

Information Technology



Overview

- County and City Services
- 17 Years / Second Director
- 5 FTE
- Infrastructure
 - 135 Mobile Devices
 - 118 Computers
 - 55 Network Devices
 - 8 Servers. – Down from 21
 - 40 Virtual Machines
 - 14 Buildings / Locations

Overview

- Examples of Supported Services

- Movie Tickets
- Water / Power Meters
- HVAC / SCADA
- Harbor Light Controller
- Doors / Gate
- Cameras
- 911 ALI Services
- Pet Tracking Software
- Library Public PCs
- Online Meetings
- Finger Print Scanner

- Ticketing
- Pool
- Digital Displays
- VPNs
- HR Software
- Planning
- OSHA Tracking

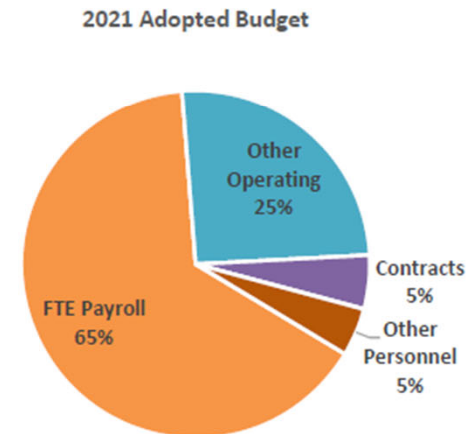
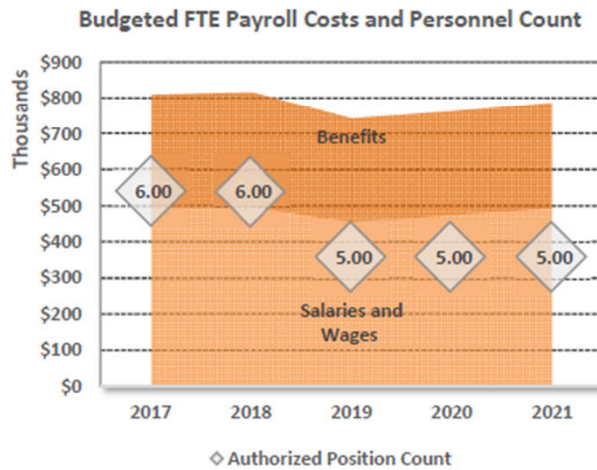
Overview

INFORMATION SERVICES

Mission:

The Information Technology Department provides leadership and coordination of technology initiatives within the city government.

	FTE
DIRECTOR	1.00
NETWORK ADMIN	1.00
DATABASE ADMIN	1.00
IT TECH II	1.00
IT SPECIALIST	1.00
Grand Total	5.00



Budget History

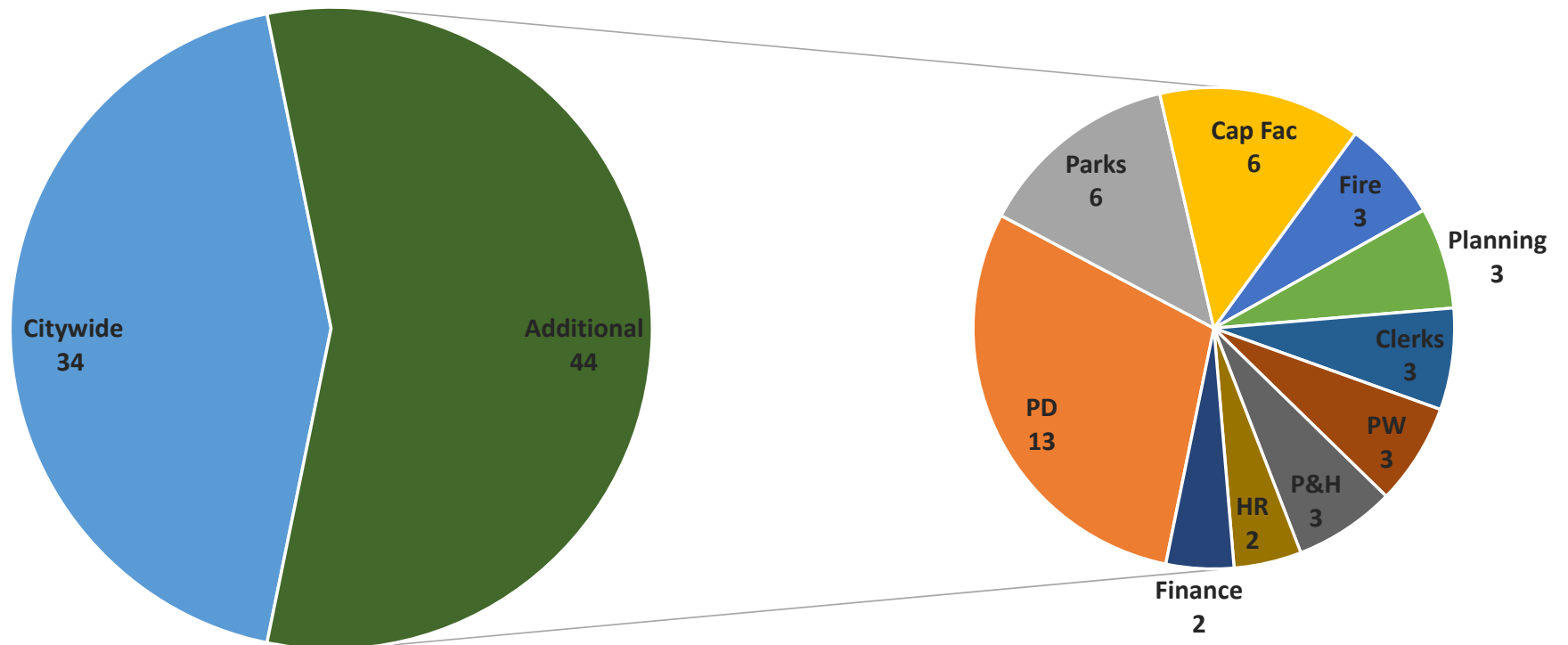
Adopted Budget	2017	2018	2019	2020	2021
FTE Payroll	808,447	817,036	741,689	762,013	785,722
Other	<u>234,990</u>	<u>228,272</u>	<u>364,685</u>	<u>393,150</u>	<u>420,680</u>
Operational Expenses	1,043,437	1,045,308	1,106,374	1,155,163	1,206,402
Technology Reserve	1,030,752	1,322,353	702,298	707,829	857,513
Total Technology	2,074,189	2,367,661	1,808,672	1,862,992	2,063,914

Overview

Description	Projected 2021	Projected 2022	Projected 2023	Projected 2024	Projected 2025	Projected 2026
Computers Subtotal	141,758	124,558	124,558	124,558	124,558	141,758
Server subtotal	40,000	85,300	60,500	75,500	23,500	85,300
Network subtotal	214,350	196,750	76,050	125,427	88,050	199,350
Software Maintenance Subtotal	504,126	496,568	496,568	496,568	496,568	496,568
Grand Total	900,234	903,176	757,676	822,053	732,676	922,976

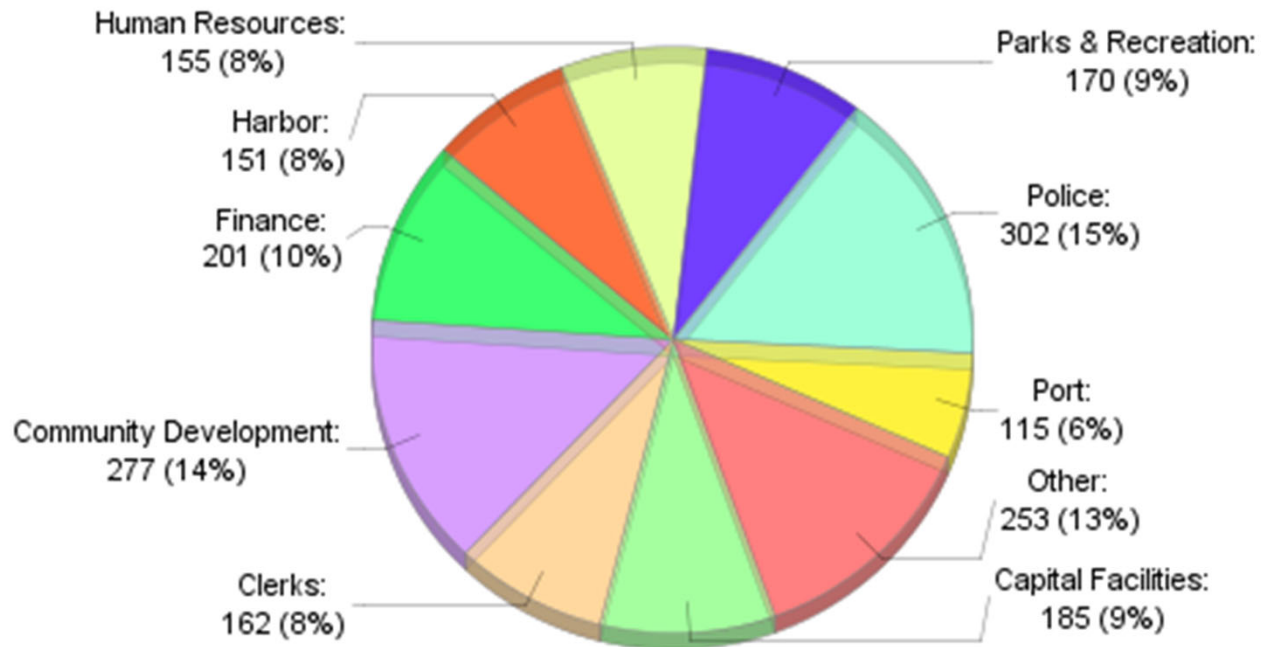
Overview

Number of Software Applications



Overview

Tickets by Department



Completed Projects

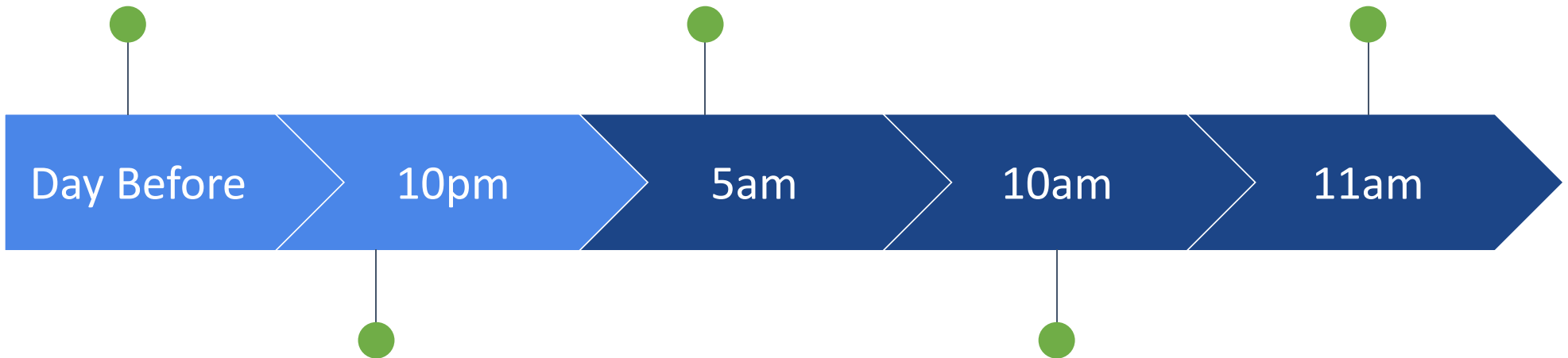
- Ransomware Rebuild

“While we would never want to have it happen again this attack allowed us to leapfrog to a modern environment. We did not simply restore but built a new foundation to grow upon.”

Day Before 7/25
Antivirus / Malware
Windows Updates

Day 1 - 7/26/18
Dispatch Reports Errors
One Server
Start Network Isolation

Fully shutdown
Servers Encrypted
Most desktops



Push Latest Antivirus
Verify Windows Updates

Email stops
Not all servers affected
Isolate all devices
Most desktops look ok

Completed Projects

- Ransomware Rebuild
 - What we did different
 - What did we learn
 - What are we doing now
- Nationwide Cybersecurity Review (NCSR)



State of Alaska
OIT
OFFICE of
INFORMATION
TECHNOLOGY

Completed Projects

- Dark Fiber
 - Solid Foundation
 - Security
- Phone System / 911
 - 95% completed – Two buildings left
 - Geo Diversified
 - Decrease \$4,300 per month
 - 25,400 Calls / 130+ Daily
- Backups and High Availability
- IT Ticketing System
- New City Website

Ongoing Projects

- Fundamental change of department cultural and City processes.
 - Department Input
 - Cross Team Responsibility
 - Department Career Paths
- Internal Budget Audits
 - Contract Reviews
 - Price Agreements
 - Savings
- Radios
 - FCC
- Public WIFI
 - Hardware is Ready
 - Legal

Long-Range Plans

- City Fiber
 - Current Road Projects
 - Sewer Mains
- Outside IT Audits
- Emergency Management Drills
- Door System
- Employee Training and Awareness
- Police Support

Closing Thoughts

- Never Ending Involving all Employees
- “Smallest” Large City
- Established Quality Team
- Encourage One on One Networking
- Follow Up