveness and competency.

IT continues to review the open Help Desk service requests on a weekly basis to share problem resolution with IT support staff and enrich the Helpdesk knowledge base.

As part of the service delivery recommendations in the ISMP, an after-hours IT support program is in place that includes the Network Administrator and three IS Specialists in the rotation to provide emergency network support, as needed.

3. Infrastructure

In accordance with the ISMP, IT continues to improve the wide area and Internet connectivity and increase bandwidth. Redundancy has been enhanced by implementing additional Internet access at Fire Station 2 and City Yard to enable failover capabilities in case of a failure of the City Hall primary Internet circuit. Redundancy is a method to ensure network availability in case of a network device failing and unavailability.

Information Technology maintains a formal 4-year technology refresh policy for servers, desktops, and laptops and a 3-year replacement cycle for mobile devices. In addition, Staff continues to evaluate mobile computing features and functions of current and future business applications to take full advantage of mobile computing.

4. Security

IT continues to comply with the current Department of Justice (DOJ) requirements when conducting an annual network penetration test. Server and workstation Windows updates/patches are installed on a regular basis to protect against security vulnerabilities and malware. Staff updated the network authentication requirements to require a complex 12-character password changed every 60 days.

In conformance with data security requirements set forth in Assembly Bill 1149 and ISMP recommendations, several tools have been implemented to provide data security and analytics to further defend the enterprise data from unauthorized access. Email is encrypted at both states, at rest and in transit, and the same encryption protection is in place for documents and files stored on the shared drives.

Another ISMP suggestion is to implement Tyler Disaster Recovery (TDR) service that ensures continued access to the City's Tyler Eden (financials) data in the event of a natural or man-made disaster. TDR service maintains a backup copy of the data at a remote site. However, with Eden transitioning to Munis ERP, IT plans to use the City backup solution at the City Yard acting as a disaster recovery tool for both, current Eden system and the upcoming Munis ERP platform. After Munis ERP implementation is completed, Tyler provided Disaster Recovery services will be re-evaluated.

5. Administration

In an effort to align staff with more appropriate duties and responsibilities, the FY 2018/2019 budget approved the conversion of one IS Specialist position to a Senior Management Analyst (SMA). The SMA responsibilities include project management, budget development, and processing; request for proposals development; IT policies review; contract management; technology research; technical scope development; IT staff reports drafting; and other duties as assigned. The Human Resources department and the City Union, Teamsters - Local 911, had a Meet and Confer in late November to discuss the conversion of the IS Specialist to SMA position. The discussion resulted in an agreement over the position conversion. IT plans to begin recruitment for the SMA position in January 2019.

Furthermore, within the approved budget, the vacant second Network Administrator position was also restructured to an Information Technology (IT) Analyst to better serve the department needs and systems such as OnBase Document Management, EnerGov Permitting, and Munis Enterprise Resource Planning implementations. The new IT Analyst's duties include but are not limited to design, testing, troubleshooting and maintenance of those systems including creation and maintenance of the related system documentation for network, server, desktop and web environments. The position conversion is complete and IT plans to begin the recruitment for the IT Analyst position in January 2019.

6. Documentation

Information Technology continues to update and develop IT-related policies such as Data Center Access Control Procedures, Telecommunications Use Policy, Broadcast Policy, etc. These policies are still under review with the Human Resources and Management Services Departments.

7. Business Technology Applications / Projects

Below is the count of the completed projects per fiscal year. Additional information is available on the included Information Technology Project Status presentation (Attachment 3).

- FY 2017/2018 - 12 Projects Completed
- FY 2016/2017 - 15 Projects Completed
- FY 2015/2016 - 22 Projects Completed
- FY 2014/2015 - 20 Projects Completed
- FY 2013/2014 - 10 Projects Completed

Total Projects Completed to Date: 79

At present, Information Technology is actively working on the following open projects (refer to Attachment 3 Information Technology Project Status presentation for details):

1. *Fiber Master Plan (FMP)*
   Prepared by Magellan Advisors, the plan provides a business model and Pro-forma estimate for the City providing high-speed municipal broadband services to support Fiber-to-the-Home and businesses as a core City utility. The City Council approved design services for a partial pilot zone and staff will bring the results of the construction bids back to Council for further consideration in March 2019.

   Project Cost: $413,272 ($150,000 Magellan Advisors consulting services; $263,272 B&J HBK design services)

Utilized Amount: $73,200 (Magellan Advisors consulting services)

2. *Document Management System*
Currently, the City utilizes OnBase by Hyland, enterprise content management system to capture, manage, preserve and deliver City content and documents. The system was deployed in 2016 and included the implementation of a web portal for the City Clerk's public records i.e. City Council Agendas and Minutes, Ordinances, Resolutions, and Contracts. The approved FY 2018/2019 Information Technology budget contains $130,000 for scanning services for digitizing paper records for the Human Resources, Public Works, and Community Development departments.

In the City's continued efforts to maximize the use of current solutions, the document management system, OnBase, will be upgraded in early 2019, thereby offering enhanced services to staff. Additionally, the system will expand to incorporate other departments: Police, Human Resources, and Public Works. The project is ongoing as more modules, departments, and processes are added for more streamlined and efficient service delivery. IT plans to start the scanning services project in the fourth quarter of the Fiscal Year.

Project Cost: $382,500 ($175,500 licenses and services; $77,000 professional services, additional modules, and scanners; $130,000 department scanning services)

Utilized Amount: $175,500 (licenses and services)

3. *Mark43 Emergency Response System for Police and Fire*
This is a First responders' platform for Records Management System (RMS) and tools to manage investigative cases, physical property and evidence including video, image, and audio content. The project started in 2017 and has two components, Police and Fire.

At present, Mark43/Police segment is pending the completion of phase one of the implementation related to the Records Management System (project acceptance), and phase two of the implementation of the Computer Aided Dispatch (CAD) has a scheduled completion date of March 2019.

Upon completion of the Mark43/Police component, Mark43/Fire implementation will commence.

Project Cost: $340,000 ($270,000 PD; $70,000 Fire)

Utilized Amount: $150,000 (hardware and software)

4. *iWater Water/Wastewater Asset Management Software*
The system integrates with Geographic Information Systems (GIS) platform to manage/generate service work for the City water and wastewater assets (water and wastewater mains, water meters), to provide preventative maintenance schedules and alerts (valve exercising, sewer main cleaning), and to digitize water and wastewater operations' (daily logs, sanitary wastewater overflow reports). The project is currently finalizing

phase one implementation, and it is estimated for completion in March of the current Fiscal Year.

Project Cost: $42,250

Utilized Amount: $21,250

5. *ID Badge and Proximity Security Access System*
To ensure staff safety and prevent unauthorized access, Information Technology in conjunction with Public Works and Human Resources have been working on implementing a security access system at City Hall, Fire Station 1 and City Yard. The ID badges have been printed and distributed and card readers' implementation is completed. The program was launched in November 2018. The project is now pending user acceptance and installation of garage access control arms at City Hall underground parking structure. Approximate project completion is in February 2019.

Project Cost: $75,000 ($44,900 City Hall access control; $25,000 Garage gate access; $4,900 ID badge)

Utilized Amount: $47,110 ($44,900 City Hall access control, card readers; $2,210 ID badge)

6. **.Gov Domain Name Delegation*
Since May 2012, all government entities in the U.S.A. are allowed to apply for delegations in the *.gov domain name. The City's website currently has a citymb.info domain name. Per the City Council direction, staff began the administrative process with the U.S. General Services Administration (GSA) to register the City site's *.gov domain name delegation. However, the GSA requires the state designation in the domain name i.e. manhattanbeachca.gov, therefore, the GSA denied the City application for the requested citymb.gov and manhattanbeach.gov domain names. There are other approved *.gov options suggested by the federal institution which are as follows:

- citymbca.gov
- citymb-ca.gov
- manhattanbeachca.gov (torranceca.gov, newportbeachca.gov)
- manhattanbeach-ca.gov
- manhattanbeachcalifornia.gov
- manhattanbeach-california.gov

The City owns the following domain names for Council consideration:

- o Registered in 2001
  - citymb.info
  - Citymb.org
  - Citymb.com

- o Registered in 2018

- Citymbca.org
- Citymbca.com
- Citymb-ca.org
- Citymb-ca.com
- Manhattanbeach-ca.org
- Manhattanbeach-ca.com
- Manhattanbeach-california.com
- Manhattanbeach-california.org

Staff recommends that the City Council receives the *.gov domain update and provides direction on the selection of the new City site domain name to replace the current citymb.info.

Project Cost: $450 (annual domain name costs)

Utilized Amount: None at this time

7. *City Website Refresh*
The City website was first launched in 2008 and revamped several times. The last refresh of www.citymb.info <http://www.citymb.info> was in October 2013 with enhanced Content Management System (CMS) that included social media integration. The last update of the homepage was completed in 2017.

Under the direction of the Ad Hoc Council Website Subcommittee, staff investigated if there were existing funds to redesign the City website. Since the funds are present to complete the refresh, staff will reconvene the Ad Hoc Council Website Subcommittee for further direction.

Project Cost: No additional cost after service credits (current contract includes unutilized service hours that can be applied toward this project)

8. *Storage Area Network Replacement*
Purchased in 2012, the City is currently utilizing the Hewlett Packard (HP) Enterprise Virtual Array (EVA) P6000 to support centralized management of high-speed data storage and retrieval for critical City applications such as the City's financials and permitting. The City Council approved the replacement of the enterprise storage area network in FY 2018/2019. A Request for Proposal (RFP) was issued and responses were received at the end of August. Staff is currently reviewing the bids and plans to bring the contract for City Council consideration in March 2019.

Project Cost: $357,976 (estimated)

Utilized Amount: None at this time

9. *Backup Solution Replacement*
Backup software is an automated data management tool used to backup and recovery the City data as needed. A backup solution is part of the approved current Fiscal Year IT budget for storage area network replacement. A Request for Proposal was released in November and bids were received on December 10, 2018. In addition to on-premise solutions, staff is also

looking into cloud options. IT plans to bring the contract for City Council consideration and award in March 2019.

Project Cost: $51,240 (estimated)

Utilized Amount: None at this time

10. *Multifunction Device Replacements*
Current copiers are provided through a Xerox lease and are due for replacement. There are 15 Multifunction Devices (MFD) at various City locations (City Hall, Police Department, Fire Station 1, City Yard, and Joslyn Center). A RFP was issued and bids were received on November 27, 2018. The next phase of the selection process will be the scheduling of vendor demos with City staff to rate the MFD's features to select the best fit for the enterprise. The item is tentatively agendized for City Council consideration in March 2019.

Project Cost: Pending

11. *IT Training Centerm*
The project is included in the current FY 2018/2019 Information Technology budget to accommodate Munis Enterprise Resource Planning and EnerGov Permitting solution implementations. The Information Technology Conference room and the IT Director office were combined to provide a larger training/project space accommodating up to 20 users. However, the room still has the option to be separated into two functional areas. Staff is in process of procuring the audio/visual devices and additional room equipment and finalizing the network requirements of the room. IT is projected to have the facility completed by end of February 2019.

Project Cost: $34,640

Utilized Amount: $12,500

12. *Munis Enterprise Resource Planning (ERP) Software*
After the City Council approved the project on July 17, 2018, contract documentation was processed and the procurement completed. An Internal project kickoff meeting was initiated in August and Tyler project kickoff meeting took place in late October. The system's infrastructure is in place and in testing. The project is currently on target with phase one planned for completion in July 2020.

Project Cost: $1,193,000 (software, services, and five-year maintenance)

Utilized Amount: $189,900 ($183,900 software licenses; 85% of overall license cost; $6,000 server implementation and travel)

13. *EnerGov Permitting Solution*
On July 17, 2018, the City Council authorized EnerGov Permitting together with Munis ERP. Similarly, internal weekly project meetings are in place and the official project kickoff meeting is scheduled for January 15-17, 2019. The solution's backbone is implemented and testing is

in progress. The project implementation plan has been provided by the vendor and is under staff review. At present, the project schedule is on track.

Project Cost: $550,000 (software, services, and five-year maintenance)

Utilized Amount: $156,000 (software licenses - 85% of overall license cost)

The ISMP is a living document that serves as a strategic roadmap for implementing and utilizing technology in a coordinated effort enterprise-wide. Overall, the ISMP current projects remain on target with an estimated total project cost of $3,440,328. IT strives to provide effective and efficient service delivery and to address business needs and objectives in alignment with the City's mission to provide exemplary municipal services to the community.

Staff recommends that the City Council: a) receives the status report on the Information Systems Master Plan, and b) receives the *.gov domain update and provides direction on the selection of the new City site domain name to replace the current citymb.info.

PUBLIC OUTREACH/INTEREST:
After analysis, staff determined that public outreach was not required for this issue.

ENVIRONMENTAL REVIEW
The City has reviewed the proposed activity for compliance with the California Environmental Quality Act (CEQA) and has determined that there is no possibility that the activity may have a significant effect on the environment; therefore, pursuant to Section 15061(b)(3) of the State CEQA Guidelines the activity is not subject to CEQA. Thus, no environmental review is necessary.

LEGAL REVIEW
The City Attorney has reviewed this report and determined that no additional legal analysis is necessary.

Attachments:
1. Information Systems Assessment - March 2013
2. Information Systems Master Plan - April 2013
3. PowerPoint Presentation