



**ANNUAL REPORT  
2020**



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# INTRODUCTION

Like many departments, 2020 began for the I.T. Department with big plans and many projects to accomplish. High on the list was the migration of most City data and servers to the OneNeck Datacenter located on Nobel Dr. in Fitchburg. We intended to replace or main firewalls, the network switches in the Library, and numerous computers throughout the organization based on our annual replacement schedule. April was also targeted as the go live date for the new MPSIS Records Management System, a massive project that was several years in the making and had last been done fifteen years ago.

Then March arrived and we quickly realized that everything had to change. Over the course of one week I.T. staff had to figure out a way to enable telework for more than fifty employees who had never before worked remotely. Through a combination of existing systems, a history of support from elected officials and city staff for modern technology that made us better prepared than many organizations, patient and motivated staff, and a lot of hard work, we were able to meet this challenge.

March, 2020 was hopefully a once in a career event and one that none of us will ever forget. I am extremely proud of the way I.T. staff overcame the challenges they faced in this unprecedented time and their persistence and patience as City staff navigated this new way to work. No one could have predicted the obstacles our staff would face early in the year but our department found a way to ensure the City could continue to function throughout the Covid era to serve the residents of Fitchburg.

This review of 2020 will certainly include the impact of Covid but it will also display the resilience of the I.T. Department to meet that challenge while moving forward with the goals we set out to achieve this year. Despite difficult circumstances, our department achieved a great deal in 2020, and the following are just the highlights. These achievements are the direct result of the dedication and hard work by I.T. staff throughout the year as well as strong partnerships with all the City departments we work closely with on a daily basis. 2020 was truly a team effort.



Matthew Prough

Information Technology Director

## Mission Statement

***The mission of the City of Fitchburg Information Technology Department is to provide high-quality, secure, and cost-effective information systems and services to all City departments through excellent customer service, continuous improvement, innovative problem-solving, and adherence to industry best practices.***

# DIVISION OVERVIEW

The Information Technology Department is a division of the Administration Department and currently includes five full-time staff. The Department manages a large variety of information technology systems and services used throughout the City as well as in four area police departments through the MPSIS Consortium.

The first responsibility of the I.T. Department is to respond to requests for assistance from City staff, and this is the primary responsibility for our Support Specialists. All I.T. staff are also assigned ongoing projects to implement new systems as well as to maintain and upgrade existing servers, equipment, and applications.

The division also manages and maintains the MPSIS network and services which supply critical law enforcement systems to the police departments in Fitchburg, Middleton, Sun Prairie, Verona, and Monona. MPSIS provides funding that provides those services and fully funds the Law Enforcement Data Analyst position.

## Division Staff

Name	Title	Years of Service
Matt Prough	Information Technology Director	16
Eric Kersten	Network Administrator	4
Rob Kadonsky	Information Technology Support Specialist	2
Michael Chavez	Information Technology Support Specialist	0
Stan Howard	Law Enforcement Data Analyst	4

## Support Specialist Recruitment – Michael Chavez

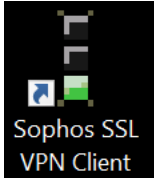
Due to a resignation we recruited a new Information Technology Support Specialist in late 2020, and Michael Chavez started in mid-December. Michael grew up in Chicago and attended Beloit College where he majored in Philosophy and Pre-Law. While in college Michael worked for the campus IT helpdesk and during breaks as IT support for a company that made water pumps. Michael realized how much he enjoyed working with technology and chose to make it his career. After graduation he moved to Wisconsin where he worked at American Family and at Shared Medical Services supporting mobile MRI trucks before he joined the City.



Michael lives in Fitchburg with his wife, enjoys Hip-Hop/R&B, Reggaeton and Jazz, and describes himself as a huge gamer. We're excited to have Michael join our team.

# 2020 MAJOR PROJECTS

## Covid Response



All our plans for 2020 were set aside in early March when we realized we would need to prepare a large number of staff with the ability to work remotely for the foreseeable future. What would normally be a six-month project had to be done in a week. We were fortunate to have the necessary components in place as well as enough equipment on hand to accommodate the needs of all departments.

The challenge was to prepare laptops for staff who would be working from home, and to configure their access to the City VPN to allow them to securely and safely access our network remotely. Using election, meeting, and conference room laptops, I.T. staff configured and prepared laptops for each staff member who needed to work from home. Each staff member was then enrolled in our VPN to allow them to connect to our network from home and were provided very basic training on how to connect.

The initial rollout went very well due to the perseverance and patience of City staff. Once staff were home working, we spent the next several months working with staff to find the most effective way to work remotely. This included changes to the phone system to allow for staff to answer their desk phone from home and modifications to applications and servers to better meet the needs of the remote worker.

This limited description simply doesn't adequately explain how much of an impact this had on our year. The pandemic highlighted the flexibility of I.T. staff and our technology to meet this challenge as well as the resilience of all city staff to make this work. While I hope we never have to go through this again, there were many lessons learned that will shape our technology strategy for years to come.

## Phone Service Replacement

Our three-year phone service contract expired in 2020 and we took advantage of that to obtain quotes for replacement service. The new phone service is provided by Spectrum Business and represents a 60% decrease in monthly costs when compared to our previous service. We are also hopeful that the Spectrum service will prove to be less problematic than our previous service and that Spectrum will provide better support when issues arise.



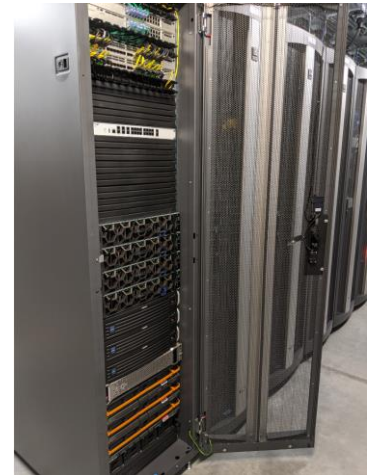
The new phone service was installed at both City Hall and the OneNeck Datacenter. This ensures the City has redundant telephone service so that an outage at one location will not affect all City buildings. This project required a redesign of the telephone system equipment to ensure fault tolerance and redundancy.

## OneNeck DataCenter

A major goal in 2020 was to move all production data storage, servers, and firewalls to the OneNeck Datacenter. This project was included in the 2020 budget to improve the security and resiliency of City I.T. systems. The OneNeck Datacenter is located in Fitchburg on Nobel Drive and is a Tier 1 datacenter facility that has state of the art security and redundancy including multiple power generators. Through existing agreements with WIN Technology we are able to access OneNeck via fiber from our building at no cost, which is of great benefit and makes renting rack space in OneNeck ideal.

The work to move City equipment to OneNeck began in January but was paused in March, first to assist City staff in working remotely, and later when OneNeck prohibited work in their building except for emergencies. The Department was finally able to resume this project during the summer and spent the rest of the year preparing for and moving equipment.

Part of this project was to re-route all fiber connections from the Fire Department buildings and the Maintenance Facility into OneNeck directly, bypassing City Hall. The end goal is to ensure City I.T. services are not reliant on access to City Hall due to the age of the generator and other factors. OneNeck will provide a secure and stable location to house City I.T. equipment for years to come.

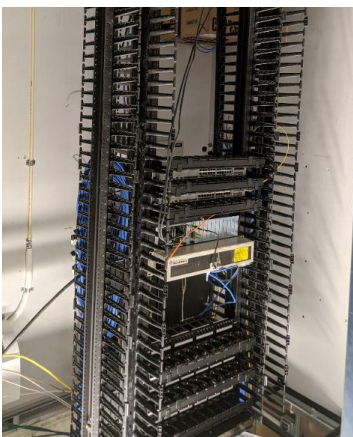


## Lacy Road Fire Station Renovation



The Lacy Road Fire Station was remodeled in 2020, bringing to a close a multi-year project to implement new technology across all Fire Department buildings. Unlike the construction projects for the two new Fire Stations, this remodel brought its own set of challenges.

The remodel included the installation and configuration of all new I.T. systems inside the building including new network switches, wireless access points, and the replacement of all network cabling. The remodel also provided us the opportunity to centralize all technical services into one network closet. Over the years equipment had been installed throughout the building as necessary. Finally, the remodel provided the opportunity to install the City phone system into the building linking the Fire Department Administrative offices to the rest of the City on one phone system.



This fire station also acts as a backup location for Dane County Emergency Management. I.T. staff assisted the Fire Department and County staff in installing and configuring technology to allow for better use of the shared space in the building and to ensure both the Fire Department and Dane County Emergency Management can operate effectively together in the building.



## Computer Replacement

Each year the City replaces a portion of staff computers to maintain up to date equipment that meets the minimum requirements of the software in use throughout the City and to spread out the replacements to smooth out the budget impact. Many of the devices scheduled for replacement in 2020 were traditional desktop computers.



The onset of Covid forced us to rethink the type of device we will provide to staff both now and in the future. The need to provide remote access to employees is critical today, but will also be prudent in the future. Based on this any computer replacement that occurred in 2020 was with a laptop, and we expect that to be the case moving forward. Generally laptops are more expensive than desktop computers but we were able to accommodate these replacements using funding from the federal CARES act. Employees in engineering, finance, and HR all received laptop replacements in 2020 to ensure their ability to work remotely in the future.

## Network Switch Replacements



The Library has reached a point where certain equipment is end of life for the first time since the building was built. In 2020 the network switches were replaced due to their age and for capacity issues. Over the last seven years so many additional network devices such as surveillance cameras and phones were added at the Library

that we had no additional capacity on the switches in that building. I.T. completed the switch replacement over the summer when the building was closed to the public. The network switch at the police evidence building was also replaced which included a complete redesign of the network for the entire maintenance facility campus.

## OnBase Projects

The I.T. Department continued to build and deploy custom data management and workflow solutions utilizing the City's OnBase content management system. In 2020 those projects included the development of electronic employee folders for the Human Resources Department along with payroll and benefit change forms. A knowledgebase was created for the Finance Department for internal documentation and the internal travel and training approval form was re-written.



Additionally, as we implement more services within the OnBase system, we have continued to update the system and change existing processes to find more efficiencies and better security. 2020 saw an upgrade to the latest version of OnBase as well as the addition of added security to the P-card processes and functional additions to the internal grant process and the document storage folders.

# I.T. SUPPORT OPERATIONS

## 2020 Summary

The primary responsibility of the I.T. Department is to support all City staff. We are first a customer service department. One of the primary methods by which we do this is answering requests for assistance from staff. Each staff request for assistance is logged in the helpdesk ticket system. Those tickets track the nature of the issue, the steps taken by I.T. staff, and the final resolution.

Helpdesk tickets are created for a wide variety of reasons but are always the result of a direct request from staff. Examples of requests received and logged in the ticket system are password resets, new user setups, software issues, and hardware problems. Not included in the chart below are all the projects that I.T. staff work on when not responding to requests for assistance such as computer replacements, the implementation of new systems or services, software or hardware upgrades, operating system patching, and other tasks that arise.

The number of tickets submitted in 2020 dropped slightly from 2,342 in 2019 to 2,173 in 2020. However, the scramble to move staff to remote work for a several week period in March likely impacted those numbers as things that might normally be logged in the helpdesk were not during what was a very hectic several week period for everyone. The I.T. Department also continues to improve the management and control of computers, peripherals, and software to prevent issues from occurring and to lessen the need for staff to request assistance from I.T. staff on a regular basis. Ideally as the total number of City staff continues to increase, ongoing management of systems will keep the current requests constant throughout the upcoming years.

### Tickets By Location

	#	%
City Hall	1301	59.87 %
Community Center	2	0.09 %
Fire Station #1	61	2.81 %
Fire Station #2	19	0.87 %
Fire Station #3	29	1.33 %
Library	40	1.84 %
Maintenance Facility	23	1.06 %
Middleton	6	0.28 %
Monona	1	0.05 %
Park Shelter - Huegel	1	0.05 %
Park Shelter - McKee	1	0.05 %
Police Department	626	28.81 %
Senior Center	51	2.35 %
Sun Prairie	7	0.32 %
Verona	5	0.23 %
<b>Grand Total:</b>	<b>2173</b>	



# MPSIS

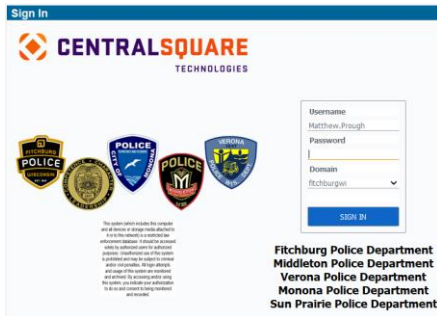


## Overview

MPSIS (which stands for Multi Jurisdictional Public Safety Information System) was established in 2003 by the Police Departments in Fitchburg, Middleton, and Sun Prairie to purchase and share a police records management system. From that original goal the system grew much larger and today includes a number of shared systems including dispatch software, mobile software for the police vehicles, and digital dictation. A major component of the system is the server and network infrastructure required to house the shared systems. The Verona and Monona Police Departments joined MPSIS seven years ago which results in an organization that supports more than 275 users across five locations.

## RMS Replacement Project

The shared records management system (RMS) is arguably the most important part of the MPSIS consortium. It was the very reason the consortium was created in 2003 and remains a critical system for all five police agencies. The original RMS was purchased in 2003 and implemented the year after, but a change in federal reporting requirements resulted in the need to replace that system prior to the January 1, 2021 federal deadline.



On October 21, 2020, all five MPSIS agencies began using the new system. This was the culmination of a project that began with an initial kickoff meeting on February 14, 2018. During the following two years and eight months a group of staff that included representatives from each agency performed a needs analysis, developed an RFP, vetted proposals, and selected a vendor. The \$449,410 contract was signed in March, 2019.

That same group then shifted to the configuration and implementation of the new system. The RMS is extremely impactful to every police department as it houses all the documentation related to their daily activities. It is the system where they produce the reports that are used for prosecution, historical record keeping, and statistical analysis. The final product that's in use today is a culmination of a tremendous amount of work by staff in all five agencies and the system is expected to meet the needs of each agency for at least the next 15 years. This project is also a strong reminder of the great collaboration between these five police departments and their willingness to cooperate with each other to implement and maintain a shared system that provides critical functionality while lowering costs by sharing resources.

## Community Crime Map

You can view police activity and sign up for alerts when police have been in your neighborhood on the web at:

<https://communitycrimemap.com/>

