

MIS Department – 2013 Budget Narrative

The MIS Department has consistently worked at providing the appropriate level of technology for the needs of the City. This is an ongoing effort that balances the investment in technology with gains in productivity and level of service.

We are continuing the second round of our technology update initiative. This initiative was intended to update and standardize the equipment and software used by our employees. This initiative ensured that the software being used is consistent, allowing for better training and transfer of skills when employees move between departments. In the first round we were able to implement remote support of all equipment, saving numerous trips and speeding up the support process significantly. The first update was expected to cover our needs for 4 years, but we have been able to extend this for additional years. The second technology update has focused on the virtualization of the server environment, with approximately 40 servers virtualized to-date. With this technology update there will be a focus on virtualization of both the servers and desktop units. This has reduced the number of physical servers needed, reduced energy consumption and improved management of the servers. We are currently in the process of virtualizing the desktop environment, allowing for greater efficiencies in managing and supporting the user machines. This will ensure maximum uptime and flexibility in managing system updates.

Working with the Technology Group (a sub-group of the City Development Initiative) we have been able to work with departments in a consultative role to see that projects are properly managed and are successful. This has encouraged proper planning throughout the departments to get the most out of their technology projects. Having this model for technology initiatives has allowed more time to be spent on the actual use of the systems, not just on provision of hardware and software.

Significant challenges for the next two years include:

- Implementing the new application systems replacing the ‘green screen’ environment
 - Includes Financials and Community Services applications
 - Will move to a cloud-based environment
 - User planning and training will be significant
- Roll out of the virtualized desktop systems
 - Pilot of 50 desktops will occur in April 2013
 - Roll out to remainder of targeted desktops by end of 2013
- Replacement or upgrade of Exchange (email, calendar, address book, etc.)
- Planning/implementation of the systems for the Dearborn Administrative Center
 - Network infrastructure planning for facility
 - Transition planning for all systems (servers, switches, desktops, communications)
- Implementation of the GIS based Cityworks system for DPW
- Technology support and planning for Dearborn Heights
 - Use of grant funding and related reporting
 - Technology and communications refresh
- Coordination and project support for the citywide imaging initiatives

- Large quantities of existing documents will need to be scanned using outside services
- Current handling of departmental documents will be moved to an imaging workflow, rather than print and file methods

The biggest threat to success for any of the items above would be lack of individual department support. There will many activities over the next year so it is critical that each department take ownership and action with regard to each initiative. MIS will help to coordinate activities, and provide key support, but the full benefits will only be realized when the departments take ownership of their pieces of the projects.