

INFORMATION TECHNOLOGY
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Mission, Goals and Objectives

The Information Technology Department (IT) is primarily an internal support agency providing services to all City agencies in the areas of computer usage, software development, personal computer support, mobile computing, telephone, network communications, computer training and general consulting. The Department supports a wide variety of hardware and software, and a large wide-area telecommunications network which is in operation 24 hours a day, 7 days a week, and which is connected to other computer networks at the county, state and federal levels. The Department also supports a wide variety of software from email to document management systems to enterprise databases and facilitates the dissemination of City information to the public via the City Website and provides the ability for the public to conduct business with the City via the Internet.

Richard A. Grasmick, Director of Information Technology

266-4454

Department management and policy. Information technology planning and consultation. Coordination with City management on scheduling of application development and modification. Intergovernmental cooperation. Information Technology's services and equipment planning/consulting. Information Technology's budget status.

Dave Faust, Systems and Programming Manager

267-4909

Application Development and Support is responsible for databases and database software, the City's website and EmployeeNet, Electronic Document Management System (EDMS), centralized Geographic Information System (GIS) and support for enterprise applications such as SxD Financial System, Legistar, Crystal Reports, and Accela Enterprise Land and Asset Management System. Some of the functions IT staff perform are: systems analysis & design; project management; database administration (creating new databases and monitoring usage of databases); programming; researching software solutions; maintenance of existing applications including upgrades; work with vendors and contract programmers; develop and administer the City's website (both the Internet and EmployeeNet); administration and maintenance of the EDMS which includes designing and developing interfaces with other applications; establishment and maintenance of a centralized repository for GIS; and administration of Crystal Reports.

This section operates and maintains a network of approximately 200 servers, 1,275 personal computers, 650 laptop/tablet computers, 250 network printers and 400 local printers. This equipment is located in 80 different locations throughout the City of Madison and is attached to the network using a wide variety of connection media and devices which include: City-owned and maintained fiber optic cable, point-to-point wireless, T1, DSL, and cable. Mobile data computers, installed in all public safety vehicles, are supported and maintained as part of this service. A City-owned wireless hotspot network, with locations throughout the City, allows Police and Fire personnel to access mission critical information located on the City network. In addition to planning and implementing network infrastructure changes and upgrades, this section installs server and desktop PC hardware, manages the 2,400 account enterprise electronic messaging system (currently Microsoft Exchange), and implements software upgrades and security patches. The Help Desk fields over 25,000 calls per year. Support for the City's nearly 2,300 telephones, which includes nearly 1,300 voice over IP telephones and 1,500 voice mailboxes, is also provided by the Network Support section. Staying current with the latest IT security, hardware, and software technologies and recommending implementation of these technologies where appropriate is also an important function of this section.