Information Technology
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 and testing, security monitoring and video surveillance systems. This past year we hired an employee dedicated to administering public safety and departmental radio systems oversight. Some of the specific duties include network administration, website maintenance, social media presence, computer repairs and upgrades, along with resolving a multitude of miscellaneous technical issues and problems.

The new City Hall project has been a massive undertaking for IT. Along with overseeing the logistics for the low voltage aspects of the building renovation, we also rolled several other projects that would normally have had a year dedicated to them. This included the design and implementation of a second datacenter / disaster recovery site. The sites being moved into the city hall house our current server and phone infrastructure. To be able to handle the move smoothly and not drop any services for the remaining city sites we had to replicate our entire environment.

The second large project that became part of the city hall move is the complete overhaul and replacement of the city's phone system. This involves new server, new handsets at every desk and a migration from our current PRI carrier to a new SIP carrier. This project however was dependent on getting the disaster recovery site set up and operational first to accommodate the new phone server equipment.

We are also rolling a new building access system into the city hall project. Our current system is older and deprecated. Initially this will be deployed at the new facility and gradually rolled out to upgrade all of our existing facilities building access systems. This will bring much needed modern features that the old system just couldn't provide.

IT has been working with Mishawaka Schools to implement public WiFi in several of our parks. Most of these didn't have any communications or equipment in them and involved running new fiber, directional boring and the installation of switch and wireless access points.

These are only a few of the larger projects the IT Department has in the works for this year. As the City of Mishawaka continues to grow and expand, the IT Department strives to keep up-to-date with the latest technology and software to bring the city employees the most secure workplace possible.

This year we have started to overhaul our security system, which will be set in place when the new City Hall building is finished. We have also created an offsite disaster recovery site that will ensure the city's continuity if there is ever a citywide disaster or outage. These are just a few of the projects that the IT department has for the City and we will continue to strive to keep the City of Mishawaka safe and secure by keeping up to date with the latest technology and security trends. We look forward to seeing how the city grows in the future with these adaptations.