Description

The Information Technology Department provides support for four (4) core areas, Infrastructure Support, Application Solutions, Client Solutions, and Administrative Operations. Infrastructure Support provides oversight for the management of the City's computer infrastructure including networking, VoIP, wireless, security, server operations, and disaster and cyber-incident response. Also included with Infrastructure Support is PC Support.   Application Solutions provides comprehensive services in multiple areas including but not limited to; financial, human resources, utility billing/collections, tax billing/collections, inspections/permitting, work order management, and the City's intranet applications.   Client Solutions provides comprehensive service desk support, research and development, training, end-user communication, and oversight for user policies and procedures. Administration provides direction, coordination, and administrative oversight of all information and communication systems, functions, and product acquisitions for the customer.   Core services include security, strategic resource management, business relationship management, project management, and management of service level agreements.

Expenditures

	FY 2020 Actual	FY 2021 Actual	FY 2022 Adopted	FY 2023 Adopted	Increase/ (Decrease)
Expenditures:					
Personnel Services	$ 1,475,459	$ 1,478,426	$ 1,557,140	$ 1,696,550	$ 139,410
Employee Benefits	181,320	205,230	222,620	228,240	5,620
Purchased Services	900,693	1,284,382	1,750,360	1,883,940	133,580
Internal Service	72,227	67,097	122,060	157,010	34,950
Other Operating Expenses	101,796	105,374	149,230	246,690	97,460
Capital Outlay	289,370	362,388	350,550	509,330	158,780
Reimbursement	(647,817)	(685,332)	(971,830)	(1,187,460)	(215,630)
Totals	**$ 2,373,048**	**$ 2,817,565**	**$ 3,180,130**	**$ 3,534,300**	**$ 354,170**

Personnel

Position Title	FY 2020 FTEs	FY 2021 FTEs	FY 2022 FTEs	FY 2023 FTEs
ADMINISTRATIVE ASSISTANT	1.000	1.000	1.000	1.000
APPLICATIONS SPECIALIST III	1.000	1.000	1.000	1.000
SOLUTIONS INTEGRATION DEVELOPR	1.000	1.000	1.000	
TECHNICAL SUPPORT SPECIALST II	2.000	2.000	2.000	1.000
TECHNICAL SUPPORT SPECIALIST I	1.000	1.000	1.000	1.000
CLIENT SOLUTION SPECIALIST III	1.000	1.000	1.000	1.000
DIV DIR APPLICATION SOLUTIONS				1.000
APPLICATIONS SPECIALIST IV	2.500	2.000	2.000	2.000
NETWORK ADMINISTRATOR I	1.000	1.000	2.000	1.000
APPLICATIONS SPECIALIST I			0.500	0.500
TECHNICAL SUPPORT MANAGER	1.000	1.000	1.000	1.000
DIVN DIR OF INFRA & OPERATIONS	1.000	1.000	1.000	1.000
SYSTEM ADMINISTRATOR III	1.000	1.000	1.000	1.000
NETWORK ENGINEER	1.000	1.000	1.000	1.000
DEP. CHIEF INFORMATION OFFICER	1.000	1.000	1.000	1.000
CHIEF INFORMATION OFFICER	1.000	1.000	1.000	1.000
CLIENT SOLUTIONS SPECIALIST I				1.000
SERVICE DESK ANALYST I				1.000
SERVICE DESK ANALYST III	1.000	1.000	1.000	
PROGRAMMER I	1.000	1.000	1.000	
PROGRAMMER II				1.000
GIS SPECIALIST I				1.000
SYSTEMS ADMINISTRATOR I				1.000
TECHNICAL SUPPORT SPEC III				1.000
GIS TECHNICIAN			1.000	
GIS PROGRAMMER ANALYST	1.000	1.000		
GIS COORDINATOR	1.000	1.000	1.000	1.000
IT SCADA SYSTEMS ANALYST		0.500		
Total	**20.500**	**20.500**	**21.500**	**22.500**

Accomplishments

During the past year, IT continued to navigate through the complexities of the COVID pandemic, assisting employees and departments with remote work options, video conferencing solutions, and online customer services. IT transitioned all employees to O365 in the cloud, implementing a new SharePoint "Citylink" to replace the on-premises "myDanville". IT worked with several departments to create department SharePoint sites to enhance communication, collaboration,

information sharing, and transparency. IT began the process of examining and assessing the replacement of the City's core application solutions including Public Safety, Finance, and HR. These efforts resulted in several needs assessment documents outlining strategies and opportunities for future automation. Advancements were made to the area of GIS including a new and enhanced Parcel Viewer application, a new Story Map for the Old West End District, and new Fire Analytic Dashboards. IT successfully replaced the City's old permitting solution with a more robust integrated solution enabling the platform to receive online permit applications. For the third consecutive year in a row, the Center for Digital Government (CDG) recognized the City of Danville as a top Digital City.

Goals

Along with security, IT's primary goal over the next several years is to modernize the City's core application solutions including Public Safety, Finance, HR, Asset Management, Permitting, Work Orders, Utility Billing, and Inventory. Many of these applications have not been updated in over ten (10) years and do not meet the work process challenges faced by City departments today. Security continues to stay at the forefront of planning. IT continues to strengthen their Cyber Incident Plan, research new technologies to protect the City's infrastructure, and implement initiatives to meet state security mandates. The City's hardware assets have grown approximately 25% and the City has seen an increase of 17% in the number of new hires and separated employees. These changes require additional security checks, internal processes, and asset management. Effectively equipping users with the technology needed to efficiently manage their job continues to be a priority. IT continues to research methods to streamline processes and ensure employees have innovative solutions to effectively serve the Danville community. Future strategies continue to focus on governance, application and infrastructure reliability and modernization, innovation development, and enhancing service delivery.