

2014



Information Technologies
Department Annual Report

Ver 1.1

Jeff Terry

Beavercreek Township

12/31/2014



Department Overview

Beavercreek Township's Information Technology department is staffed with 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 in 7 facilities 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 department provides 24/7 Network Availability, Integrity, Confidentiality and Security via Monitoring, Updating, Patching, Troubleshooting Repairing and Replacing IT hardware/software. The IT departments operating budget (averaged over the past 5 years) is

approximately \$198k. Equipment surplused by the township is listed on govdeals.com and all monies are returned to the general fund.

The Township operates primarily in a virtualized environment (approx. 95 percent) utilizing Citrix XenServer and Storage Array Networked (SAN) to provide an in-house private 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 from the cloud to the Administration buildings and Road departments are connected 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 (Web, Facebook and Twitter), which include: creation, updating, editing and posting video from public meetings.

This year's accomplishment:

- Configured new servers to migrated Township User from:
 - MS SharePoint 2007 to 2010
 - MS Exchange 2003 to 2010
 - MS Office suite 2007 to 2010
 - Providing increased performance and reliability
- Deployed new SQL server for load balancing and increased reliability
- Procured new ID printer and software for Township Identification Cards
- Tech refresh and upgrade Citrix host servers and farm
 - New farm in process of being configured
- Replaced outdated projector in Trustees meeting room with large LED screen
- Setup Social Media Sites (YouTube, Facebook & Twitter)
 - Upcoming events and notifications are posted to Facebook and Twitter accounts
 - Procured video equipment
 - Regular and Special Trustees meetings are published to YouTube
- Upgraded Townships outdated phones adding more features and reliability

- Removed all employee workstation running Windows XP
 - A couple of XP workstations remain running specialized software will phase next year
 - Tech refresh on Greene Co. Sheriff's IT equipment (Workstation, Printer, Monitors)
- Incorporated mobile device management software (MaaS360) for Township iPads
 - Provides remote management of mobile device including wipe/lock if stolen

Helpdesk Tickets and Unplanned Outages

- SQL server had a hard drives and battery fail
 - Drives and battery replaced and data restored, minimal downtime (1hr.)
- Both Fire and Township websites were down for short period.
 - Fire department site was hacked and shut down by Datayard
 - Township site went down after software/security upgrade
 - Both restored from backup—Security patches and upgrades installed
- There were a total of 117 calls placed into the SharePoint database. **Chart 1** shows the breakdown of the type, quantity and percentage of all tickets. All issues were addressed and resolved.
 - Trouble ticket numbers are relatively low as all work is not being captured by current ticketing system.
 - Currently evaluating other options/software for monitoring environment and capturing tickets

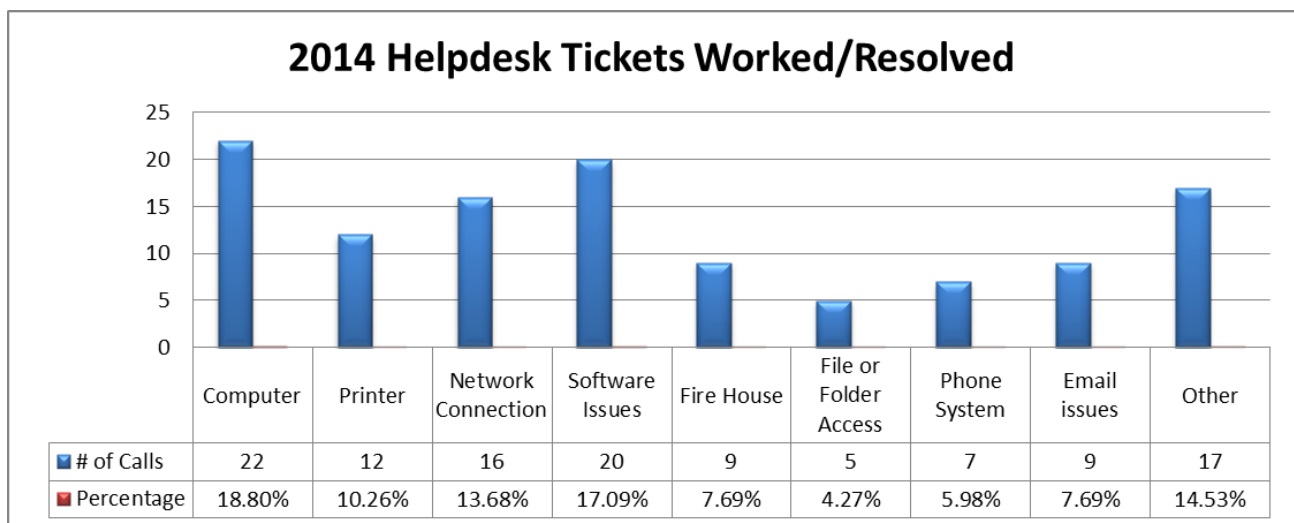


Chart 1

Projects scheduled for 2015

- Relocate Township Finance personnel and equipment
 - Ensure new location is prepared (LAN, and phone connections)
 - Move and setup employees workstations, printers and phone

- Complete configuration and migration to new Citrix Farm
 - Repurpose Old SAN and Citrix Farm for disaster recovery backup site
- Decommission End of Life Hardware/Software
 - Remove all Windows 2003 servers from Township infrastructure
 - Remove remaining XP workstations
 - Repurpose or Surplus Equipment
- Tech refresh of Elected Officials and Township Administrators mobile devices
- Redesign township website
- Tech refresh of disaster recovery hardware/software
 - Upgrade tape library and Barracuda mail archiver

Appropriations & Expenditures

The Information Technology department's operating budget for 2014 was \$209,264. Chart 2 shows a breakdown of appropriations per category; chart 3 shows both appropriations and expenditures. IT appropriations are taken from the General Fund and placed in the following categories:

- **Salaries**
 - Includes 1.5% increase for 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**
 - 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.)

2014 Information Technology Appropriations

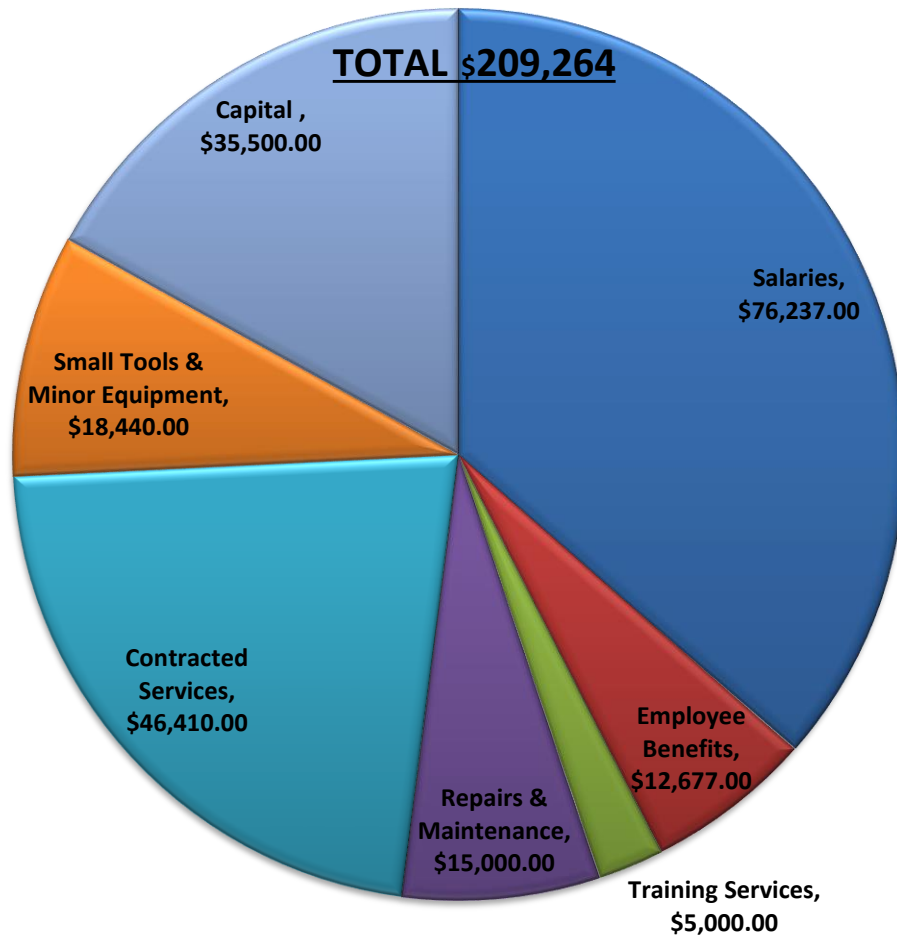


Chart 2

Beavercreek Township Information Technology Department Annual Report

2014

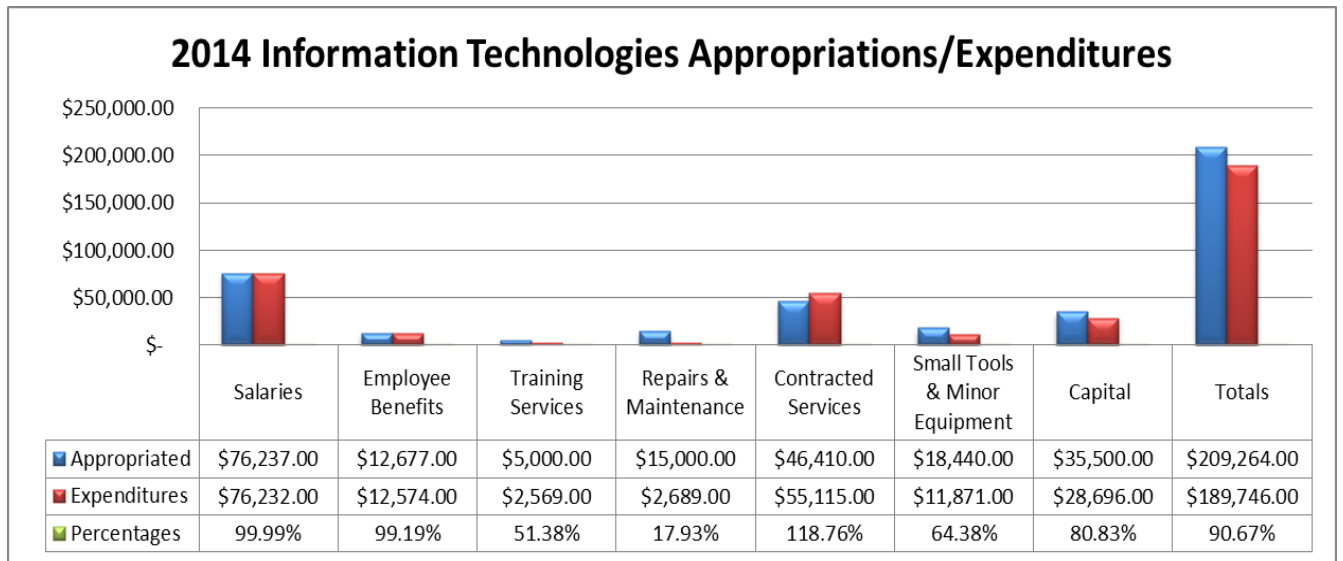


Chart 3