

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, audiovisual systems, VoIP phone system, building access systems, fire monitoring, security monitoring, video surveillance systems and now public safety and departmental radio 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.

We are repairing our original Riverwalk camera system that had been damaged by the extreme river flooding. We are also expanding the Riverwalk camera system through Merrifield Park, stopping on the east side of Castle Manor. We are continuing to expand surveillance and call stations into Merrifield Park and Mary Gibbard parks ensure safety of the parks.

This year we plan to continue our expansion of the building access system, security and surveillance into our City Hall location. We plan to expand into other locations as the year progresses. We have been working with consults to develop plans to upgrade our server and storage environment for the city along with upgrading all network equipment throughout all city locations. The current equipment is aging and beginning to show signs of impending failure.

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 roughly 75 virtual servers across four physical boxes. We are working to upgrade remote users where there is a mix of older workstations with Windows 7 with Office 2010. New workstations are on Windows 10 and Office 2016.

Like the industry standards above, for workstations and servers, we are working to, when possible, ensure our site's cabling infrastructure and wireless comply with cabling standards. We have installed new wireless AC (802.11ac) access points at all of our staffed facilities. We also have plans to expand our surveillance and building access coverage at several locations throughout the city over the next year.