

Information Technology Department

Patrick Stokes, Director

The Information Technology Department is responsible for the oversight of the City's computers, printers, copper and fiber network infrastructure, audio visual systems, VoIP phone system, building access systems along with fire and security monitoring systems. Some of the specific duties include, network administration, website maintenance, computer repairs and upgrades, along with a multitude of miscellaneous technical issues and problems. 2015 saw the System Administrator leave his position with the IT department after two years to pursue a career in the private sector. After a brief period, we were able to fill the System Administrator position and return our department to fully staffed operation.

The past year was extremely busy for our department. Our onsite email server crashed causing us to move to Office 365 earlier than we had planned. A project of this scale required multiple steps to achieve the end result. This migration took a large amount of our time for the second half of the year. In addition to the migration to Office 365, another extremely large project was the wiring and preparation of the Scott Brass building which became our new Central Services facility. The Scott Brass project saw us install five network cabinets, 15,000 feet of copper wire and 2,700 feet of fiber optic cable making it the most modern wired City facility.

Last year we installed a new building access system in City Hall. This year we brought a second site in-house under the same system. The Eberhart Golf Course pro shop and maintenance barn were converted from an aging security system to a new security and building access system. The transition went smoothly and employees are enjoying carrying fewer keys. We plan to continue to bring one to two sites a year under the in-house system until eventually all our City sites will be covered by this system.

The IT Department is continuing to upgrade the City's computers, servers, printers and networks. We are striving to follow industry best practices by rotating computers at our sites on a five-year schedule. This past year we installed new or upgraded 50 computers throughout the City. Industry best practices suggest replacing servers on a three-year rotation to ensure they can handle the load of our virtual environment. We currently host on-site roughly 60 virtual servers across four physical boxes.

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All of our users are on Windows 7 and Office 2010, the IT Department is trying Windows 10 in-house to ensure it will comply with the requirements of our environment before the next upgrade. The industry standard for network cabling is to upgrade roughly every 10 years. A majority of our sites are older or have older wiring in them. Starting next year we will begin a process of upgrading one site per year to current wiring standards along with upgrading their switches to latest standards. The end goal of these upgrades will be to have our sites meet current standards and be capable of supporting the latest in network, VoIP or camera requirements. This will facilitate our other long term goal of upgrading the links between all of our sites from 1GB to 10GB links.