

**MEMORANDUM**

Information Technology Department

DATE: January 19, 2022

TO: City Council

FROM: Roger R. Jensen, CIO/Information Technology Director

VIA: Kimbra McCarthy, City Manager

SUBJECT: Information Technology Project Request for Fiscal Year 2022-23

PURPOSE

This memorandum transmits the Capital Improvement Program project requests for the Information Technology (IT) Department for Fiscal Year 2022-23.

BACKGROUND

Information Technology (IT) capital improvement projects (CIPs) are usually identified as a single project but may consist of subprojects or be separated into different projects for tracking purposes. Proposals for Fiscal Year 2022-23 total \$675,000.

New Projects:

There are no requests for new projects this year.

Amended Projects***WiFi Systems at City Facilities, CIP 4131807 (\$60,000):***

The WiFi systems in use at City facilities were originally installed in 2014. Since that time, usage of the system has increased as employees use mobile devices as part of their current work processes, and the wireless access points have reached their end-of-life. The original WiFi deployment was funded by a grant from Google intended to cover public areas around City facilities. However, due to the increased usage by City staff for normal workflow, enhanced coverage is required in nonpublic areas of our facilities, e.g., staff conference rooms, private offices, and work areas.

Work Order Management System, CIP 4151801 (\$50,000):

The City has been using a Work Order Management System developed by Hansen, Inc. The system was originally installed in 2001 and needs to be upgraded. The Community Services and Public Works Departments evaluated the vendor's upgrade, now called Infor Public Sector, and have decided the upgrade will not meet their requirements. Because changing vendors will be more expensive than upgrading the current system, we are adding \$50,000 to the existing CIP.

Geospatial Information System (GIS) Development, CIP 4161802 (\$60,000):

The funding will continue the development of the GIS platform by expanding the application pool to include advanced web-based mapping solutions and establish an ongoing data maintenance framework to ensure the GIS remains accurate and up to date.

Audio-Visual (AV)/Web Conferencing Equipment in Conference Rooms, CIP 4171804 (\$100,000):

The City is upgrading the standard AV setup design for all conference rooms to support Zoom and MS Teams "Rooms." As the City continues to use web and audio-conferencing tools like Zoom and MS Teams to manage hybrid meetings with staff and the community, our conference room systems need to support this functionality as smoothly as possible.

The additional funding will allow the City to add a dedicated computer and Zoom/Teams licensing to each of the conference rooms.

Upgrade Network Equipment for Additional Capacity and Functionality, CIP 4203201 (\$125,000):

The core network architecture for the City was designed and deployed almost 10 years ago, and the network requirements have continued to expand and become more complex. While the cost of the original equipment is covered under the Equipment Replacement Fund (ERF), many of the systems are at capacity and cannot be expanded. In addition, enhanced equipment is now required that allows additional configuration capabilities and cybersecurity protection. This fund would be in addition to the ERF funds required to upgrade this network equipment.

Citywide Website Software Update/Content Migration, CIP 4213201 (\$130,000):

Citywide request for vendor services to implement an update to the City's public website located at www.mountainview.gov, as well as our City's Intranet, "CityNet." This project will provide for the transition from the City's existing Civica brand Content Management System (CMS), which was purchased and "end-of-lifed" by Granicus. The scope of services will include providing all software and services required to implement and support the City's website, including, but not limited to, system configuration and testing, interfaces to City data/systems as applicable, content migration/conversion/cleanup of approximately 1,000 pages of existing content, project

management in coordination with the City Project Team, and ongoing staff training and maintenance.

The additional funding will be used for enhanced user interface design consulting, specifically to address usability issues for website pages to support the Development Process, including submitting building and planning applications and monitoring application status.

IT Infrastructure and Telecommuting Support—4213301 (\$150,000):

This fund is used to add capacity due to new hires and building remodeling and replace miscellaneous equipment that is not covered under our equipment-replacement fund.

The City has approximately 650 workstations in use by staff. Due to the COVID-19 event and the change in telecommuting practice, many City employees are working remotely and will continue to work remotely for the foreseeable future. We are investing in better systems for telecommuting users and for IT to support those systems when they are working remotely.

The additional funding will allow the City to transition from VDI and Desktop Computers to Laptops faster than possible with the existing Computer Equipment Replacement Fund (ERF), which only provides funding to replace 25% of the machines in any given year.

CONCLUSION

A comprehensive review of all current and scheduled projects was performed. These projects have been identified to improve the City's IT systems capacity, reliability, and functionality.

Please let me know if you need any additional information or have any questions.

RJ/4/IT

450-01-19-22M