

2015



Information Technologies Department Annual Report

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Beavercreek Township

12/31/2015



Department Overview

Beavercreek Township's Information Technology Department consists of an Operations Manager and one part-time (20 hrs. wk.), independent contractor. The Department is responsible for providing IT/Phone support for all Township employees located at six different throughout the Township and City of Beavercreek. Township employees include; Township Elected Officials, Administrative Staff, Fire and Road Departments. The Department also provides basic IT support for the Greene County Sherriff's Department Sub-Station, located in the lower level of Station 61.

The IT Department provides 24/7 Network Availability, Integrity, Confidentiality and Security. Routine maintenance includes, but not limited to Monitoring, Updating, Patching, Troubleshooting, Repairing and Replacing IT hardware/software as necessary. The IT Department's operating budget

(averaged over the past 5 years) is approximately \$200k per year. The Township periodically surpluses equipment and lists it on govdeals.com. All monies received from sales on govdeals.com are returned to the general fund.

The Township operates primarily in a virtualized environment (approximately 95 percent of servers and workstations) utilizing Citrix XenServer and Storage Array Networked (SAN) to provide a private in-house cloud. Employees have 24/7 access to this cloud via Thin/Zero clients located at their desks, or remotely via a web interface and secure gateway. Physical devices maintained by the Department include Firewalls, Switches, Routers, Barracuda Devices—Mail Archiver, Spam/Virus Firewall and Web Filters; Servers; Citrix Host, SQL, Exchange, SharePoint, Domain Controllers (both physical and virtual), Surveillance, Disaster Recovery w/tape library Audio/Video equipment and Township phones.

Connectivity to the Township Cloud from the Road Department is provide via fiber optics while the Fire Stations connect via microwave equipment placed on towers located next to each station.

The IT Department is also responsible for maintaining the Township's social media sites which includes Facebook and Twitter accounts, as well as the Township and Fire Websites.

This Year's Accomplishment

The township's IT infrastructure was assessed by the Green Tree Group—free of charge. The assessment revealed several areas that needed attention, but overall health of the environment was very good—as stated by the group. The high risk areas were addressed and fixed. The following is a brief synopsis of 2015 accomplishments:

- Relocated Trustee's meeting room from 851 Orchard Ln. to the basement of 2195 Dayton-Xenia (Sta. 61) to make room for the Finance Department
 - Removed all IT equipment (Projectors, LED, Printer, Workstation and Audio recording system)
 - Configured and installed equipment in new location
- Relocated Township Finance personnel and equipment from 1981 Dayton-Xenia to 851 Orchard Ln
 - Installed new LAN and phone lines and setup equipment in new location
 - Installed cabling, mounts and monitors to tie into existing surveillance system
 - Still need to relocate FAX line—having difficulties with communications vendor
 - To be continued in 2016

- Completed Tech refresh of Trustee's and Township Administrators mobile devices
 - Replaced end of life iPads with Galaxy Tab4s saving more than \$2000 in replacement cost
 - Old iPad were wiped and redistributed to other departments (no data plans)
- Completed Tech refresh on Barracuda Mail Archiver (stores all Township emails IAW retention policy)
 - Replaced end of life device with new one, all data migrated to new device
- Installed and configured new Time Management software—OSL
 - Software used to track and calculate all employees work, sick, vacation, overtime and FLSA
 - Employees no longer required to complete paper timesheets
- Installed/mounted 50inch LED in Zoning Department to facilitate meetings and training sessions
- Upgraded Township and Fire Department's websites
 - Updated sites to the latest version of Drupal plus added additional modules
 - Added a new maps, calendars and links to site, making more user friendly
- Citrix upgrade (To be continued in 2016)
 - Migrated Exchange, SQL, SharePoint, Print, Anti-Virus and FTP servers to new pool
 - Created 26 new pooled desktops for firefighters
 - Have been experiencing serious latency issues in new environment
 - Currently working with Citrix and engineers to isolate and repair problem
 - Expect problems to be resolved in first quarter of 16 and the migration of the remaining virtual desktops will begin
- Performed annual inventory of Township IT equipment
 - The Department oversees approximately \$382k of equipment within the Township
 - Removed end of live equipment from production in preparation for surplus on govdeals.com
 - Remove hard drives if applicable, record serial number, remove from inventory and present Board with resolution to excess equipment on govdeals.com
- Met with the City of Beavercreek to discuss the possibility of sharing resources
 - No agreements at this time, but both parties are open to the idea and continue to keep the lines of communication open

Unplanned Outages and Helpdesk Tickets

- Internet access and speed not meeting contractual agreement with Datayard.
 - Eventually isolated problem down to a faulty DSL card on their firewall located in our server room. Replaced faulty card and speed is correct
- Township voicemail system starting to fail
 - Voicemail system is at end of life cycle and needs to be rebooting occasionally. Budgeted for 2016 upgrade
- Exchange server down 28 Oct for approximately 6 hours
 - Exchange database became corrupt while migrating server to new Citrix farm
 - Engaged Microsoft support to restore database with special tools—no data lost

- Trouble Tickets are created by the user within the Township's SharePoint site and sent via email to the appropriate work center.
 - There were a total of 91 IT related tickets entered
 - All tickets have been addressed and closed or scheduled to close
 - Tickets associated with latency will be closed when issue has been resolved.
 - Trouble ticket numbers are relatively low as all work is not being captured by current ticketing system

Projects Scheduled for 2016

- Resolve Fax line issue with vendor and get T1 line moved from 1981 Dayton-Xenia to 851 Orchard Lane
- Complete configuration and migration to new Citrix Farm
 - Continue working with Citrix and EMC engineers to resolve latency issues
 - Citrix health check services provided by MTM should be considered environment
- Decommission/Surplus End of Life Hardware
- Upgrade Townships voicemail system
- Continue revamping the Township website
- Research and deploy new backup strategy—Disk to Disk, Cloud or Tape—for long term and off site requirements of the Township
- Deploy video conferencing solution to each facility within the Township
 - Currently testing different option that will work in our virtual environment
- Research monitoring software for Township's Domain

Appropriations & Expenditures

The Information Technology Department's operating budget for 2015 was \$203,000. Chart 2 shows a breakdown of appropriations per category; chart 3 shows both appropriations and expenditures.

Most of this year has been geared toward sustainment—updates, patching, backup, and working trouble tickets. Thus; only 83 percent of the allocated budget was spent. We are currently working with Citrix engineers to isolate and resolve some latency issue in our virtual environment. We hope to have this fixed by the end of the first quarter.

IT Appropriations are currently taken from the General Fund and placed in the following categories:

- **Salaries**
 - Includes 3% increase from 2014
- **Employee Benefits**
 - Includes pension fund, medical, dental and life insurance
- **Training**
 - Used to maintain proficiency and certifications in current network security, technology, operations, and administration. Attend conferences, training events, and technical courses
- **Repairs and Maintenance**

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- Funds for repairing, updating, and maintaining current infrastructure. Routine maintenance budget (broken interface cards, switches, software updates, peripherals, etc)
- **Contracted Service**
 - Payment toward reoccurring monthly costs, such as internet services, etc. Current maintenance includes services and appliance warranties for Cisco, Barracuda, Data Yard, TVAR for PHDVB (virtual backups), Microsoft, Citrix, and Independent Contractor position
- **Small Tools & Minor Equipment**
 - Used for replacing, updating, upgrading, or restocking equipment such as computers, printers, cartridges, appliances, microwave equipment, etc. with <5 year primary life span (desktop workstations, backup tapes, software, unmanaged switches, etc)
- **Capital**
 - Replacing or purchasing equipment/software with a >5 year primary life span such as servers or software (SQL2008, Exchange, SharePoint, SAN, switches/routers, etc.)

2015 Information Technologies Appropriations

TOTAL: \$203,000

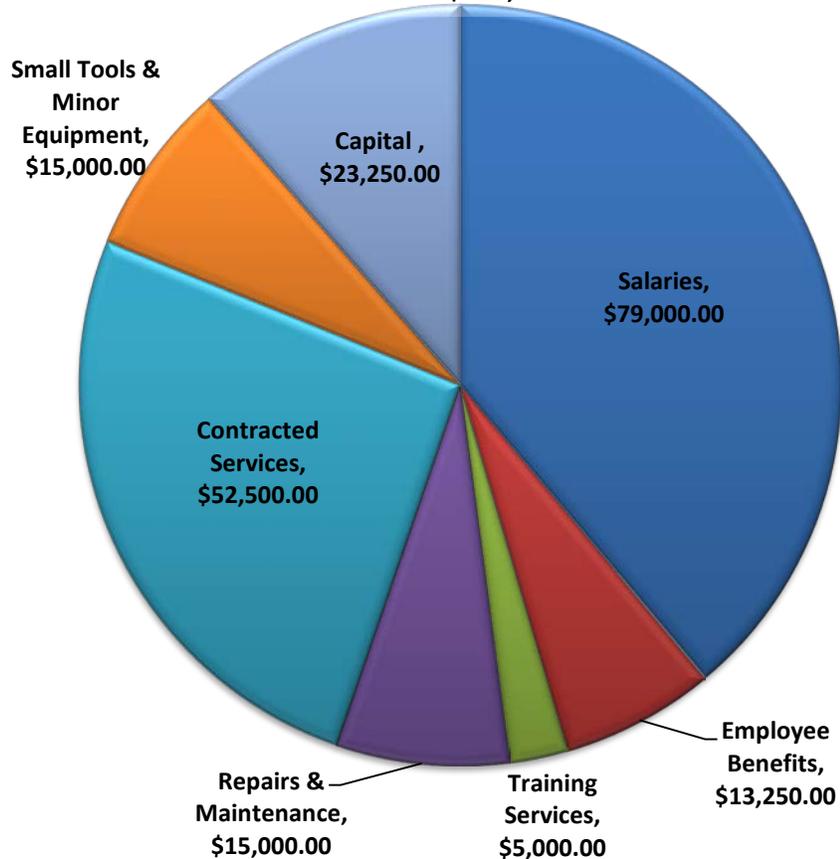


Chart 1

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2015 Information Technologies Appropriations/Expenditures

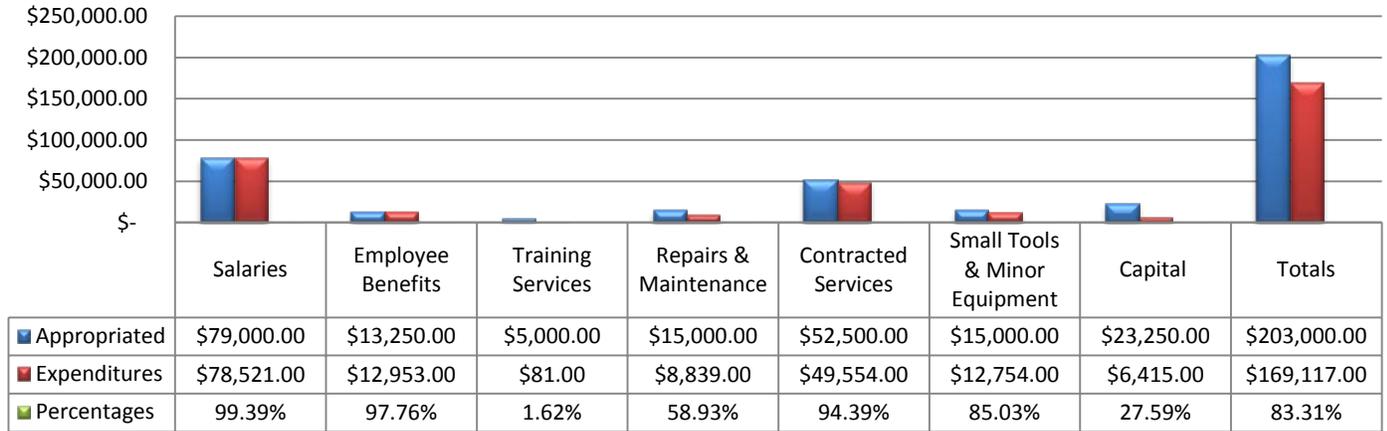


Chart 2