



CITY OF DELRAY BEACH

Information Technology

MEMORANDUM

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TO: George Gretsas, City Manager
CC: Neal deJesus, Interim City Manager
FROM: Jessica Cusson, IT Director
DATE: 30 December 2019
SUBJECT: Information Technology (IT) Executive Summary

Summary

The IT Department is currently staffed with 12 Employees and 5 open positions. The City IT Department is responsible for all Server, Network, Phone, Communication and Application environment for 1000 users and 22 locations throughout the City. There are separate IT individuals at the Police and Fire Departments which service their applications and computer environments. City IT assists with the GIS Environment, but the GIS Analysts are spread throughout multiple departments.

There are currently over 100 software applications in use throughout the City. Tyler New World version 2019.1 is used for General Ledger, Budget, Purchasing, Account Payable, Payroll and Human Resources. Central Square Naviline Green Screen is used for Accounts Receivable, Utility Billing, Planning, Building and Code Enforcement. The City has an esri Enterprise License Agreement for GIS and utilizes Cityworks for Water/Sewer/ Public Works/ Parks Maintenance work orders. Police and Fire utilize Telestaff for scheduling and time tracking, but there is no direct interface to New World for Payroll time entry. We utilize Microsoft Office365 for email and productivity applications and have switched over to a VoIP phone system 3 years ago.

The City has a primary data center in the IT building and a smaller data center in the Police building. We have a rack of equipment in the NorthWest Regional Data Center, (NWRDC), in Tallahassee for Business Continuity and Disaster Recovery. The City server environment and data is replicated to NWRDC for backup and failover. We have some city owned fiber optic cable connecting some of our buildings, but a majority are leased circuits from Comcast. We have equipment available for an Emergency Operations Center activation and have an agreement with the Fairfield Inn to utilize their banquet room for EOC.

Top Issues

We have prioritized a few focus areas that are currently being addressed or are actively being researched to determine a path to a solution. They are outlined below.

1. Understaffed to meet current City needs
 - a. Currently, IT is staffed with 12 full time employees. There are 2 open positions but a need for an additional 3 positions brings our total to 5. We are working with Human Resources to properly identify the job titles and City

Management for approval of the new positions. Once this is completed, we expect to be fully staffed within the next 3-5 months, pending job applicants.

2. Outdated Network/Security Infrastructure
 - a. IT has identified a vulnerability with our infrastructure. We are unable to strategically plan and adapt to the growing needs of technology enhancements requested by departments. Also, with the growing threat of security attacks, we are required to implement more robust protection systems and fail over capabilities. The current network backbone and server environment will not efficiently and effectively handle these needs. Upon entering the IT Director role, I worked with my team and Purchasing to compile a Request for Proposal and advertise through BidSync. The deadline for submittals is Jan 21, 2020. Due to the complexity and scale of this project, the assessment/upgrade is expected to span over a 3-year period for full completion.
3. Public Safety Needs
 - a. The Police Department has a need for city wide coverage with cameras. This would assist with crime prevention and general safety. This implementation would require a stable network environment as has been put on hold. This is also the recommendation within the sciens audit dated January 2019. Our intention is that once the network assessment begins, we would begin this as well.
 - b. The Mobile Command Center is not able to operate to the level required by the Police Department. I have been in communication with the department and there has been some headway in resolving this. Currently, the PD IT staff is working with vendors to price and outline a solution. Anticipated completion is not known at this time but will need to be coordinated with the network assessment.
4. City Wide WiFi
 - a. We do not have consistent WiFi coverage for city buildings. Our existing infrastructure will not support it without loss of signal or congestion on the network. This has been outlined in our RFP which is due 21 January 2020. Implementation to be determined as it will be dependent on network upgrades and solution approvals.
5. Single Management Door Locks/Visitor Management/Time and Attendance
 - a. Existing door controls are outdated and not efficient for department management as a staff member must visit each door individual to program access. The City has expressed a need for Visitor Management and a Time Management System. We have communicated with departments that Johnson Controls may be a possible solution. This project is in its infancy and do not have a full timeline as we are still gathering information from departments.
6. Windows 7 Upgrade
 - a. Due to Microsoft specific deadlines for not supporting Windows 7, we are upgrading all city systems. Without the upgrade, computers will not receive the proper security updates. Completion of this project is expected January 2020.