



Office of
Information Technology



Office of Information Technology

BUDGET PRESENTATION

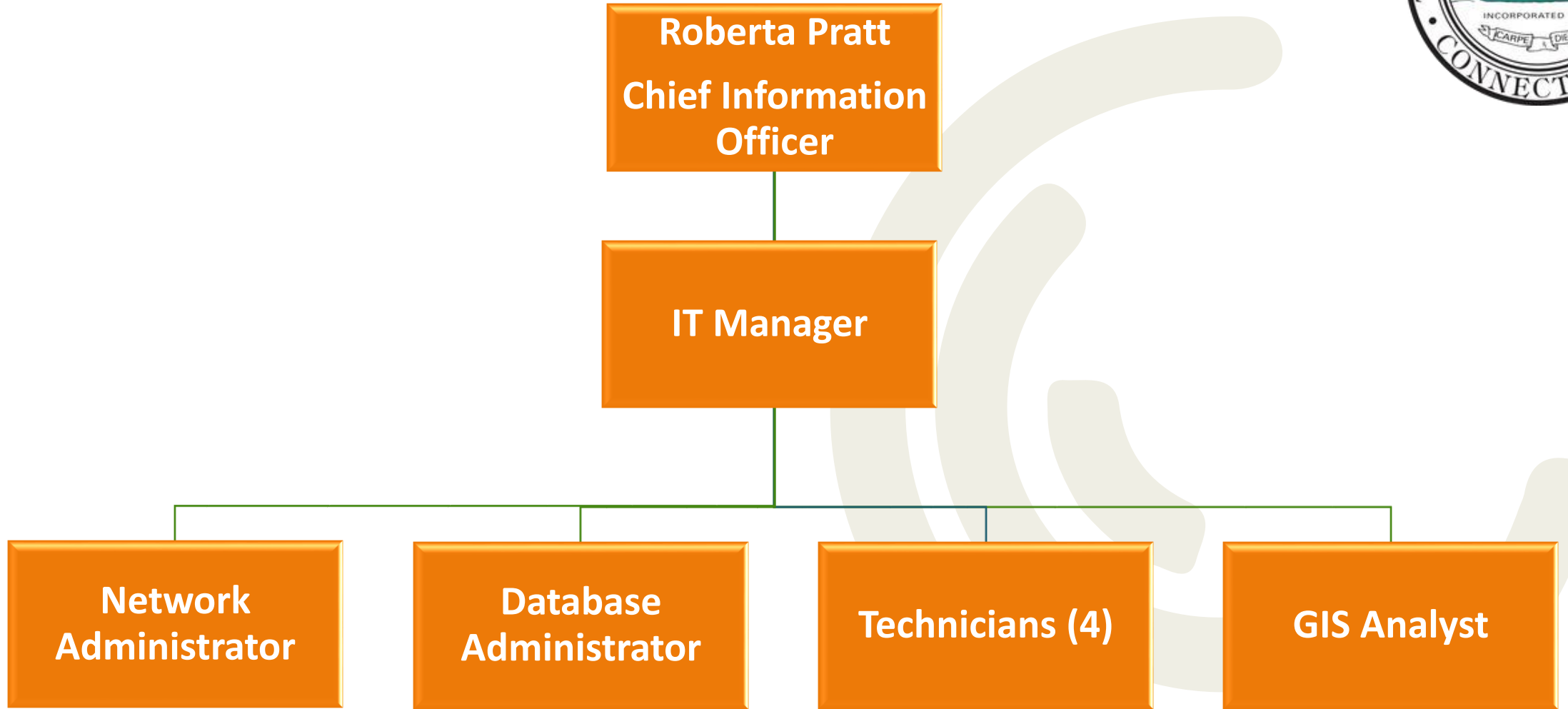
FY 2021-2022

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 to lower Town operation costs by developing a vision through strategic planning and creative solutions. Utilizing best practices the goal of the department while reducing cost is to increase security and improve service delivery models to town residents.

Building better customer experiences for our residents through increased remote access to services which will promote efficiency for our residents and businesses by reducing time spent commuting to Town Hall or making multiple trips.

➤ DEPARTMENT DESCRIPTION & SERVICES



In response to the COVID pandemic the OIT department was able to support staff who were forced to work remotely. This included adding increased security to our internal/external network access as well as configuring devices for remote access from home. The department worked with the permitting department to assist in getting some applications on line. Dog permitting and health initiatives were also a focus to be accessed virtually.

➤ DEPARTMENT DESCRIPTION & SERVICES



During this unprecedented time of COVID the IT department was involved in several new aspects of modern technology. Delivering resolutions with increased urgency while continuing to respond to day to day needs without additional staff. A major shift in priorities during the pandemic has been overseeing the majority of virtual meetings as well as training staff to use Microsoft Teams. Currently the town utilizes Teams for several meeting a month including Town Council, Town Hall's, Sub committee meetings and Boards and Commissions. During all meetings except Executive Session 1-2 Tech team members are in attendance in case there are any issues and to assist if needed.



Town Council Regular Meeting - 5/8/2020

12:23 / 1:14:11

KS EF AA AT PH SW AP EC

Wilson, Sabrina Parkinson, Angela Clarke, Esther

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➤ DEPARTMENT DESCRIPTION & SERVICES



- 165 Devices distributed
 - This included 65 web cams for virtual meetings
 - Over 110 mobile devices.
 - Training was required on the use of the camera on the device or the web cam for virtual meetings.
 - When needed the department supported remote workers resolving issues while connecting in from work.

➤ DEPARTMENT DESCRIPTION & SERVICES



➤ 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:

- Security Information and Event Management logging and analyzing
- Completion of disaster recovery plan
- Completion of Migration to Office 365
- Monitor security threat levels and alerts





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

TRAINING:

- Provide technology training to staff
- Provide remote access training to staff
- IT staff training
- Provide training on various database uses
- Joint virtual training with BOE personnel

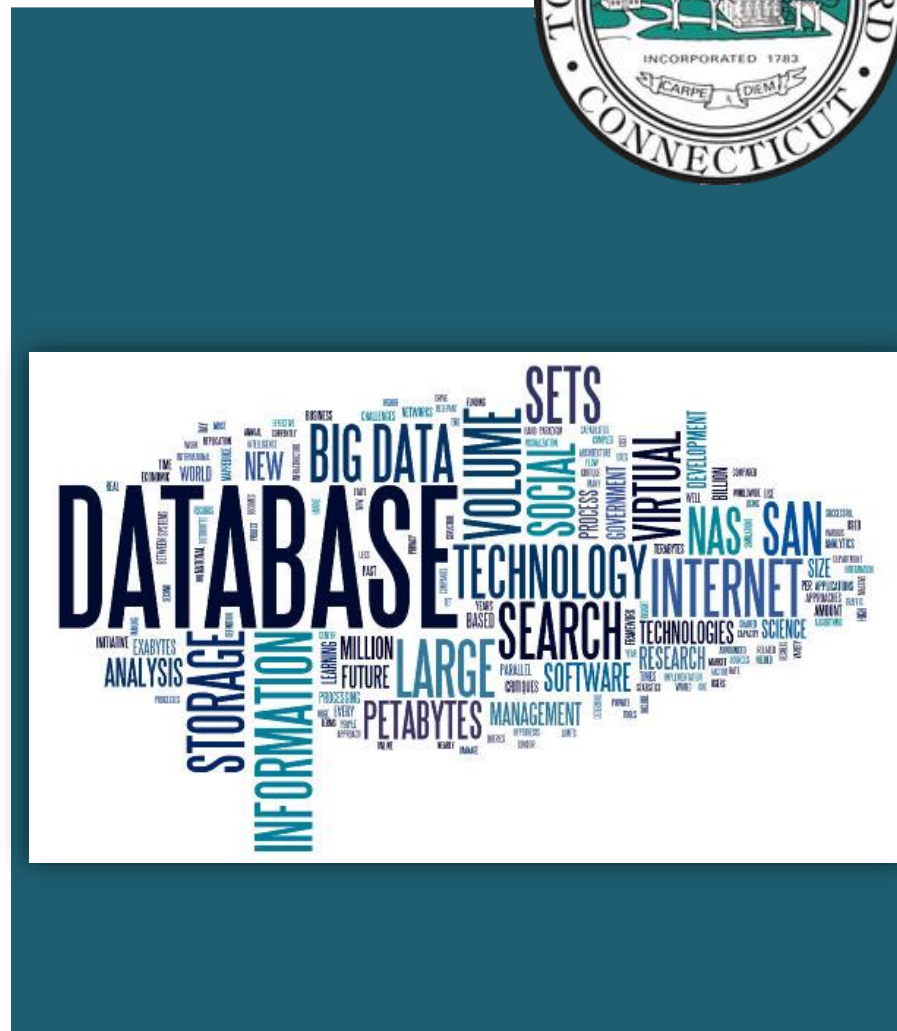




➤ ACHIEVEMENTS & ACCOMPLISHMENTS

DATABASES:

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





➤ ACHIEVEMENTS & ACCOMPLISHMENTS

- Continue to work with neighboring communities to create model policy sets for municipalities
- Assisted in design of technology for New Senior Center
- Participated in security round tables with neighboring communities for mutual aid discussions





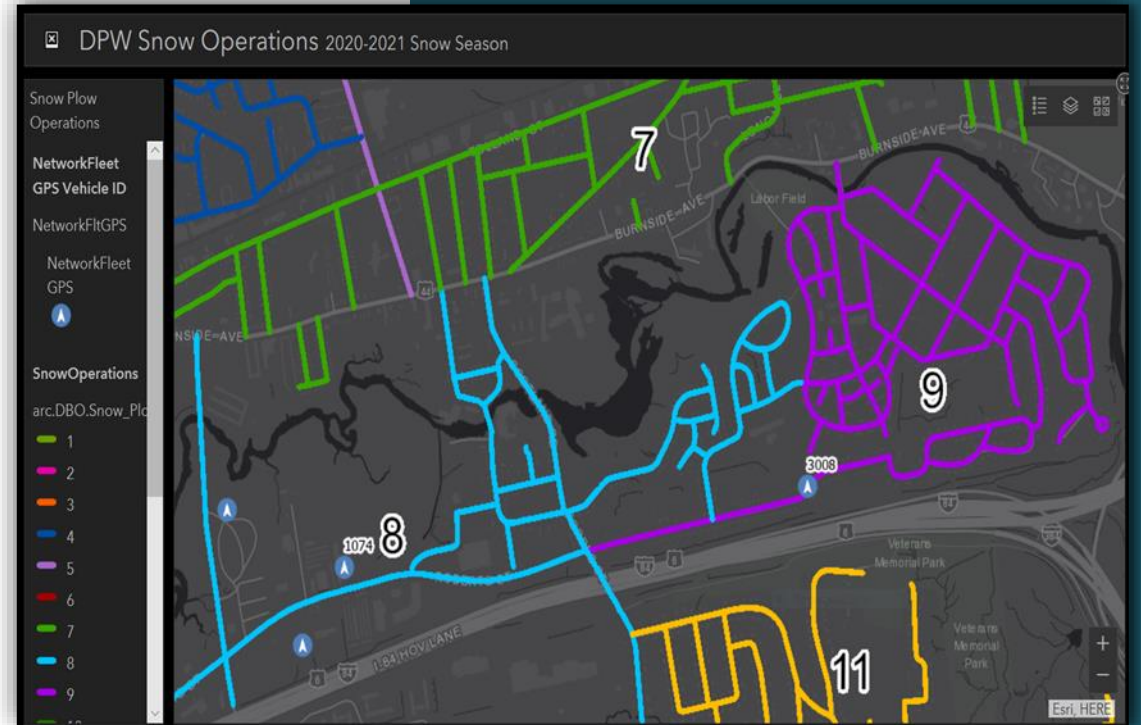
➤ ACHIEVEMENTS & ACCOMPLISHMENTS

- Partner with MS-ISAC for security awareness and training
- Assisted with Body Cam project for Police Department Project
- Continue to partner with the Connecticut Education Network to provide outdoor WiFi access for residents



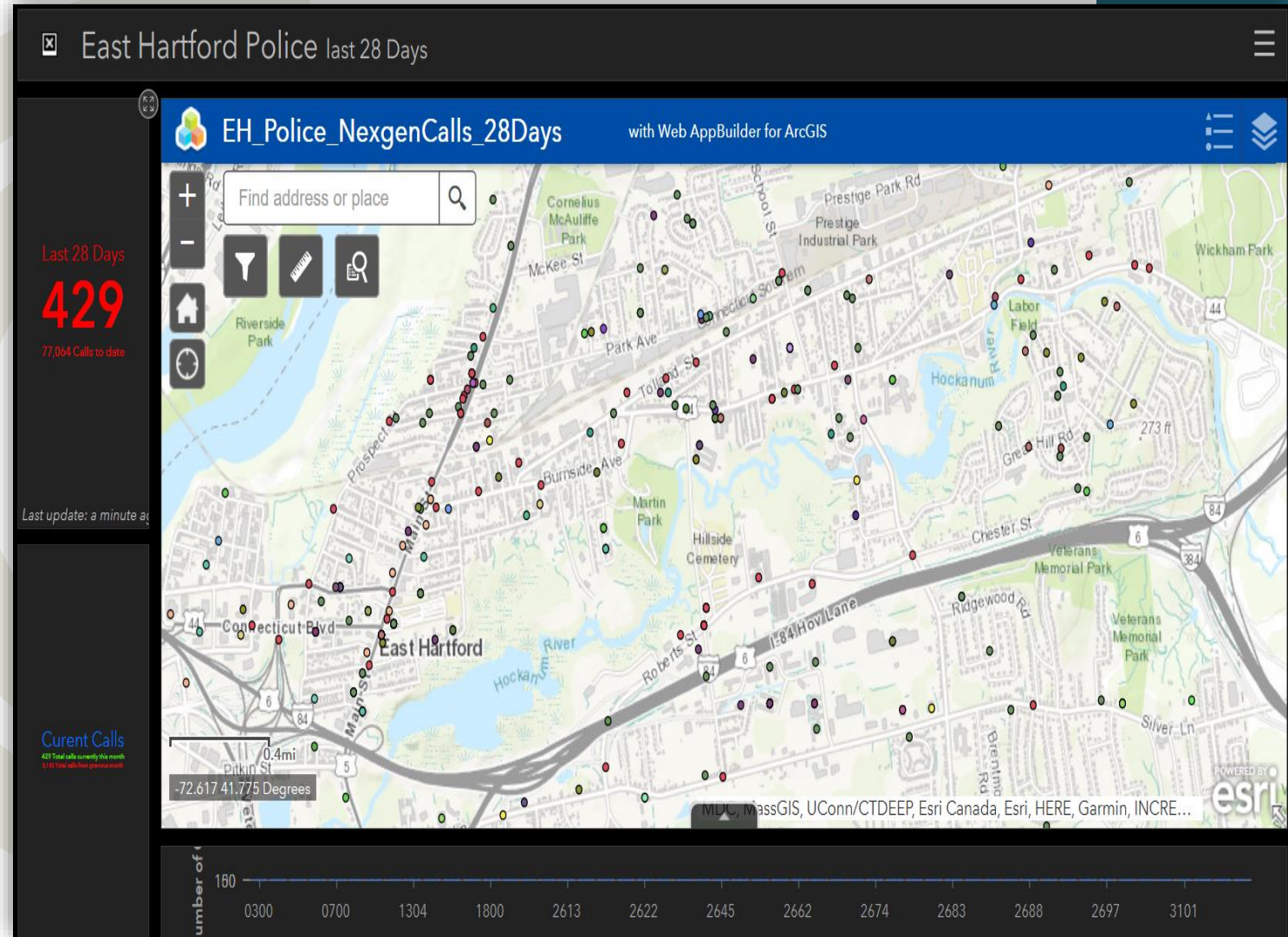
ACHIEVEMENTS & ACCOMPLISHMENTS

GIS DATA DASHBOARDS



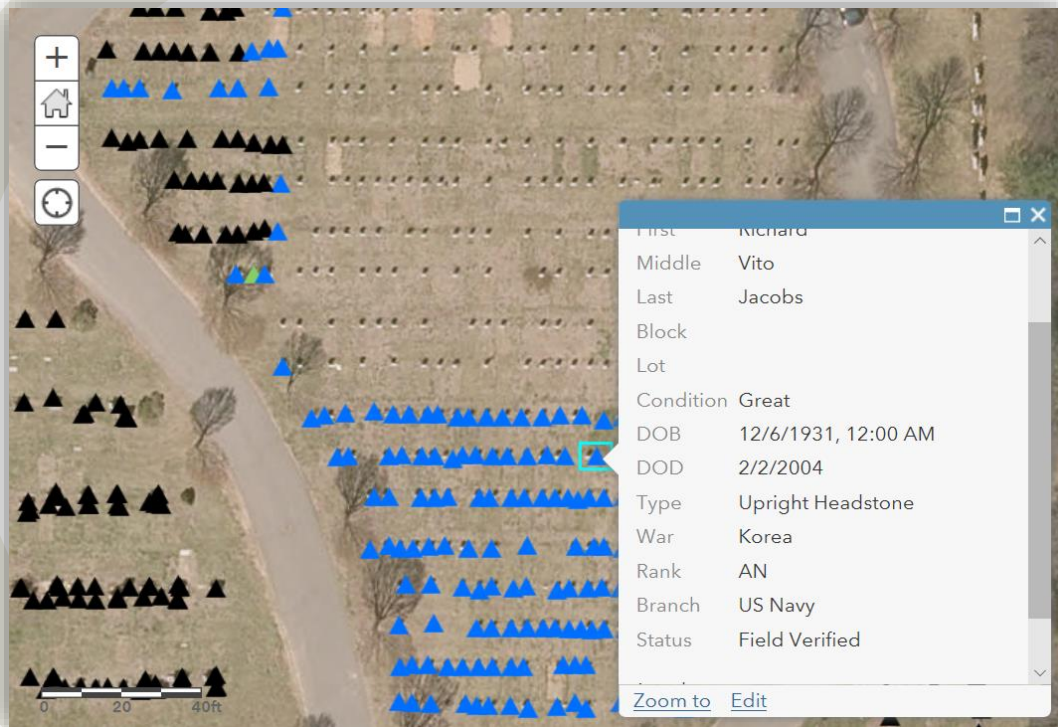
ACHIEVEMENTS & ACCOMPLISHMENTS

GIS DATA DASHBOARDS



ACHIEVEMENTS & ACCOMPLISHMENTS

Cemetery Look-Up



BY THE NUMBERS



550
Deployed PC's



137.5
Computers
Serviced per
Technician



770
Wired telephones



58
Centralized
servers



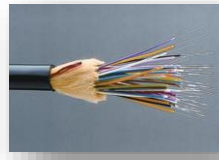
Over 300
Distinct software
packages
supported



2.3 Million
Emails processed



250 Help Desk
Tickets to support
Remote access



13.1 miles
Leased/owned
fiber



18
Physical sites



3
Departments
24 x 7 support



4-5 Remote
Meeting support
a month



17%
Service request
increase over
2020



4.05gb
Maximum
Internet capacity



150 Terabytes
Managed Data



73
GIS Projects



➤ DEPARTMENT CHALLENGES

- Public access to town services
- Cyber Security Threats
- Balancing state mandates with emerging software
- Storage growth needs
- Increased remote access required
- Infrastructure age vs. technology pace



➤ BUDGET CHANGES

ORG	OBJECT	DESCRIPTION	REASON	\$ CHANGE
G3300	60110	Permanent Services	Contractual Increases, GIS move to IT, CSO Position	\$177,399
G3300	62313	Paper	Police and Fire will assume purchasing responsibility for PSC paper	(\$6,500)
G3300	62316	Copier/Printer/Ink	Fire department will assume costs	(\$6,000)
G3300	62439	Computer Software	Increases in Licensing, forced replacement of retired software programs	\$115,207

➤ BUDGET CHANGES

ORG	OBJECT	DESCRIPTION	REASON	\$ CHANGE
G3300	63133	Professional Services	Cost for E-Waste disposal	\$500
G3300	63234	Lease/Purchase	DVR replacement Raymond Library, Firewall replacements, increased costs for Police mobile tablets	\$28,287
G3300	63236	Office Equip Maint.	Newer devices, less need for parts	(\$1,800)
G3300	65212	Telephone	Increased cost for cloud demand, additional lines needed for Senior Center	\$45,000



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THANK YOU!