

# CIO Monthly Report

April 2018

William Mann

5/1/18

Borough of West Chester

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*A monthly report of information technology services for the Borough Manager, our department managers and our Elected Officials.*

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## CIO Monthly Report for April 2018

Information Technology is all around us, both at work as well as in our personal lives. It is because of this that *Chief Information Officers* and their technology staff are critical to the success of any organization. Each month I try to provide a report that accurately describes what is happening relating to technology services.



### This Month's Monthly CIO Report Includes:

- **Monthly Technology Work Order Report**
  - Complete Help Desk Services Report by *Jeff Carbohn*
- **Information Services Budget**
- **Continued Education**
- **Migration to the Chester County Radio System – Cost Savings!**
- **Technical Services**
  - Network & Application Services
  - Communication / VoIP Services
  - Audio & Video Services
- **Information Services 2018 Budget**
- **Project Management Overview**
  - Website Refresh **(76% Complete)**
  - GeoPlan® Web **(90% Complete)**
- **Building Renovation & Network Relocation**
  - New Servers / New Network
- **Mayor's Opioid Action Task Force**
- **Snow Emergency Communcation**
- **Social Media, Outreach and Website Analytics**
  - Media Center – Performance
  - Facebook & Twitter Analytics
  - West Chester Connect & Request Tracker
- **Time Management** (internal use)

## Additional Documents and Resources

Previous annual & monthly reports are available online.

### Annual Reports

- [2013 – CIO Annual Report](#)
- [2014 – CIO Annual Report](#)
- [2015 – CIO Annual Report](#)
- [2016 – CIO Annual Report](#)
- [2017 – CIO Annual Report](#)

### Monthly Reports

- [2012](#) – CIO Monthly Reports
- [2013](#) – CIO Monthly Reports
- [2014](#) – CIO Monthly Reports
- [2015](#) – CIO Monthly Reports
- [2016](#) – CIO Monthly Reports
- [2017](#) – CIO Monthly Reports
- [2018](#) – CIO Monthly Reports

### Other Reports of Interest

- [CIO – Published Articles](#)
- [Capstone Report](#) – **CGCIO™** Certification
- [2016 CIO Summit Presentation](#) – Embracing New Technology for Local Governments
- [Technology Training Quarterly Training Classes](#)



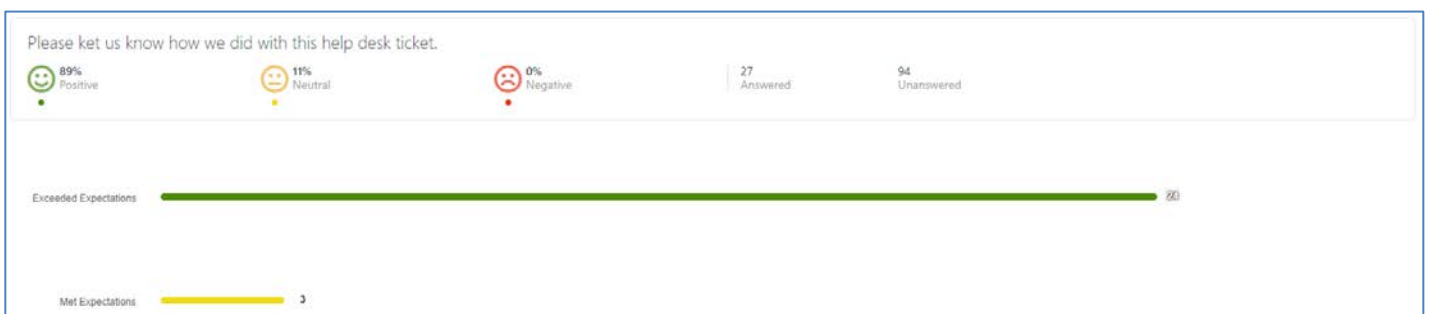
## Monthly Technology Work Orders Report

Work Orders are submitted directly by the employees to the *Information Services* staff. Technology related work orders are for services including **software, hardware, installation services, networking, telecommunications, wireless services, police (radio) services, and general technology related aid.**

### Help Desk Satisfaction Survey

When tickets are now resolved the employee is prompted to rate (and comment) regarding our response. The analytics below are for February. Our goal here is continued improvement in response to help desk services.

Agent	Exceeded Expectations	Met Expectations	Did Not Meet Expectations	Total
Jeffrey Carbohn	19	3	0	22
William Mann	5	0	0	5



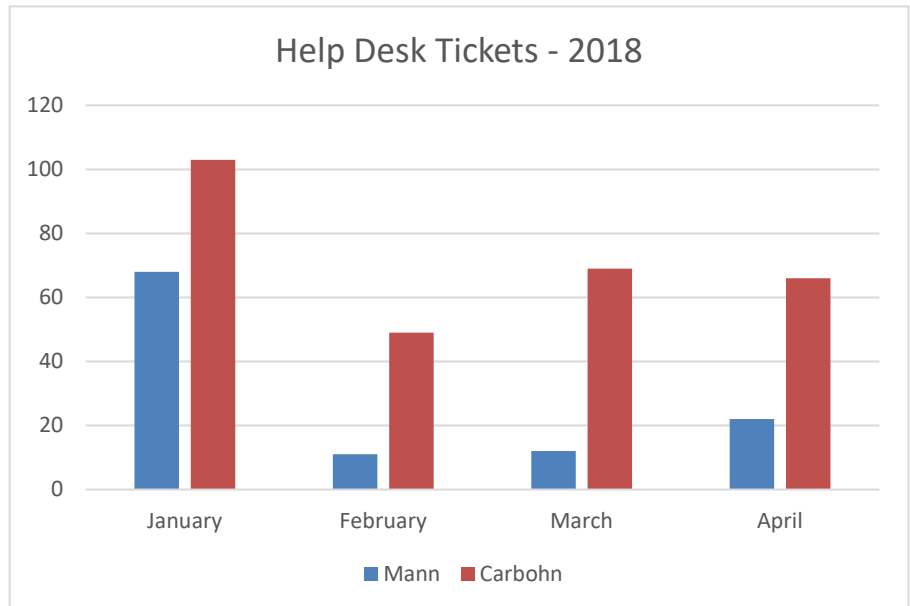
### Help Desk Ticket Load Analysis – Weekly Received & Resolved Tickets



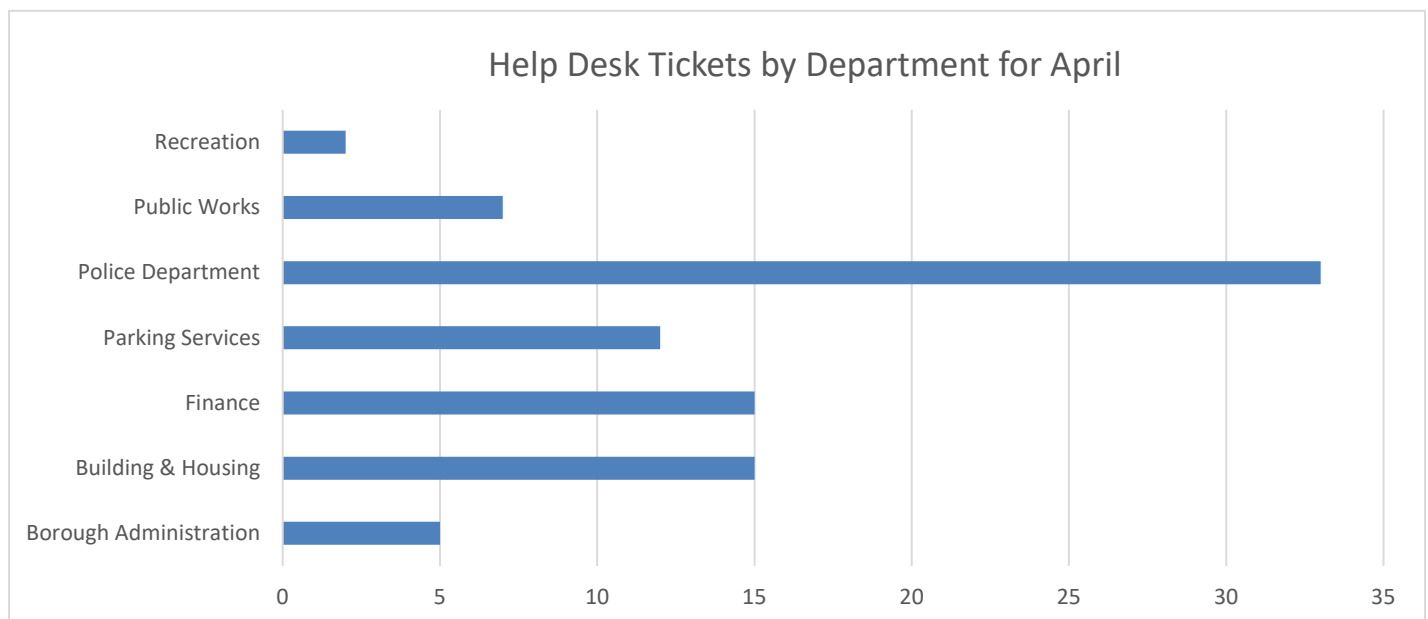
## Monthly Help Desk Resolved Tickets

January	=	<b>171</b>
February	=	<b>60</b>
March	=	<b>81</b>
April	=	<b>88</b>
May	=	
June	=	
July	=	
August	=	
September	=	
October	=	
November	=	
December	=	

2018 - Work Orders	=	<b>400</b>
Average per month	=	<b>100</b>



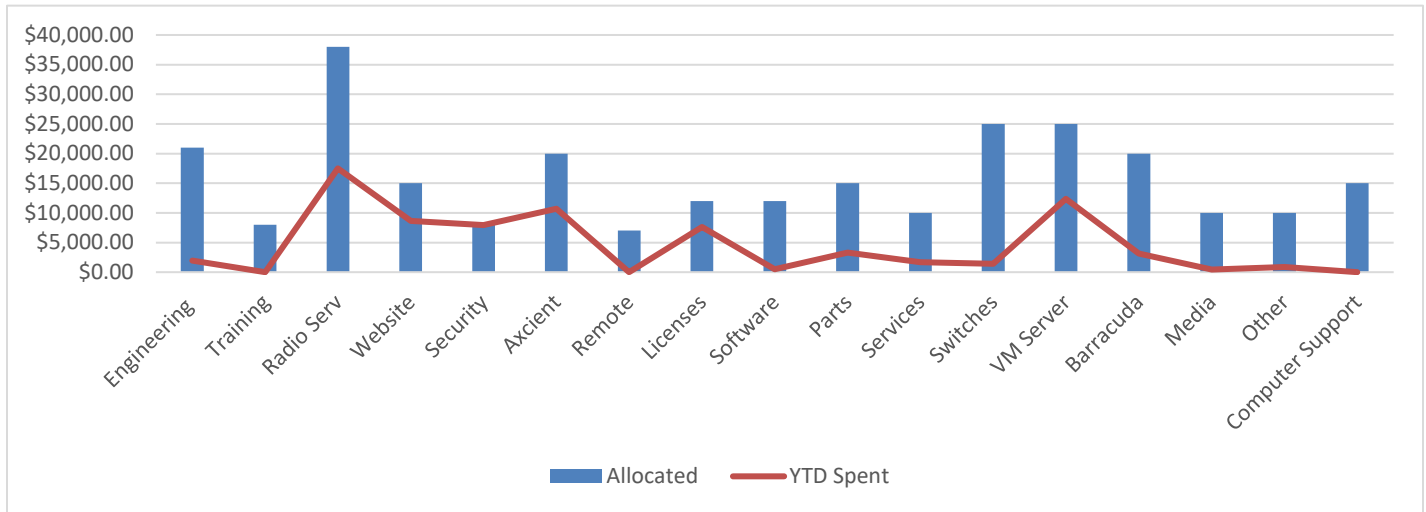
(below graph) Help Desk Tickets submitted by each department during April. \*



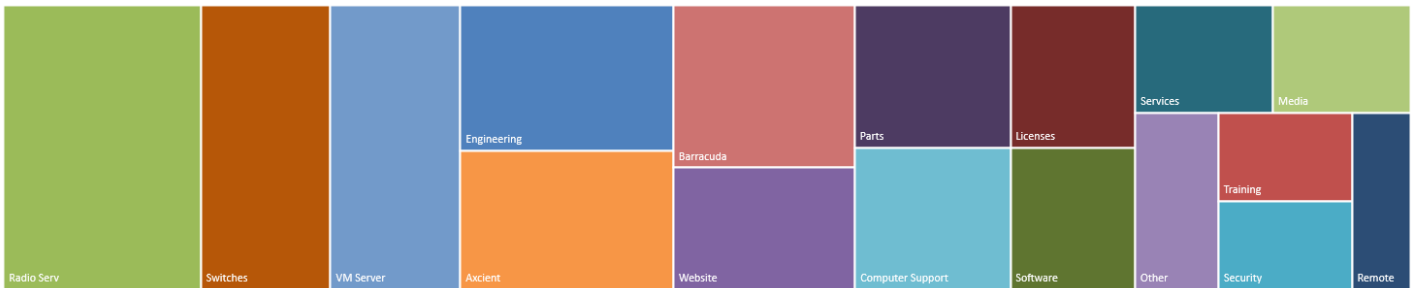
**\* The monthly ticket report does not cover all the help desk services provided by the Information Technology Department. Very often requests for assistance or help does not make it into the Help Desk Services application. This occurs when employees ask for help without placing a ticket into the system or when this department assists others, outside of staff.**

## Information Services Budget

The graph below displays the 2018 budgeted amount for each line item v. the actual expenditure YTD.



## 2018 Information Services Budget



Through April 2018 - **29%** of the information services budget has been utilized.

The Information Services budget in general includes *network maintenance, voice & communication services, security services, help desk services, VPN (virtual private network) services, firewall and security services, website maintenance, engineering support, staff training, project cost and several smaller supporting services related to technology services.*

<b>TOTAL</b>	<b>\$192,947.82</b>
<b>YTD</b>	<b>\$78,052.18</b>
<b>BAL</b>	<b>\$114,895.64</b>



## Information Services Budget – 2018

Following is the budget for 2018 Information Technology Services.

INFORMATION TECHNOLOGY				
01	70	40121	OFFICE SUPPLIES/EXPENSE	3,000
01	70	40122	POSTAGE/PRINTING	640
01	70	40133	OTHER EXPENSE	10,000
01	70	40931	UTILITIES	2,000
01	70	42007	PROFESSIONAL FEES	2,000
01	70	43031	FLEET FUEL & OIL	150
01	70	43440	RADIO SERVICES PROJECT	38,000
01	70	43822	IT ALLOCATION	2,000
01	70	45459	COSTS FROM OTHER DEPTS	2,000
01	70	45659	COMPUTER AXCIENT (BACKUP) EXP	20,000
01	70	45661	COMPUTER BARRACUDA EXP	20,000
01	70	45697	COMPUTER ENGINEERING EXP	21,000
01	70	45722	COMPUTER LICENSES EXP	12,000
01	70	45754	COMPUTER MEDIA (USB) EXP	10,000
01	70	45766	COMPUTER PARTS EXP	15,000
01	70	45782	COMPUTER REMOTE EXP	7,000
01	70	45786	COMPUTER SECURITY EXP	8,000
01	70	45792	COMPUTER SERVICES EXP	10,000
01	70	45798	COMPUTER SOFTWARE EXP	12,000
01	70	45802	COMPUTER SUPPORT EXP	15,000
01	70	45804	COMPUTER SWITCHES EXP	25,000
01	70	45818	COMPUTER VM SERVER EXP	25,000
01	70	45820	COMPUTER WEBSITE EXP	15,000
01	70	45836	TRAINING/MILEAGE	8,000
01	70	48610	INS GENERAL & LIABILITY	3,191
<b>Total INFORMATION TECHNOLOGY</b>				<b>285,981</b>



## Technical Services

### Network & Application Services

There were **0** network service related issues this month.

### Communication / VoIP Services

There were **0** *Skype for Business* service issues this month.

There were **0** *VPN* (virtual private network) service issues this month.

### Internet (ISP) Services

There were **0** *ISP* service issues this month.

**Note:** The Comcast internet service continues to be problematic. Because we also rely on Verizon Fios and the services are leveraged through our [Bingleaf](#) Router the end users are not experiencing connectivity issues.

### Audio & Video Services

There was **1** Audio & Video Service issue this month.

The Planning Commission reported that the audio & recording service did not work for their committee meeting on April 24. The following morning, we discovered that the power supply (pictured right) had failed.

Power for the equipment was rerouted to another source and the systems were placed back in service.





## Continued Education

**Information Technology** is an ever changing and developing field and technology professionals cannot remain idle very long. If you remain idle, even for a short period – others will pass you – and your organization by.

Of course, one of the ways information technology professionals remain current with technology trends is by **regularly reading technology articles, subscribing to trusted technology news feeds** and even **subscribing to technology related pod and video casts**.

## Scheduled Management Training Courses – 2018

### Completed Training

- April 4, 2018 - [“Adobe Acrobat DC”](#)
- April 12, 2018 - [“Writing Effective Email”](#)
- April 30, 2018 - [“PennBid” Writing & Managing Bids](#)

### Scheduled Training

- June 18, 2018 (2 days) - [“Adobe Photoshop CC Level 1”](#)
- July 26, 2018 (2 days) - [“Adobe Photoshop CC Level 2”](#)



## Migration to the Chester County Radio System

We are now in the process of moving the Public Works radio service to the Chester County system. This month we received **7** portables (via a grant). These portables were programmed and issued to the department on April 27. We will be receiving **7** additional portables (via another grant) earlier this summer.

- \* The West Chester Police Department migrated to the Chester County Radio System earlier this year.
- \* The Parking Services Department migrated to the Chester County Radio System in March 2018.

## **Cost Savings!**

This month we cancelled the digital radio circuits that our police radio system relied on. These digital circuits had been originally designed by Verizon & Motorola. The cost savings will be approximately \$2,100.00 (on average) per month.

This is an **annual expected savings of about \$25,000**. [01-40931/40]

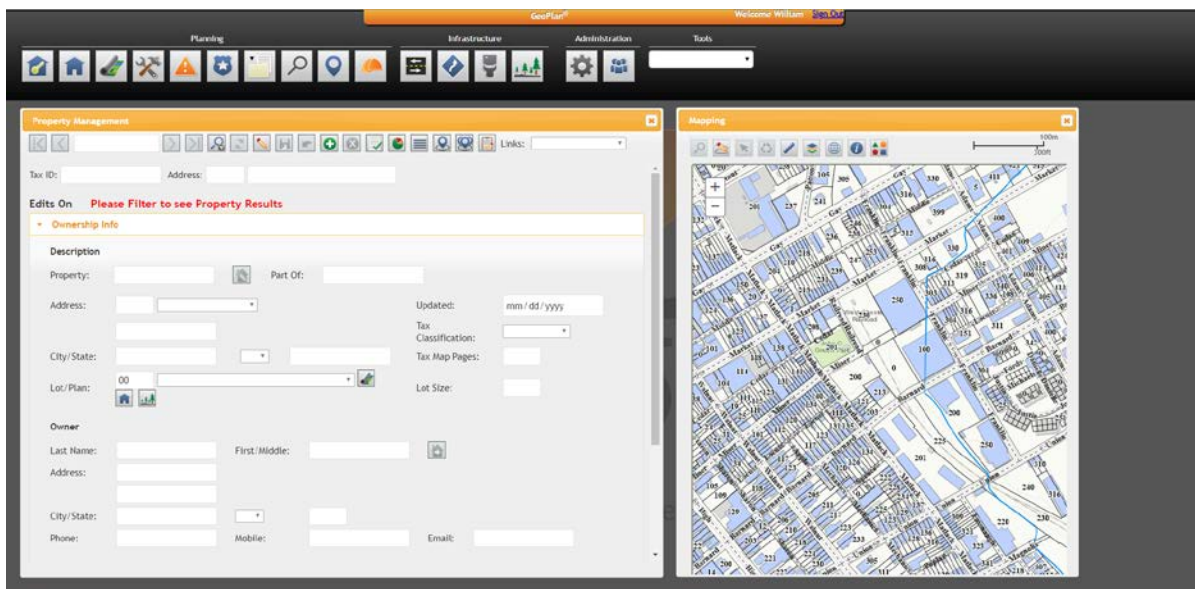


## Project Management Overview

### GeoPlan Web

We are working with GeoDecisions on the preliminary design and programming elements. The goal of this project is to mobilize our GeoPlan services through their cloud infrastructure (SaaS).

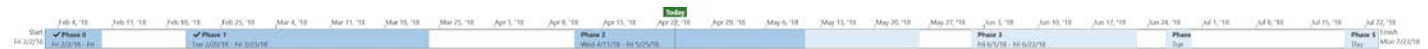
We are working with Kevin Scott, [GeoDecisions](#)© on the upgrade & eventual migration to GeoPlan Web.



This month the programming and testing was completed. The project is expected to conclude in May – with the following schedule of events:

- **May 1 & 2** - Data will be migrated from the existing on-premises application to the new Cloud based (SaaS) application, GeoPlan Web.
- **May 3** - GeoPlan Web will **GO LIVE**.

## Website Refresh



### PROJECT OVERVIEW

FRI 2/2/18 - MON 7/23/18

% COMPLETE

76%

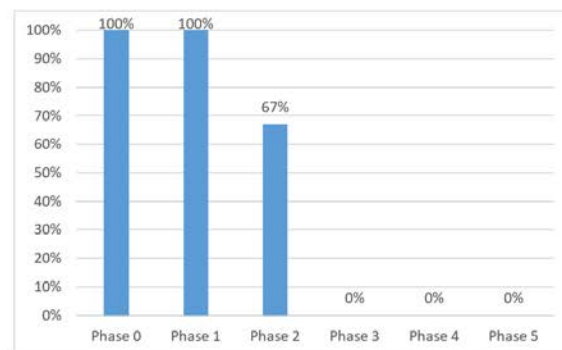
#### RESOURCES

Hours Worked on Tasks

Finish	Name	Actual Work
Fri 4/20/18	William Mann	204 hrs
Wed 4/11/18	Missi Spiker	60 hrs
Thu 3/8/18	Susan Moran	4 hrs
Thu 3/8/18	Christina Wilcomes	4 hrs

#### % COMPLETE

Status for all top-level tasks. To see the status for subtasks, click on the chart and update the outline level in the Field List.



#### LATE TASKS

Tasks that are past due.

Name	Start	Finish	Duration	% Complete	Resource Names
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This month we continued the design & layout phase of the website refresh project. Susan Moran & Christina Wilcomes are working with my office to design the best possible website.

### This month's project tasks:

April 11, 2018	Design Presentation Meeting
April 20, 2018	Design Revision Requests Due (Round 1)

### Next month's project tasks:

5/4/2018	Design Revisions Review
5/11/2018	Design Revisions Complete
5/25/2018	Design Approval Due

### Website Survey:



On **March 23** we posted a "Website Survey" on our website, social media and through ReadyChesco. These results will help to guide us during the continued project. You can check out the entire Survey [here](#).

## Building Renovation – Technology Services

This total projected project cost of **\$305,999.00** relates to the AVR\* (audio – video – recording) services – including installation, programming & design.

This Scope of Work is as follows:

### Identified Room Locations

#### Rooms with Recording Services

105 | 143 | 203 | 204 | 232 | 233 | 240 | 241 | 242

#### Rooms with Interactive Smart Displays




105\* | 143\* | 232\* | 233\* | 241\*\*

#### Rooms with LED Displays

101 | 108 | 202 | 203 | 204 | 216 | 241 | 242

### Update

The cost estimates have continued to change as the scope of work has changed.

10/17/2017	-	\$445,723.75
1/23/2018	-	\$505,723.75 
4/20/2018	-	\$364,147.00 
4/30/2018	-	\$305,999.00 



Interactive 10pt Touch Panel Aquos Board

\* Aquos Board PN-C703 (above)

\*\* E-Vision Laser 10K

### This Month's Project Tasks:

April 19, 2018	Worked with CDW-G & Horizon AVR finalizing the SOW & Equipment quotes.
April 20, 2018	Received the SOW & Equipment quotes.
April 23, 2018	Reviewed the DRAFT SOW & Equipment List documentation.
April 24, 2018	Worked with CDW-G & Horizon to modify the project scope & reduce cost.
April 27, 2018	Worked with CDW-G & NJPA regarding the state contract language for installation services.
April 30, 2018	Continued finalizing the SOWs & Equipment Lists for the AVR services.

## New Servers / New Network

This month we continued to design our new network, starting with our newly arrived servers. These servers will act as the backbone of our newly designed network. If you think of a network as a neighborhood, we were like one where houses were getting squeezed closer and closer together. Even if we had not been refurbishing the administrative building the network re-design would have occurred in 2019.

### Building New Servers

We continue to design and program our new servers & network (pictured top right). The servers are being built with the needs of our organization specifically in mind.



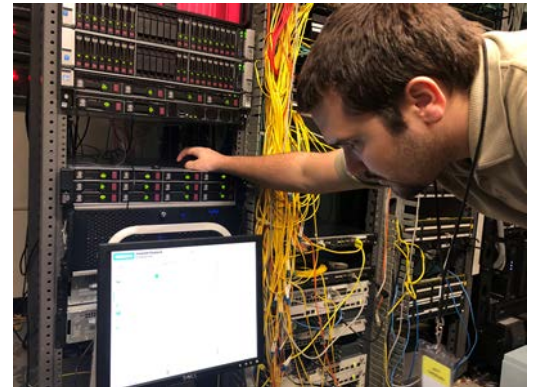
*One of our two virtual servers await hardware installation.*

### Software Setup

Once the hardware has been configured we will begin installing the operating systems. Each of these virtual appliances will host multiple Microsoft™ Windows servers.

#### Services will include:

- Domain Controller 01
- Domain Controller 02
- File/Printer Server 01
- Apps Server 01
- Apps Server 02
- Building Access Security Services
- Building Camera Services



*Jeff beginning to configure one of our new servers.*

### Redundancy in Mind

These two virtual servers will be redundant to each other. This means that if one suffers a critical failure the second one will become primary and maintain network services for our organization. This type of redundant provisioning is currently in place and has proven very successful in respect to maintaining network services for both scheduled & unscheduled server outages.

### Time Frame

The server & network design will take about two/three months and we plan on being able to physically begin the onsite installation as soon as the building & cabling is ready.



## Mayor's Opioid Action Task Month

This month I began helping Mayor Herrin with her new Opioid Action Task Force.

Using the Mayor's blog platform, we began building a new website that will act as the home of the **"Mayor's Opioid Action Task Force"**.

Our team is continuing to develop the website as well as preparing for some very exciting activities scheduled for early summer.

## Events:

- April 6 – Task Force Meeting (1 hour)
- April 20 – Task Force Meeting (90 minutes)



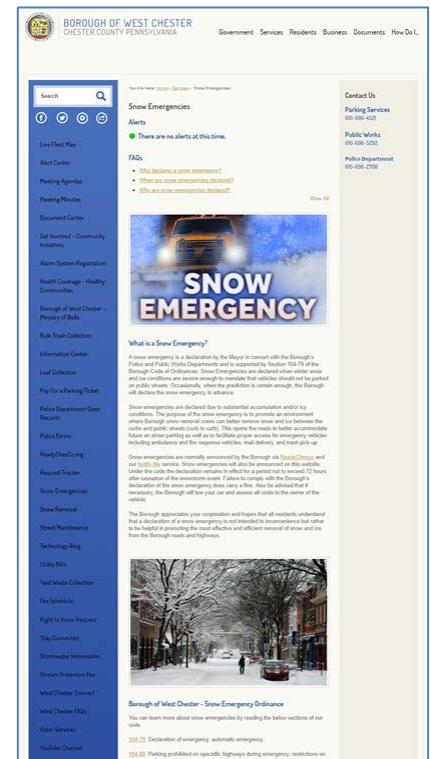
## Improved Snow Emergency Communication Effort

On April 6 I attended a “Snow Emergency” planning meeting with Mayor Herrin, the Borough Manager, Public Works, Parking Services & the Police Department.

The mission was to look for better ways to communicate with the public before & during snow emergency events.

One of the areas was of course the website & social media. After the meeting I began to develop a new section on our website (pictured right) that will act as an educational and informational resource for snow events. This section will continue to be developed and be included as part of our upcoming website refresh.

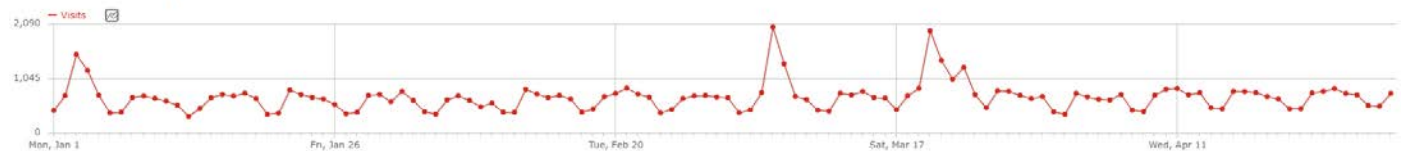
We will then prominently feature this section as fall turns to winter.



## Website Overview

During April, there were **19,867** unique visitors to our website. Our website has had **81,988** visits during the first four months of 2018.

Evolution over the period



## Subscribers

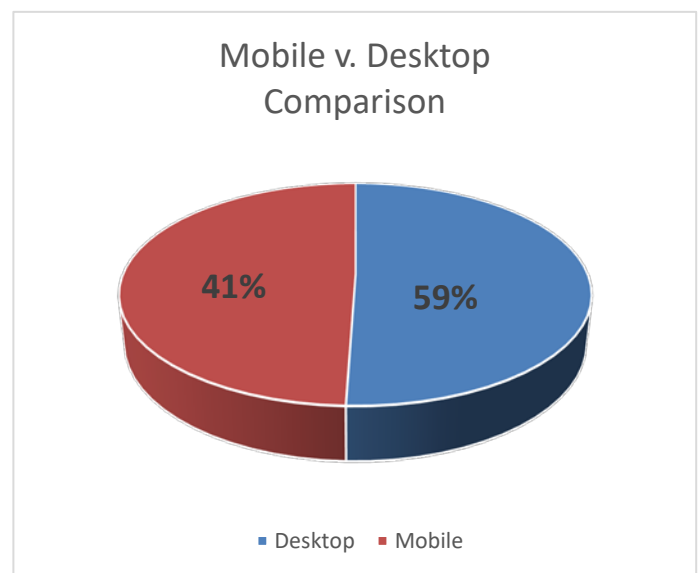
- Alert Center (Top 5 Subscriptions)

*All our alert center notification groups enjoyed substantial growth during the month with the Snow Emergency group growing by 67 subscribers.*

1. We have **859 (+2)** users signed up for Snow Emergencies.
2. We have **697 (+4)** users signed up for Police Alerts.
3. We have **647 (+2)** users signed up for Weather Alerts.
4. We have **452 (+1)** users signed up for Traffic Problems.
5. We have **398 (+2)** users signed up for Special Alerts.

- Calendars

*We have many calendars in which people may subscribe to. Our most popular one is the “**Recreation Events & Activities**” calendar with 185 (+2) subscribers. The second most popular is the “**Borough Council Meetings**” calendar with 151 (+2) subscribers. In addition, we have **257 (+5)** summer camp families signed up for notifications through our Alert Center.*



## Website Visitors by Type – 10% Jump in Mobile Visitors!

- Mobile users this month accounted for **41%** of our website visitors which is an 8% decrease from March. We will watch this trend throughout the year.



## Media Center - Performance

As part of the September 2017 Borough Council meetings it was approved to pause the recording of the boards & commission meetings until the completion of the building renovation project.

Borough Council Meeting	- April 18	- 56 views
Council Worksession	- April 17	- 46 views
Finance Meeting	- April 11	- 93 views
ACT	- April 10	- 83 views
Parking	- April 10	- 74 views
Public Safety	- April 11	- 88 views
Public Works	- April 10	- 84 views
Smart Growth	- April 11	- 97 views



You can visit the Media Center [here](#).

## Borough – Twitter Page

Our Borough of West Chester Twitter account is linked with our Facebook page. People can sign up and follow us on twitter **@BoroughWC**.

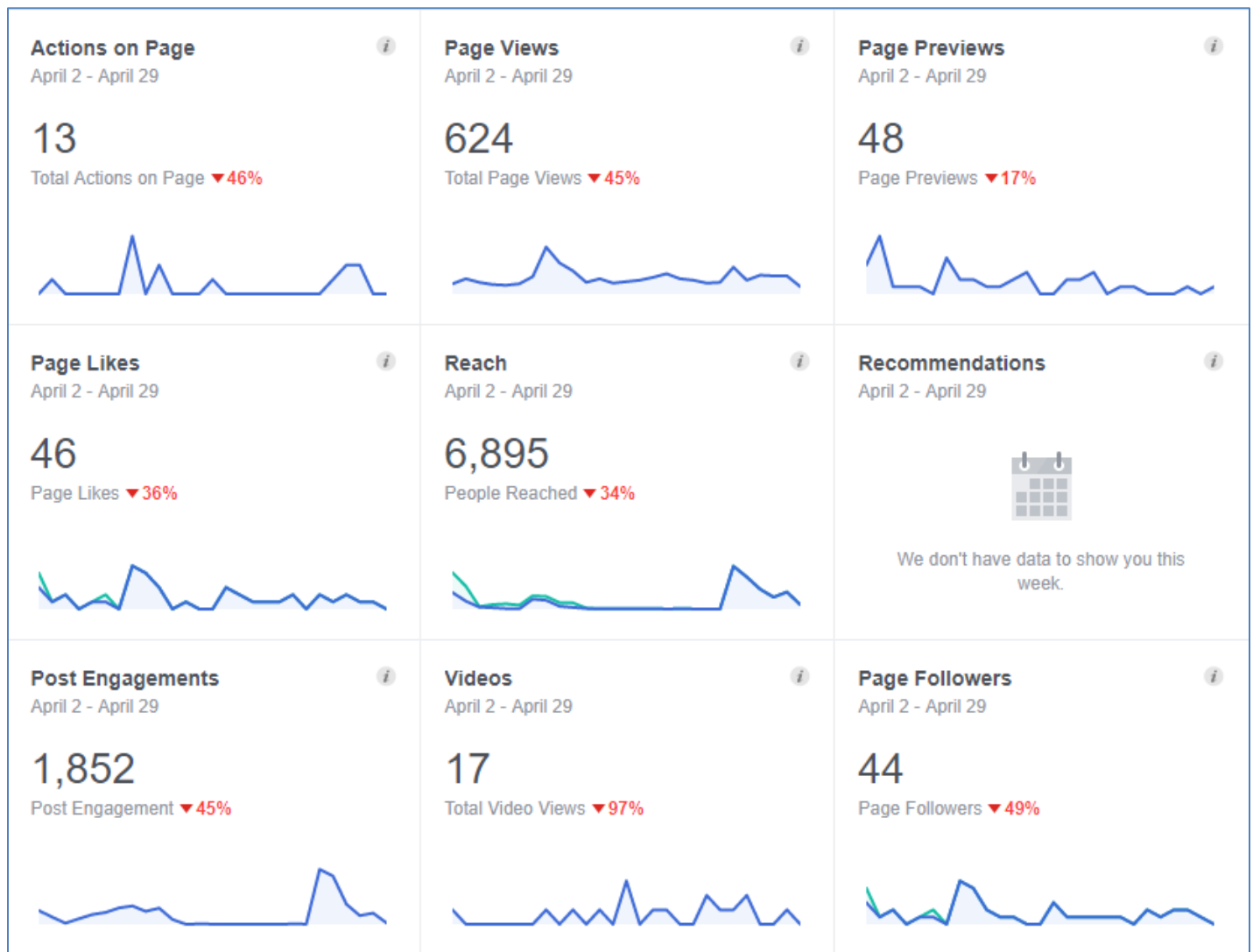
Our twitter feed mirrors our Facebook timeline allowing those who prefer twitter to follow the Borough of West Chester through their twitter app.

To date we have **1,694** followers, an **increase of 24** during April.



## Borough – Facebook Page

As of this month our Facebook page enjoys **3,459** “likes”. This was an **increase of 20** subscribers during April. This is important because “likes” on Facebook act as **subscriptions**. When information is posted on Facebook, these individuals receive the information immediately on their computer, mobile devices and smartphones.



The [Committee to Reestablish Rail Service to West Chester](#) Facebook page has garnered **2,094** likes.

## CitySourced™ & West Chester Mobile

Through a partnership with CitySourced™ our mobile app, **“West Chester Connect”** is available on all [mobile] platforms and is available through the various app stores as a free application (to the user). Once downloaded the user simply registers with their name and email address. Once registered the user would be able to report (with a photo) problems ranging from *public safety, quality of life* and *environmental* issues. In addition to the photo, the phone’s GPS location can be included with any notes the user enters in the narrative. The “work order” will then be sent to the appropriate department.

Acting as another gateway into our web services, **“West Chester Mobile”** provides the functionality of our website on mobile devices. This app is available on Android and Apple devices.

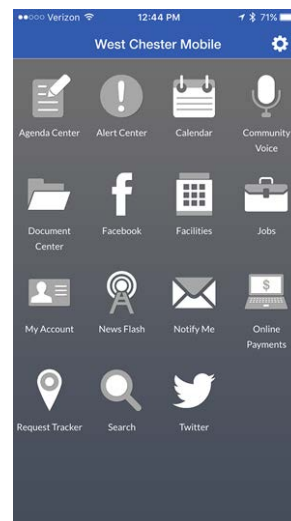
## Monthly West Chester Connect & Request Tracker Report

During April **5** work orders were submitted and processed.

To date **32** work orders were submitted & resolved through West Chester’s website and West Chester Connect.

Members of our community have several ways in which they can reach out to our staff and request our services.

- [West Chester Website](#)
- [West Chester Mobile](#) (app)
- [West Chester Connect](#) (app)



West Chester Mobile



West Chester Connect

**Time Management (internal use only)**

The Information Technology Department is staffed by 2 full time employees.

**Time Balances as of April 30, 2018****William Mann – Chief Communication Officer**

Personal Time	Vacation Time	Sick Time
32 hours	152 hours	2,368 hours

**April 2018 Time \***

- No time taken

**Jeff Carbohn – Information Technology Manager**

Personal Time	Vacation Time	Sick Time
24 hours	124 hours	218 hours

**April 2018 Time \***

- 24 hours sick time / surgery (April 20, 23 & 24)
- 8 hours personal time (April 25)

\* Does not include holidays.