



Office of
Information Technology



Office of Information Technology

BUDGET PRESENTATION

FY 2020-2021

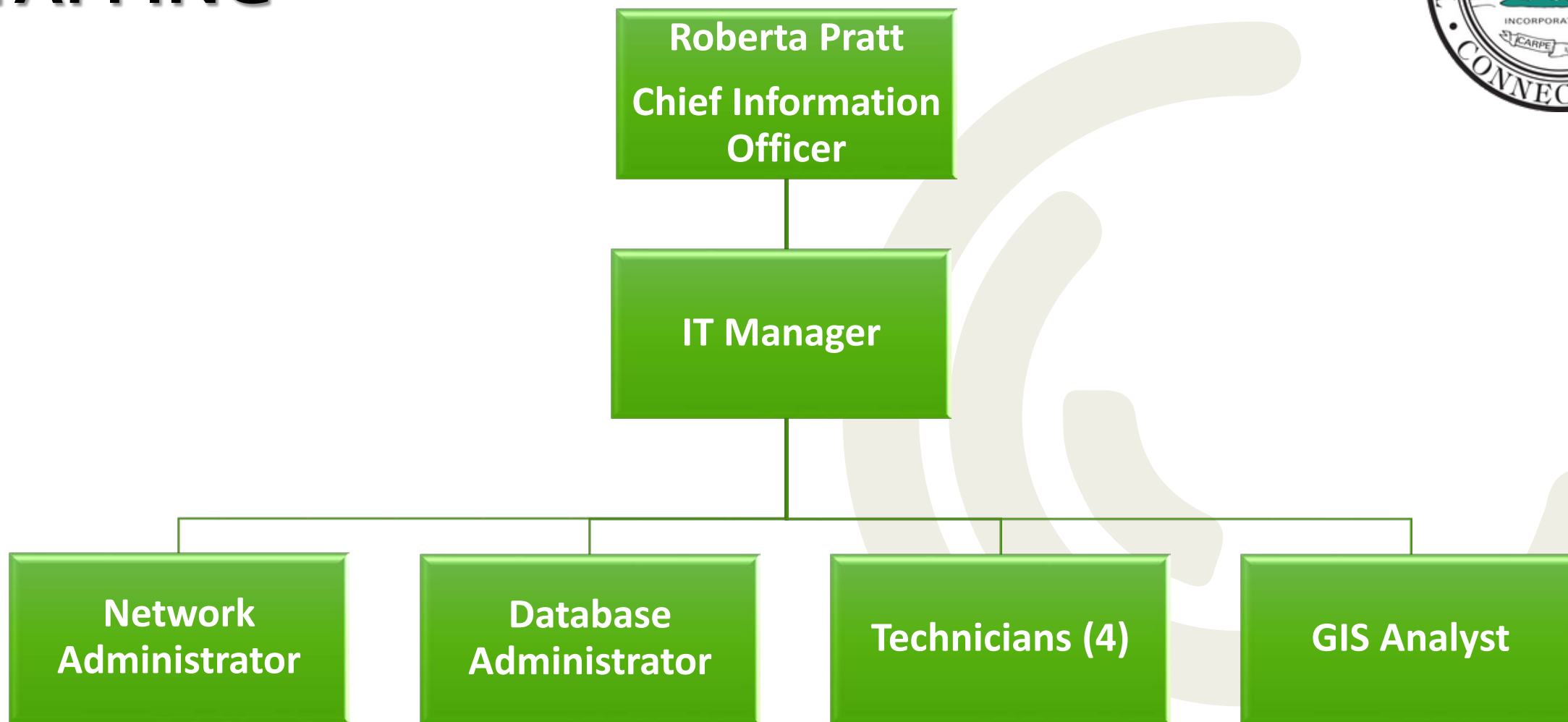


➤ ROBERTA PRATT

- Appointed as Chief Information Officer in 2018. The position is a shared resource with the Board of Education.
- Provides leadership for development of a robust and secure technology environment that is capable of delivering innovative solutions to the Town of East Hartford and the Board of Education.
- Prior to her appointment as CIO for East Hartford, Ms. Pratt was the Director of Technology for New Milford Public Schools and Seymour Public Schools.
- Ms. Pratt has a Bachelors of Science degree in Computer Systems, has gone through the Center for Excellence in Teaching and Learning (CETL) program and graduated with a certification. Roberta is on the CEN education and advisory Board



STAFFING





➤ DEPARTMENT DESCRIPTION & SERVICES

The OIT is responsible for blending existing and new innovative technologies by developing a vision through strategic planning and creative solutions. Utilizing best practices the goal of the department is to reduce costs, increase security and improve service delivery to town residents.

Developing effective and efficient technology driven processes will promote productive Town operations. Building better customer experiences for our residents through increased remote access to services will promote efficiency for our residents and businesses by reducing time spent commuting to Town Hall.



➤ DEPARTMENT DESCRIPTION & SERVICES

- Application Development, Support and Integration
- Information Security
- Database Administration
- Server and Network Operations
- Staff device support
- Communication Devices





► DEPARTMENT DESCRIPTION & SERVICES

- Provide a secure and robust technology infrastructure
- Centralized technology services
- Maintain and upgrade equipment before end of life cycles
- Desktop computer support
- Staff technology training
- 24/7 Support for critical Town departments



► DEPARTMENT DESCRIPTION & SERVICES

- Ensure compliance with State and Federal mandates
- Develop Backup strategies
- Implement a Disaster Recovery plan
- Develop GIS tools and applications
- Collaborate with State and Regional organizations
- Build relationships with vendors



➤ ACHIEVEMENTS & ACCOMPLISHMENTS

SECURITY MEASURES:

- Patch Cycle
- Windows 10 deployment
- Decommission end of life servers
- Migrate to Office 365
- Monitor security threat levels and alerts





► ACHIEVEMENTS & ACCOMPLISHMENTS

TRAINING:

- Provide technology training to staff
- Facilitate vendor led training
- Partner with Microsoft to provide training
- IT staff training
- Joint training with BOE personnel





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

DATABASES:

- Modernize Town databases
- Develop applications to streamline data entry
- Support vendor upgrades
- Develop connectors with cloud based services
- Data integration to enhance efficiencies





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

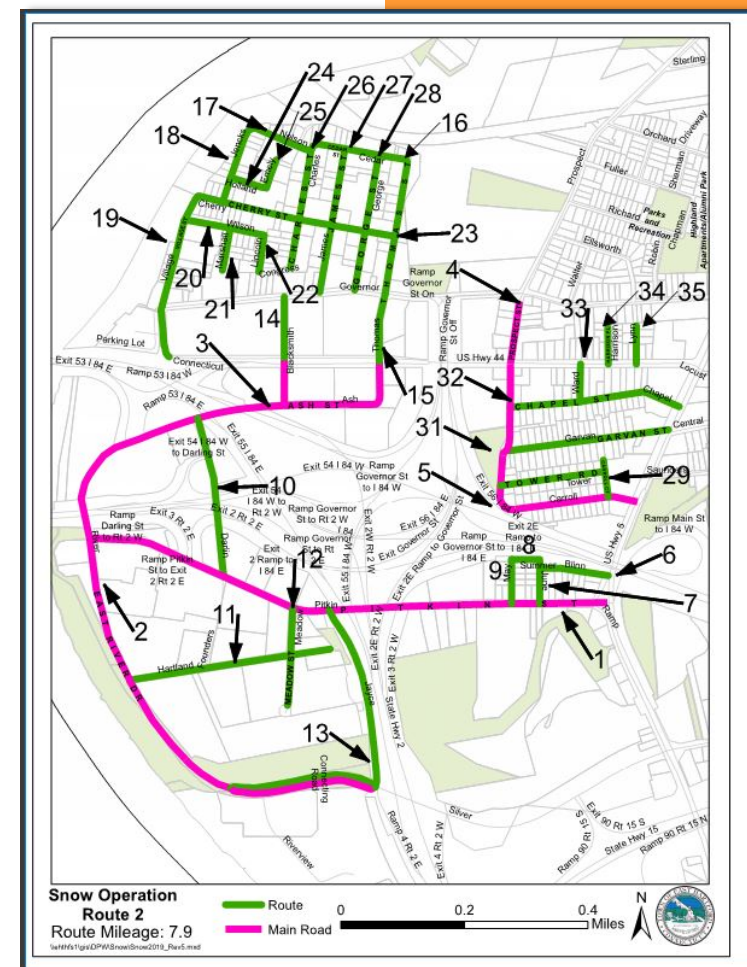
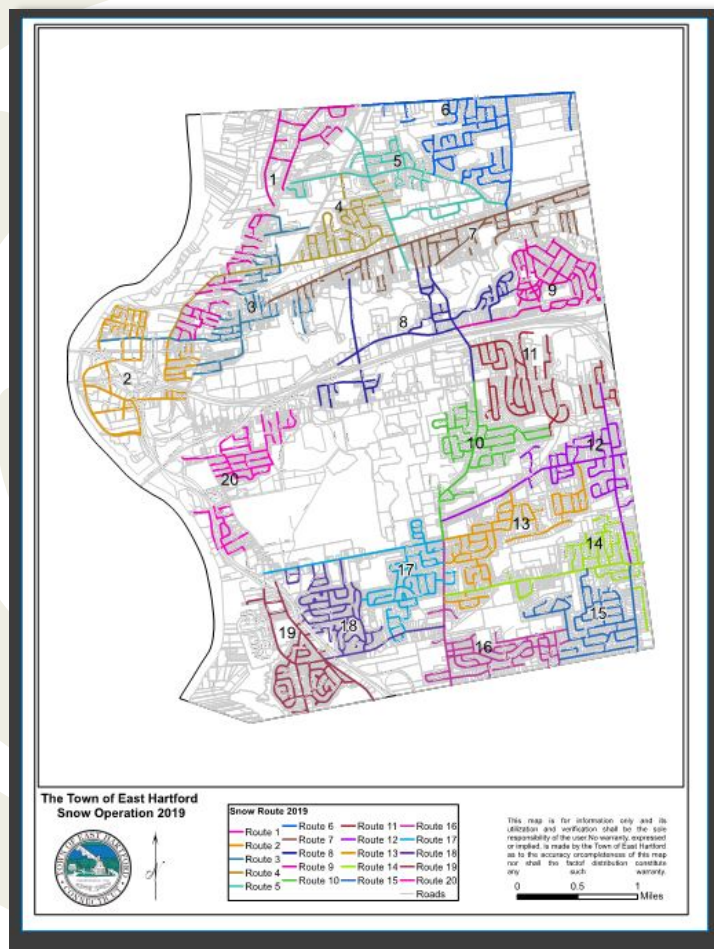
- Collaborate regionally to create model policy sets for municipalities
- Refresh Town Technology Policies based on these models and NIST standards 800-53
- Partner with MS-ISAC for security awareness and training





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

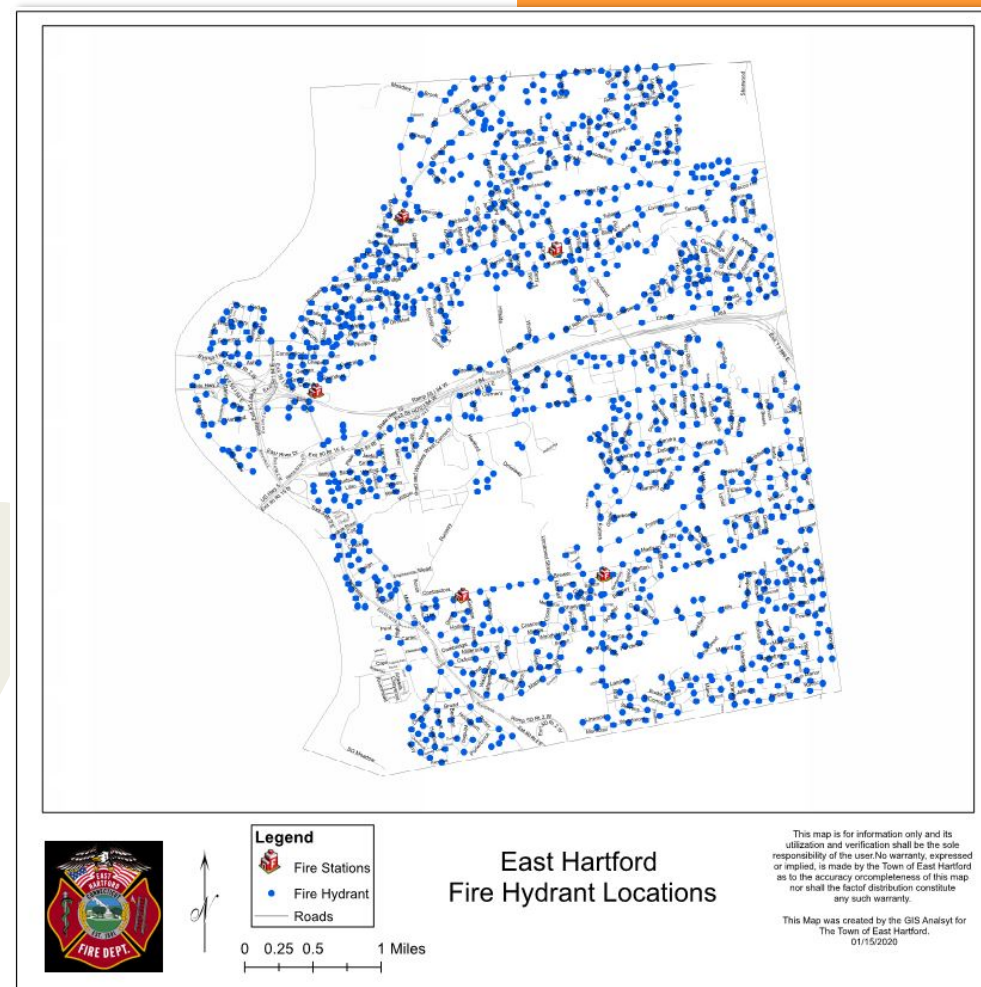
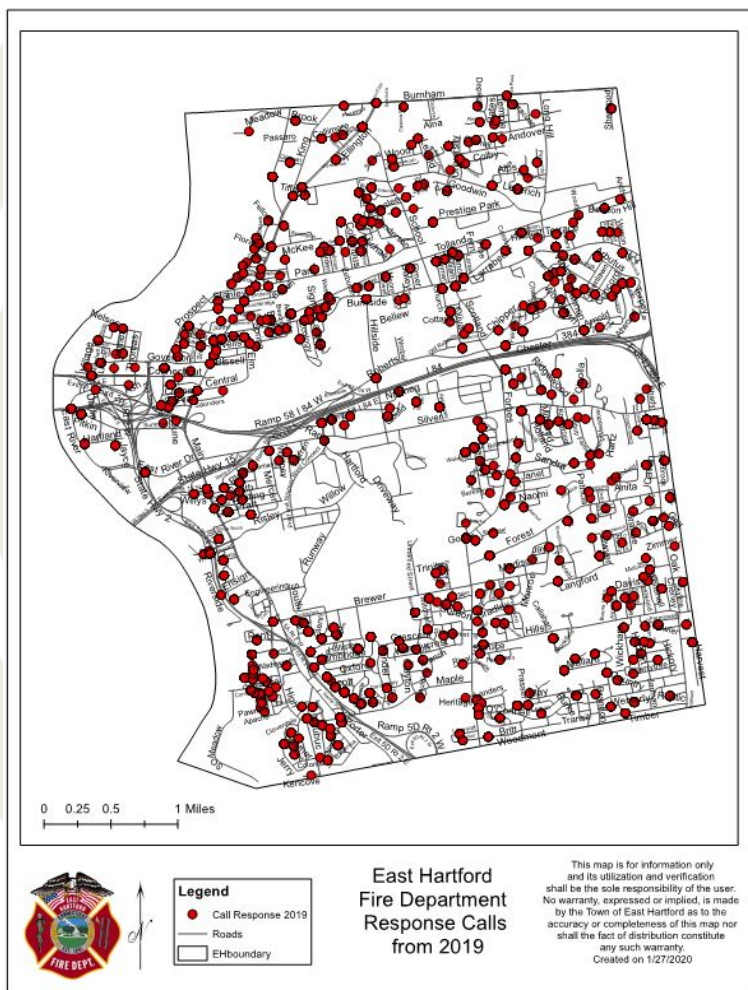
GIS DATA DASHBOARDS





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

GIS DATA DASHBOARDS



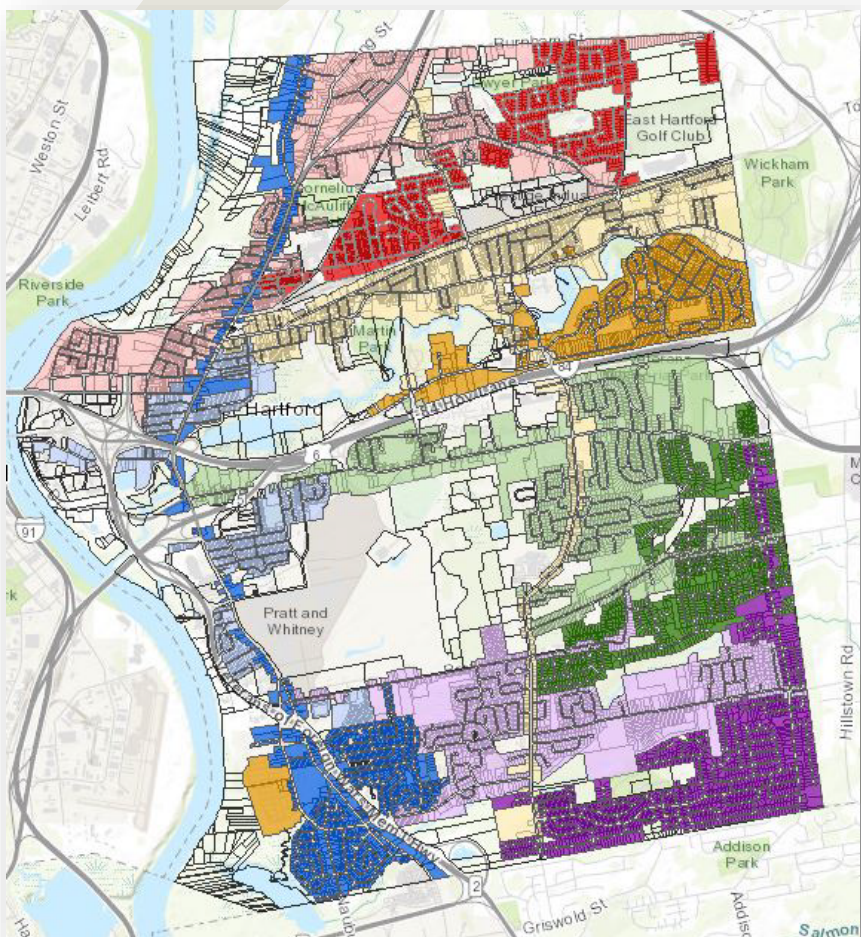


► ACHIEVEMENTS & ACCOMPLISHMENTS

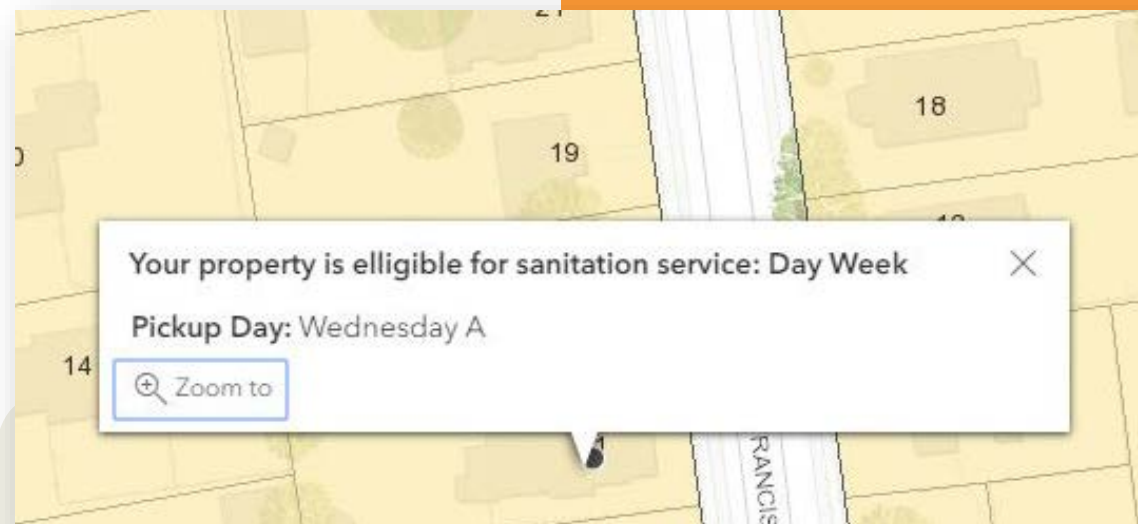
SANITATION SERVICES LOOKUP

Step 1: Visit link on our town Website

<https://gis.easthartfordct.gov/SanitationTOEH/>



Step 2: Enter property address or
search Map



**Brings up location and
explains which day of the
week refuse pickup is**



BY THE NUMBERS



498
Deployed PC's



124
Computers
Serviced per
Technician



750
Wired telephones



58
Centralized
servers



Over 300
Distinct software
packages
supported



1.6 Million
Emails processed



14.5 to 4 hours
Reduced
response time



13.1 miles
Leased/owned
fiber



16
Physical sites



3
Departments
24 x 7 support



8,948
Service requests



7%
Service request
increase over
2019



4.05gb
Maximum
Internet capacity



82 Terabytes
Managed Data



60
GIS Projects



► DEPARTMENT CHALLENGES

- Cyber Security Threats
- Balancing state mandates with emerging software
- Resource allocation
- Infrastructure age vs. technology pace



➤ BUDGET CHANGES

ORG	OBJECT	DESCRIPTION	REASON	\$ CHANGE
G3300	62349	Computer Tapes, Disks, Software	Microsoft licensing for Office 365 and Software Assurance on Servers	\$42,039
G3300	63133	Professional Services	Imagery Flyover and Network Cabling support	\$18,000
G3300	63236	Equipment Maintenance	Network Monitoring and Device Refresh cycle.	\$2,234
G3300	65212	Telephone	Upgrade speeds at Public Safety Complex and service increases	\$7,425



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THANK YOU!
