OUR CITY OF MADISON

Information Technology Introduction

Sarah Edgerton, *CIO and IT Director*

CITY OF **MADISON**

Vision and Mission

Inclusive – Innovative – Thriving

IT's Vision and Mission

Our Vision

Our Madison – Inclusive, Innovative, & Thriving Through Technology

Our Mission
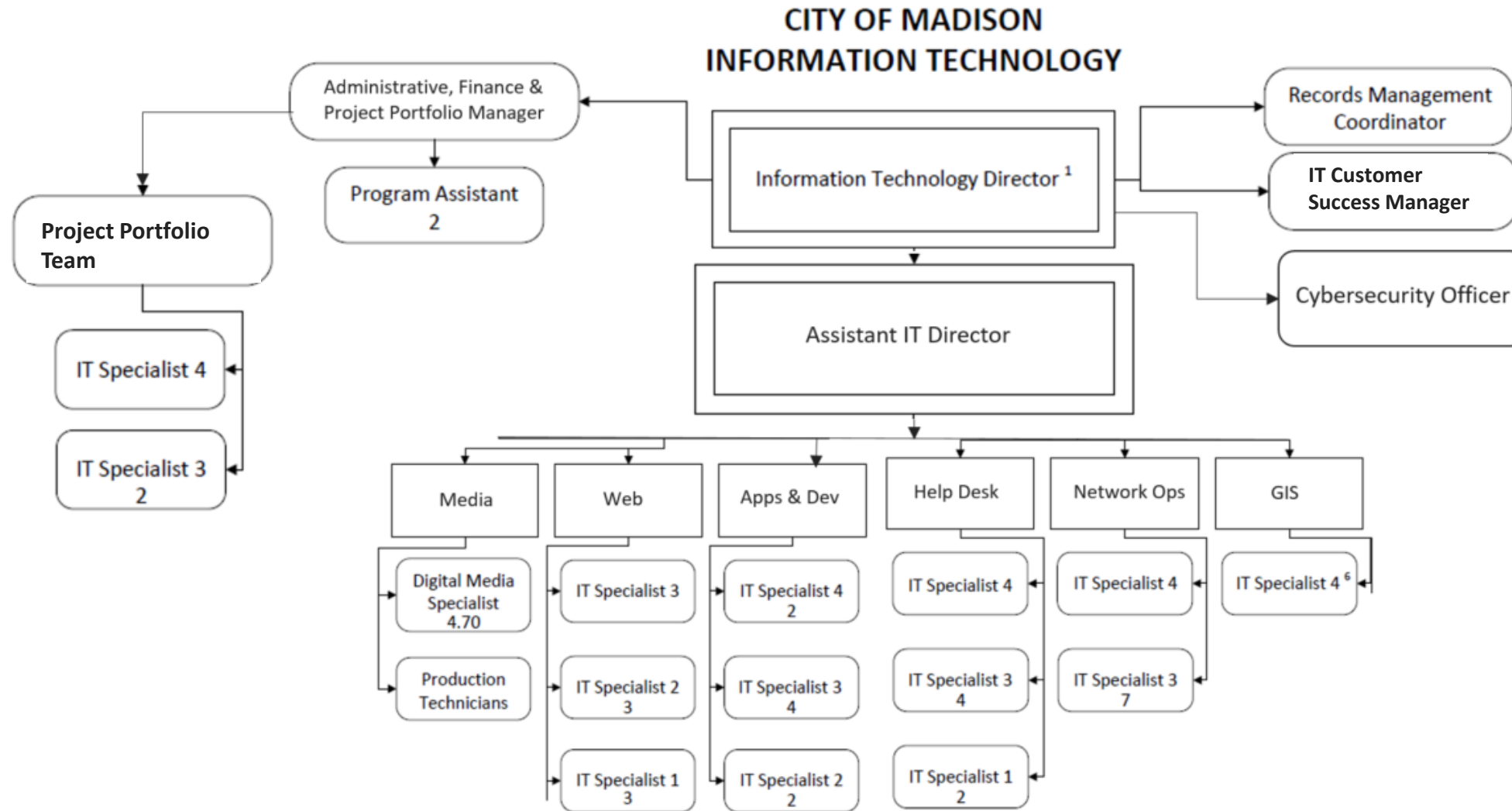
Connect employees and the public to City services and information through people-focused technology solutions.

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Structure, Services, and Staff

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Structure

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INFORMATION TECHNOLOGY

IT Services

- Application Development & Database Management

- Asset Management & GIS

- Collaborative Tools Administration

- Digital Media

- Help Desk

- Network Operations & Communications

- Project Portfolio Management

- Web Team

IT – Application Development & Database Management

Responsibilities & Services:

- Database administration: creating new databases and monitoring usage of databases.

- Application development and support for Accela Enterprise Land Management System including processes such as: licensing, permitting, registrations, inspections, code enforcement, and land management applications.

- Application development and support for Middleware

- Reporting Tools: SSRS and Crystal Reports

- Support for RecTrac/GolfTrac: software used for facility reservations, activity registration, class enrollment, concession sales, and attendance tracking.

- Support for TeleStaff/Kronos: workforce scheduling and timekeeping software.

- Support for Elite: Housing Authority software.

IT – Asset Management & GIS

Responsibilities & Services:

- GIS databases and application platforms
- Coordinate GIS software installation and updates
- Support spatial information needs of other GIS enabled agencies
- Support Open Data initiative mapping information
- Technical support and training related to GIS

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IT – Collaborative Tools Administration

Responsibilities & Services:

- M365 Migration

- SharePoint Online Migration

- SharePoint Maintenance

- Hybrid Meeting Implementation

- Zoom Administration

- TDX Administration

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IT –Media Team

Responsibilities & Services:

- Video production

- Streaming media

- Still photography

- Audiovisual services

- Sound reinforcement

- Security camera placement

- Digital signage

- **Madison City Channel:** The Media Team also produces Madison City Channel, which works to make local government more accessible to residents of the City of Madison.

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External: How can I watch a meeting or an event on Madison City Channel?

Madison City Channel which is a service of IT offers a multitude of playback platforms for accessing Board, Commission and Committee meetings:

- Find us on Charter Digital 994, AT&T U-Verse 99, Roku, and Apple TV.
- Watch past meetings, shows, and event coverage online.
- Podcasts on iTunes and Google
- On the City of Madison's YouTube Channel

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IT – Help Desk

Responsibilities and Services:

- Responsible for the technical assistance and support for service requests and incidents received from customers.

- Administers and supports workstation hardware and software, local and network printers and workstation peripherals such as monitors, scanners, etc.

- Maintains current workstation images, deploying security updates and installing software packages in order to keep the workstation environment secure and updated.

- Supports remote access, print and file services, application management, remote management, desktop management and virus protection

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IT – Network Administration & Communications

Responsibilities & Services

- Security Management
- Network Management
- Fiber and Wireless Management
- Server Management: Hardware and OS
- Storage Management: Backups/Restores
- Service Continuation: Site Redundancy
- Communications Management including the City's phone system
- Data Center Management
- Physical telephone support & Voice-mail administration

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IT – Project Portfolio Management

Responsibilities & Services:

- Project Portfolio Management

- Enterprise-wide project management

- Change Management and Communications

- Cross-team project management

- Facility Technology management

- Computer Assisted Mass Appraisal (CAMA) implementation and support

- Financial management of technology operations including procurement and contract management

- Oversight of IT APMs; IT policies & standards documentation

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IT – Web Development

Responsibilities & Services:

- Web design and application development (the City's and agencies websites and EmployeeNet)
- Web and print graphic design
- ePayment development
- Email list software
- Social Media management
- Legislative software, Legistar, support
- Text messaging system

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Key Staff

- **Sarah Edgerton**, *IT Director, Oversees all of IT*
  - sedgerton@cityofmadison.com

- **Dave Faust**, *Assistant IT Director, Oversees IT Operations*
  - dfaust@cityofmadison.com

- **Amanda Lythjohan**, *IT Administrative, Finance and Project Portfolio Management*
  - alythjohan@cityofmadison.com

- **Eric Olson**, *Web Team Manager*
  - eeolson@cityomadison.com

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Common Citywide Collaborations

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Common Citywide Collaborations

Agency	Topic(s)
Assessor's – meetings as needed	Implementation of the City's new Computer-assisted mass appraisal (CAMA) system
City Attorney's – meetings as needed	Records Retention Open Records Implementation of Public Records Request Software Data Privacy Policy Technology Procurements: Contracts and Terms & Conditions
Civil Rights – meetings as needed	Boards, Commission and Committee Accessibility Project Language Access
Clerk's Office – meetings as needed	Election Cybersecurity Statement of Interests Support Modus

Common Citywide Collaborations

Agency	Topic(s)
Common Council – Meetings as needed	Boards, Commissions and Committees Work Group Boards, Commissions & Committees Management System Digital Inclusion Efforts Recording: In-Person, Hybrid, and Virtual Surveillance Annual Report
Department of Planning, Community & Economic Development	Building Inspection – Expansion of Report a Problem System Plan Reviews Development Plan Reviews Elite Housing

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Common Citywide Collaborations

Agency	Topic(s)
Engineering – meetings as needed	Facility Builds Licensing and Applications Time Keeper Prepare for system version upgrade of Cityworks in early 2023. IT Pipes CCTV replacement project Public Works Contracting

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Common Citywide Collaborations

Agency	Topic(s)
Finance – Monthly Meetings	Special Assessments to Tyler ERP – Tyler, Tyler Cloud components Contract PCI Compliance Cybersecurity Internal Auditing Data Privacy Policy Data Warehouse IT Procurement
Fire – Monthly Meetings	Video Storage (MediaSite vs Target Solutions) Security Camera Management System Telestaff Records Management Emergency Operations Center AV needs

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Common Citywide Collaborations

Agency	Topic(s)
Human Resources – Meetings as needed; IT Project Manager assigned to work on the HRMS project.	**Human Resource Management System (HRMS):** Collaboration with Human Resources - Onboarding Module - Learning Management System Module, including Cyber Security - Onboarding Processes - Records Retention - ODE: Training

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Common Citywide Collaborations

Agency	Topic(s)
Madison Public Library – meetings as needed	Digital Inclusion Efforts AV Support
Mayor's Office – meetings as needed	Boards, Commissions & Committees Management System
Metro/Transportation – meetings as needed	Bus Rapid Transit
Monona Terrace – meetings as needed	Monona Terrace Network Review
Parking Utility – meetings as needed	Parking Ramp Voice Gateway Replacement Parking Utility Monthly Parking
Parks – Monthly Meetings	CityWorks Kronos Timekeeping Fiber Builds

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Common Citywide Collaborations

Agency	Topic(s)
Police – Monthly Meeting	Camera Management Replacement Lifecycle Program Security Camera Management Replacement Virtual Policing
Public Health Madison & Dane County (PHMDC) - Meetings as needed; IT Project Manager specifically assigned to Public Health and funded by PHMDC.	Health Electronic Records System Implementation Improvements to Lab Space
Streets & Recycling	Large Item Collection Streets & Recycling Website
Traffic Engineering – Monthly Meeting	Camera Management Replacement Lifecycle Program Fiber Lifecycle Management Program Security Camera Management Replacement
Water Utility – Meetings as needed; IT Project Manager specifically assigned to Water Utility and funded by Water Utility.	Network Segmentation Cybersecurity efforts specific to Water Utility

Boards, Committees, Commissions

IT has several committees that we Chair and Staff which are not City of Madison Boards, Commissions and Committees but directly and in-directly support City services

Board, Committee, Commission	Key Staff
Metropolitan Unified Fiber Network Oversight Committee	Sarah Edgerton, IT Director - Chair Amanda Lythjohan, IT Administrative, Finance and Project Portfolio Management Taletha Skar, Fiber Network Manager
Dane County Broadband Task Force	Sarah Edgerton, Member

Agency Resources

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Our Agency's Key Links

- IT External Website: https://www.cityofmadison.com/information-technology
  - Madison City Channel: https://www.cityofmadison.com/information-technology/city-channel
  - Open Data Portal: https://data-cityofmadison.opendata.arcgis.com/
  - Report a Problem (RAP): https://www.cityofmadison.com/reportaproblem/
  - City Public Works Projects Portal: https://www.cityofmadison.com/projects
- IT Internal Website: https://www.cityofmadison.com/employeenet/information-technology
- IT Strategic Priorities

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Our Agency's Key Links

- Wisconsin State Statutes
    - Section 19.21(4), Wis. Stats. : Sets forth a basic policy of governmental cooperation with regard to information collected and stored by local governments.
    - Section 16.61, Wis. Stats. : Sets forth policies for the retention and disposition of public records.
    - Section 19.31-19.39, Wis. Stats. : Sets forth policies for records disclosure and public access.
    - Department of Administration, Chapter Adm 12 *PDF* : Sets forth standards and requirements for electronic records management.
- Madison General Ordinances
    - Madison General Ordinance 3.70 : Sets forth the official policy regarding City of Madison records.
    - Madison General Ordinance23.63: Sets for the use of Surveillance Technology
- Council Resolutions

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Our Agency's Acronyms

Common acronyms used by our agency include:

311CRMS	• 311 Customer Relationship Management System
BCC	• Boards, Commissions and Committees
DRUPAL CMS	• the website content management system built in Drupal platform that you will use to edit your Alder webpages.
EOL	• End-of-Life or Exchange Online
ERP	• City's Financial System (includes Munis, Employee Self-Services, Resident Self-Service for Property Tax Payments and Water Utility Billing)
GIS	• Geographic Information System

Our Agency's Acronyms

Common acronyms used by our agency include:

M365	• Microsoft 365
RAP	• [Report a Problem](#) system, list of services that residents can report non-emergency issues
WENS	• City's current text messaging system; vendor hosted

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Let's Connect!

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Services: Customer Service

We strive to provide quality, sustainable services to our customers. We can provide services more effectively when we understand customers' business needs and goals. We want to build trust with our customers and provide solutions that meet their needs.

Services

- **Help Desk:** The Help Desk serves as a single point of contact for Information Technology customers, providing general computing issues and various City approved software applications. They also procure and deploy all City desktops, laptops, tough books and printers for all City agencies.

Projects:
- Implementation of a IT Service Management System
- Service Request Ticket System (also supporting Fire, Metro and Police in their instances)
    - Customer Service Desk for tracking tickets
    - IT Resource Management
    - IT Asset Management

Services: Digital Inclusion

Technology is changing rapidly, and altering the ways residents expect to interact with their government. We will create more opportunities for residents to access City services and engage in City government through technology.

Services:
- Hybrid and Virtual Board, Commission & Committee Meetings
- Madison City Channel – Streaming Video, Podcasts, TV Channel, Informational videos, PSAs
- City Website and all Agency Websites: Council, Streets & Recycling, Traffic Engineering, Police, etc.

Projects:
- Boards, Commissions & Committees Management System
- 311 Consultant: Recommendations & Next Steps
- Hiring a Digital Inclusion Coordinator

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Services: Digital Workplace

Our work environments are constantly evolving. By implementing a digital workplace, we will create a framework for continual improvement of processes, tools, and operational efficiencies to meet our employees' needs and the City's goals.

Services & Projects:

- **M365:** Exchange migration (Email)
  - Teams/SharePoint Online Migration
    - One Drive, Video Conferencing, Teams Chat
    - Multi-Factor Authentication
- **Human Resource Management System:** Collaboration with Human Resources
  - Onboarding Module
  - Learning Management System Module, including Cyber Security
- **Adobe Sign for Digital Signatures**
  - Contract Routing
- **AV Hybrid Rooms** – MMB and Water Utility Conference Room

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Services: Employee Engagement

Employees are our most valuable resource, and are key to our organizational success.
We want our employees to feel valued, engaged, and satisfied with their jobs.

Our workforce should reflect the diversity of the community we serve. To accomplish this, we need to support women, people of color, and other marginalized employees in the workplace.

Projects:
- Hiring & Recruitment – Internship Opportunities, including Centro Hispano
- Retention & Promotion opportunities
- Training & Participation in activities not directly related to IT activities
- Teleworking & Flexible scheduling
- Change Management and Communications
- Annual Employee Check-Ins, review PDs
- Bits & Bytes IT Internal Newsletter

Services: Infrastructure & Operations

Agencies depend on a strong technology infrastructure to support public services. As the backbone of City operations, we must provide a reliable, secure, and responsive technology environment. A strong physical and virtual technology infrastructure will support City operations, and will prepare us for the future.

Services:
- IP Phones
- Wireless Access Points

Projects:
- Wireless Access Point hardware refresh
- Camera network distribution switch replacement
- Data center Server distribution router replacement
- Access layer/Edge switch hardware refresh
- Various server hardware refresh
- Layer 1 Fiber Builds

Services: Security

A secure technology environment allows the City to operate safely and efficiently. By centering our work on security, we proactively protect the City's resources from evolving cybersecurity threats.

City staff are the first line of defense in protecting our security infrastructure. We need to continue training the City's workforce to recognize and respond to cybersecurity threats. Ongoing collaboration ensures our data and systems remain protected and creates interconnected enterprise solutions that everyone in the City can use.

Projects:
- Cybersecurity Employee Training Program
- Network Segmentation
- Security Camera Management Replacement
- Multi-Factor Authentication Program