

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, fire monitoring, security monitoring and now video surveillance systems. Some of the specific duties include network administration, website and social media maintenance, computer repairs and upgrades, along with solving a multitude of miscellaneous technical issues and problems. In 2016, we were once again looking for a new employee to fill our Help Desk position. After a brief period, we were able to fill the Help Desk position and return our department to full staffing.

The past year was extremely busy for our department. Our most notable project of the year was our new Riverwalk Camera System. This system includes over 80 camera lenses monitoring the riverwalk between Logan and Cedar streets. It also covers the following parks: Beutter, Merrifield, Crawford, Kate's Garden, Lincoln and Central Park. In addition to the cameras, there are also five emergency call stations placed in strategic locations along the Riverwalk.

The past year we continued to expand our building access system. We converted our police station and police substation from an aged system to our current system. We also installed a building access system at our new Central Service location. As part of the Battell remodeling project, we installed a new building access system. This expanding system has been useful for our maintenance employees as it significantly cuts down the number of keys they need to carry to access sites throughout the city.

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. Industry best practices suggest replacing servers on a three-year rotation to ensure they can handle the load of our ever-expanding virtual environment. We currently host on-site roughly 75 virtual servers across four physical boxes. 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.

We upgraded our police station from the old wiring it was on to new CAT6 network cabling and new gigabit switches. In addition to the new cabling and switches, we are installing new wireless AC (802.11ac) access points to provide the entire building with wireless coverage. We also have plans to expand our surveillance coverage at several locations throughout the city over the next year.