



Information Technology

Mission

To serve the information technology needs of the City of Pembroke Pines.

Goals

To support all City departments through the use of technology to better improve the lives of the citizens of Pembroke Pines.

Objectives

To recommend technology standards to the Information Technology (IT) Steering Committee.

To execute the direction established by the IT Steering Committee, as it relates to support and purchase of hardware, software, and networking equipment.

To provide City employees with proficient computer training, suitable computer hardware, sound advice and planning as to computer-related goals.

To deliver IT services efficiently and effectively by trained and courteous information service professionals. We will actively seek new opportunities to provide useful computer tools that will help employees achieve their goals.

To be identified by our dedication, professionalism and pride in our achievements.

To actively seek feedback on a regular basis and to maintain statistics on a historical basis to measure our progress in achieving user satisfaction.

Major Functions and Activities

The Division consists of three branches that report to the Director of Administrative Services with the following range of responsibilities:

~ TECHNICAL SERVICES:

The network, system administration, Internet/Intranet development, technical standard development, and other technically-related issues.

Technical standard development and other technically-related issues are the responsibility of the IT division with final acceptance by the IT Steering Committee.

~ SYSTEM DEVELOPMENT:

All programming and application development.

~ PROJECT MANAGEMENT:

All system projects, the Help Desk, and all PC software and hardware issues.

Following is a list of the current applications/functions supported by the Information Technology Division:

Building
 Cashiering
 Complaint Tracking
 Document Management
 Electronic Mail
 Electronic Spreadsheets
 Fuel System
 Help Desk
 Internet/Intranet
 Network Management
 Occupational Licenses
 Parking Lot Control
 Passport Scheduling
 Payroll
 Permitting /Inspections
 Personnel
 Police
 Project Tracking Purchasing
 Property Tax Rolls
 Revenue Collection Security / Menu Control
 Special Assessments
 Utility Billing
 Word Processing
 Work Order Program

Budget Highlights

Replace eight servers on the network.

Accept credit cards for Utility payments.

Replace 100 outdated workstations.

Install Radius server for implementation of increased WIFI security.

Implement help desk software application.

Implement enterprise imaging and deployment software.

2009-10 Accomplishments

Upgraded the E-mail system to Exchange 2007.

Upgraded the document imaging system.

Upgraded the virus and malware protection.



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Upgraded the spam and URL filters.

Installed public hotspot at Pembroke Lakes Golf Club.

Upgraded wireless communications between City Hall and Pines Place.

Replaced two UNIX servers and eight network servers.

Wrote interface used by Utility's wireless meter reading pilot program.

Decreased the cost of printing the Utility bills while allowing any color or font to be used in the design of the Utility bill.

Enabled emailing of Utility bill information.

Redesigned the City's Web Site.

Implementation of the following two web sites:

1) <http://www.pembrokelakesgolf.com>

2) <http://www.pinesday.com>

Replaced 100 workstations.

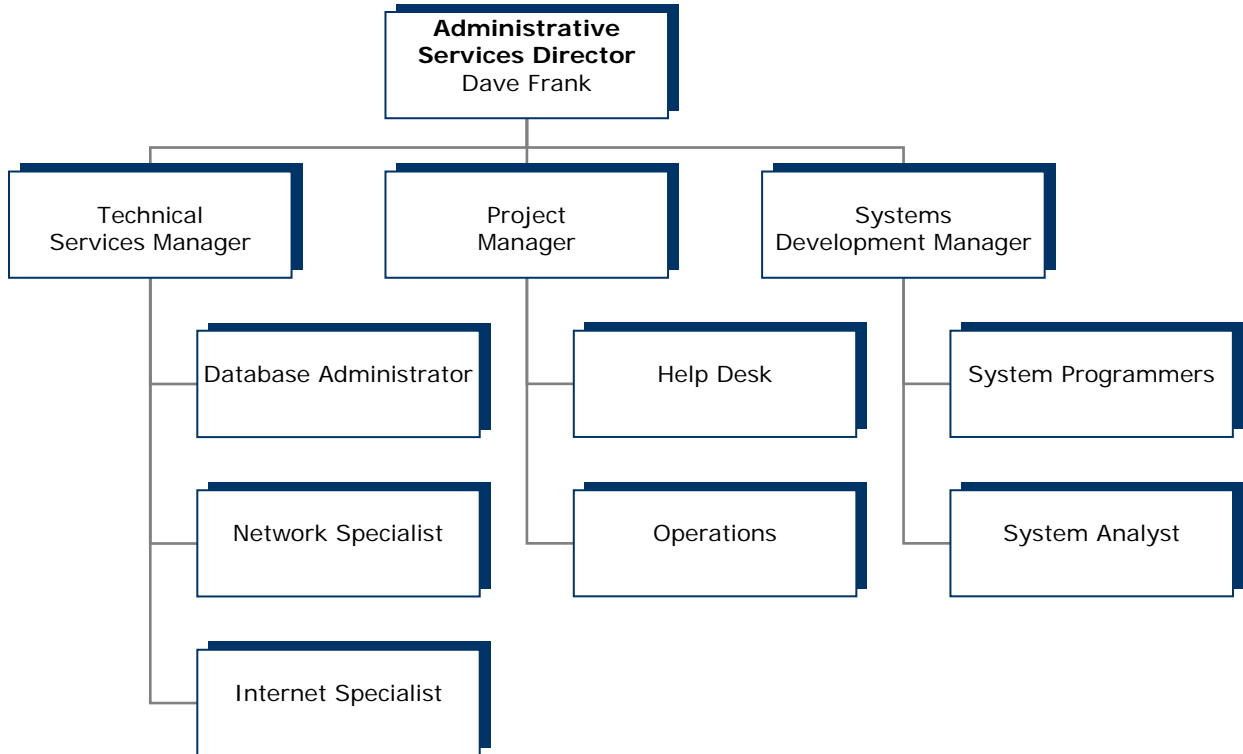
Implemented live streaming video of commission meetings.

Information Technology Performance Measures

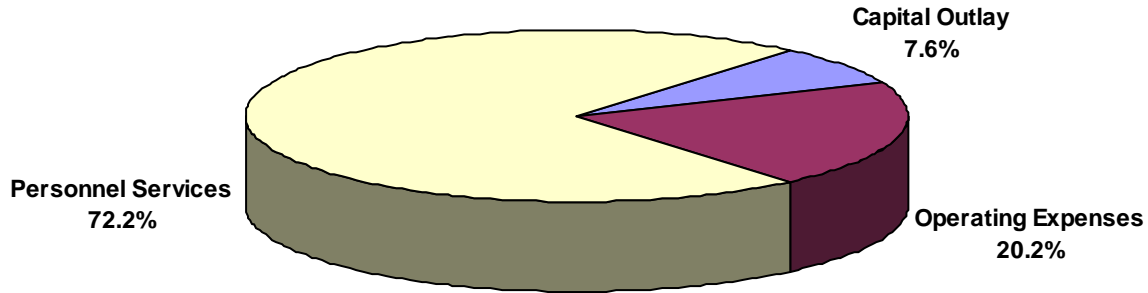
Indicator	2007-08		2008-09		2009-10	2010-11
	Actual	Goal	Actual	Goal	Goal	Goal
Outputs						
Effectiveness						
Network availability (% uptime)	99.98%	99.99%	99.99%	99.99%	99.99%	99.99%
% of messages blocked because they are spam	93.27%	85.00%	97.20%	93.50%	93.50%	97.20%
Efficiency						
Network devices per computer technician	323	330	368	330	350	375
Annual maintenance cost per computer	\$514	\$540	\$617	\$775	\$610	\$610

INFORMATION TECHNOLOGY

Organizational Chart



Information Technology - Expenditure Summary



Expenditure Category	2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
Personnel Services				
Salary	1,590,442	1,612,741	1,564,743	1,324,328
Benefits	819,359	773,152	722,958	628,610
Personnel Services Subtotal	2,409,802	2,385,893	2,287,701	1,952,938
Operating Expenses				
Other Contractual Services	-259	-	90,122	336,130
Communication and Freight Services	-	975	5,288	1,878
Rentals and Leases	938	17,513	1,133	1,236
Repair and Maintenance Services	66,849	55,208	55,437	82,402
Office Supplies	-35	-	1,250	1,250
Operating Supplies	70,571	73,297	90,432	123,854
Operating Expenses Subtotal	138,065	146,993	243,662	546,750
Capital Outlay				
Machinery and Equipment	9,510	217,521	167,810	204,450
Capital Outlay Subtotal	9,510	217,521	167,810	204,450
Total	2,557,377	2,750,407	2,699,173	2,704,138

Information Technology - Personnel Summary

Position Title		2007-08 Actual	2008-09 Actual	2009-10 Budget	2010-11 Budget
12011	Internet Specialist	1	1	1	1
12280	Micro Computer Specialist	2	2	1	1
12303	Network Specialist II	2	2	2	2
12525	Administrative Assistant I	1	1	1	1
12644	Help Analyst/Technician	1	1	1	1
12645	Help Desk Analyst	1	1	1	1
12651	Programmer Analyst II	1	1	-	-
12652	Programmer/Analyst I	2	2	2	2
12691	Systems Analyst II	1	1	-	-
12693	Systems Programmer/Analyst II	1	1	1	1
12720	Manager of Technical Services	1	1	1	1
12721	Project Manager	1	1	1	1
12722	Manager of Systems Development	1	1	1	1
12723	Systems Administrator	1	1	1	1
12900	Web Page Developer	1	1	1	1
Total	Full-time	18	18	15	15
	Part-time	-	-	-	-