Information Systems

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                          │    Director     │
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                │  Administrative Program   │
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   │ Systems & Operations │ │ Client Services │ │ Network Services │ │ Project Services │
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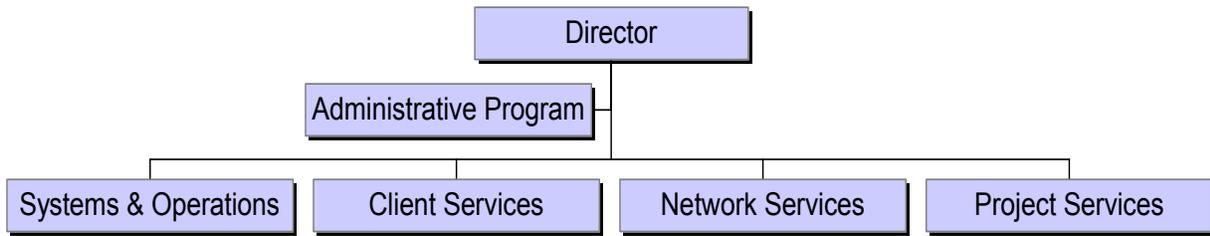### Description of the Service

Administration is responsible for Citywide information systems solutions and long-term strategic technology direction. This focus includes identifying specific opportunities for automation, assisting in defining requirements, releasing RFPs, evaluating proposals and selecting the best solutions to meet the City's needs.

Systems and Operations is responsible for hardware and system support for all enterprise systems and computer hardware. Systems and Operations staff ensure that all jobs are scheduled, executed, and output delivered in a timely manner. In addition, the group provides Data Base Administration, Systems Administration, and Security Services to the City.

Client Services assists the users and operations with software and procedural enhancements, as well as, provides solutions to technical problems. Assists other departments in planning, procuring, and integrating departmental servers, personal computers, printers and related components into the Citywide network.

Network Services is focused on the continued development of standards and implementation of solutions so that compatibility is achieved and data and resource sharing can be accomplished among departments.

Project Services provides implementation and management of new application systems as well as enhancements and maintenance to existing application systems. Additionally, the program assists other departments in systems planning and integration. Project Services is also involved in maintaining and supporting the automated Citywide mapping for access by multiple departments for associated engineering

Department Summary

Information Systems

Mission Statement

The mission of the Information Technology Department is to provide current technologically viable information services and support to meet the unique needs of City departments and to provide assistance to customers in their applications of personal computing solutions to facilitate accomplishment of their duties and the goals of the City

Major 2004/05 Priorities
- Continue enhancing the City's website, both in presentation and content. Empower users to maintain their own web pages through a content management system. Allow for more services to be made available online.
- Ensure a highly available and secure network to support application systems and employee-productivity tools, including remote access to these applications.
- Consolidate eight web based Internet / Intranet mapping applications down to as few as possible, in order to improve functionality and maintenance response time.
- Develop a strategic plan for implementing an enterprise-wide GIS (Geographic Information System) and commence implementation of the system to include the migration of existing GIS data and applications into a more open and robust technical environment. Provide new

Strategic Priorities Addressed

➢ Improve and preserve our quality of life

orthophotos for use in GIS.
- Continue with the upgrade of application systems, office-automation tools, and system software as vendors introduce new software releases and versions.
- Continue to improve I.S. customer-service levels by closely and consistently monitoring the logging and resolution of Help-Desk calls.
- Begin the implementation of the Work Order Management and Timekeeping Systems.
- Provide GIS support for new "General Plan, Zoning Ordinance, Subdivision Ordinance, Design Guidelines Updates".
- Complete the implementation of the new CAD (Computer-Aided Dispatch) system.
- Implement the enhanced integrated Financial and Human-Resource Management systems.

Programs and Program Goals

FY 2004/05

Administration: To provide policy direction, leadership/vision, administration and fiscal management to enable the Department to achieve program objectives.

Systems & Operations: To provide a stable, responsive and secure computing environment for enterprise-wide systems through various computing systems and services for the City.

Client Services: To maintain and upgrade city computer equipment, software and systems to current vendor specifications, respond promptly to and correct problems reported through the City's helpdesk enabling employees to deliver services to their customers.

Network Services: To provide integrated planning and solutions to achieve access to systems and data sharing among departments.

Project Services: To integrate, implement and support stable, secure and reliable COTS solutions for City departments in order that they may use these tools to maximize their services to their customers. To provide integrated spatial analysis, mapping and spatial data coordination for city departments, their contractors and constituents to meet their GIS application and system integration requirements.

City of Riverside

Information Systems

- Implemented the City of Riverside's new Domain Name of www.Riversideca.gov
- Implemented Online Video Surveillance System at Villegas Park, Hunt Park and City Hall
- Developed Building Permit Calculator
- Implemented LaserFiche Imaging Systems for Permit Records Online and Planning Department Online
- Installed and Configured QUESTOR ARGUS Museum Archive Upgrade and implemented QUESTOR ARGUS Museum Archive Web Access
- Developed $hop Riverside Website
- Implemented .NET Intranet Portal
- Developed E-Meter Electronic Metering and Service Application
- Developed Target Employment Area (TEA)
- Developed Target Employment Calculator
- Developed Animal Services, Customer Service, and Registration and Survey Forms
- Implemented Employment Application Upgrades
- Developed Plan Check Status Query
- Received City Council approval for the implementation of the enterprise Work Order Management and Electronic Timekeeping systems
- IT employee named Riverside Police Department Public Safety Officer of the Month for October 2003
- Implemented Police Department databases including Missing Audio Reports, Sex Offenders, and Scan Appointments
- Successfully began burning of Police file images to DVDs for long term storage
- Provided direct connectivity for the Police Department to Department of Justice websites
- Provided network connectivity to the Riverside PD UNET location
- Developed an interface to the Police RMS Case Management module
- Upgraded the Police and Fire RMS systems to the latest versions
- Implemented the internet version of Telestaff (Webstaff) for the Fire Department
- Successfully demonstrated and implemented a Virtual Private Network for the City
- Deployed Zen at City Hall and the Police Department
- Completed an enterprise security assessment for the City
- Completed last of electronic forms
- Completed Permits Plus Phase 1
- Completed the Ortho Photo project; new color photographs of a ~200 sq.mi. area have been taken and are now in use. The deliverables included data in several formats, and updates to several data layers that are extrapolated from the orthographs.
- Started a pilot project to develop a GIS GEOdatabase on ArcSDE.
- Assisted the City with vendor selection, contract coordination and project kick-off for an enterprise wide GIS needs assessment.
- Converted key web based GIS mapping application to GeoSmart.net, providing an improved user interface and improving application stability.
- Completed study and recommendation for replacement and consolidation of Unix servers and storage systems that house many of the City's mission critical applications.
- Upgraded network infrastructure throughout the City to enable faster throughput and network response
- Implemented a Virtual Private Network (VPN) to a limited number of City users and vendors with plans to expand in the next FY

Department Summary

Information Systems
Department Summary

Budget Summary	Actual 2002/03	Budget 2003/04	Approved 2004/05	Change
Personnel Services	718,217	683,907	488,924	-28.5%
Non-Personnel	6,732,386	6,757,444	7,500,394	11.0%
Special Projects	1,224,310	450,916	375,816	-16.7%
Equipment Outlay	831,693	478,027	658,200	37.7%
Direct Operating	9,506,606	8,370,294	9,023,334	7.8%
Debt Service	0	0	0	---
Capital Outlay	12,341	0	0	---
Charge From Others	1,027,825	1,284,303	1,359,070	5.8%
Gross Budget	10,546,772	9,654,597	10,382,404	7.5%
Charge To Others	(9,238,968)	(9,654,597)	(10,382,404)	7.5%
Net Budget	1,307,804	0	0	---

Expenditure Summary (Gross Budget)

	Actual 2002/03	Budget 2003/04	Approved 2004/05	Change
Administration	328,475	540,228	498,571	-7.7%
CADME System Support	715,537	789,984	828,207	4.8%
Systems and Programming	1,009,739	998,532	1,126,290	12.8%
Operations	1,209,817	1,375,752	1,126,731	-18.1%
Network Support Services	6,346,891	5,395,101	6,047,605	12.1%
Technology Replacement	936,312	555,000	755,000	36.0%
Expenditure Total	10,546,771	9,654,597	10,382,404	7.5%
Personnel Summary	9.00	9.00	6.00	(3.00)

Program Summary

Spending Distribution

Network Support Services 58%
Technology Replacement 7%
Operations 11%
Systems and Programming 11%
CADME System Support 8%
Administration 5%

Personnel Summary

2000/01	2001/02	2002/03	2003/04	2004/05
7	7	9	9	6

Historical Budget Expenditures (In $ Millions)

2000/01	2001/02	2002/03	2003/04	2004/05
7.38	8.58	9.24	9.65	10.38