



## 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

Server / Storage Virtualization - resulting in more efficient use of server resources and elimination of server sprawl

Expand the online account system to include Local Business Taxes

Provide data lookup capabilities on the internet for cashiering data and Local Business Tax data.

Replace 100 workstations

Accept credit cards for utility payments online

Accept credit cards for face to face payments at the City Hall and the Utility Department

### 2010-11 Accomplishments

Updated the payroll system to handle the changes that took place with the modified general, fire, and police contracts.



## Information Technology

Created the online account system for internet users to control their city accounts

Implemented enterprise imaging and deployment software

Replaced 100 outdated workstations

Installed Radius server for implementation of increased WIFI security

Implemented help-desk software

Added functionality to the utility system to manage the newest wireless meters

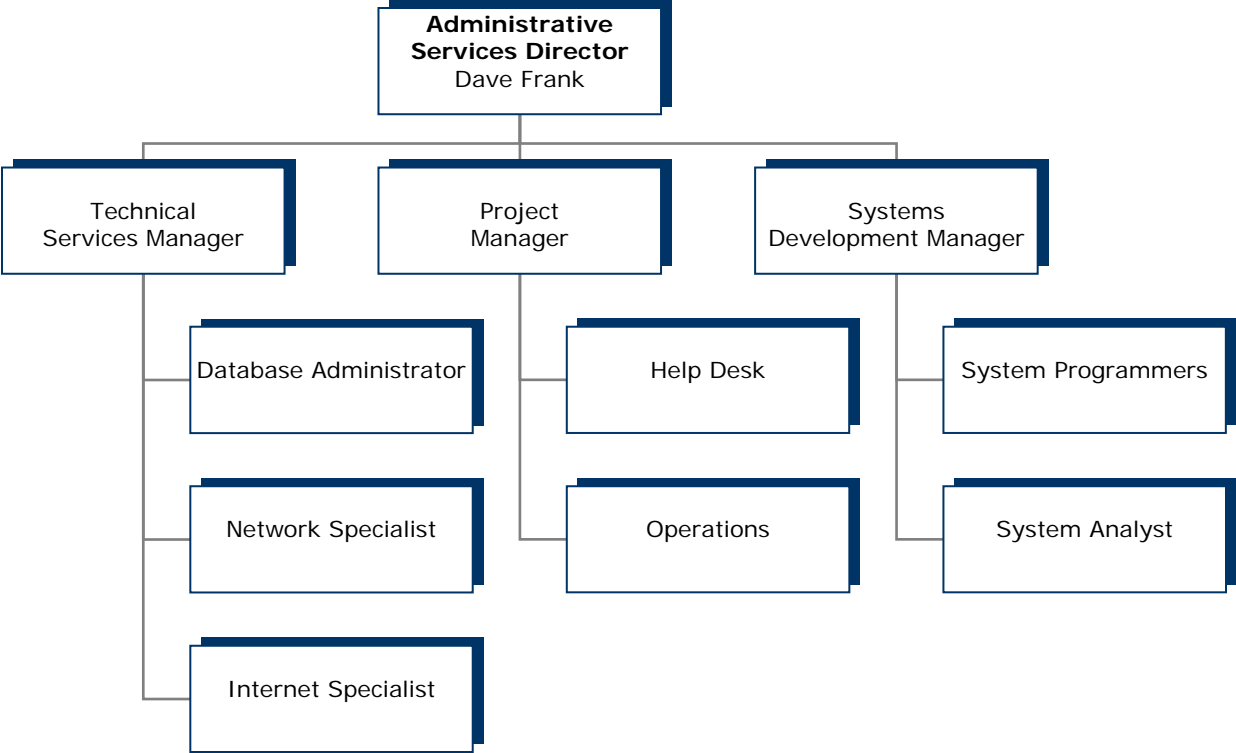
Automated the bank reconciliation process for red light cameras

## Information Technology Performance Measures

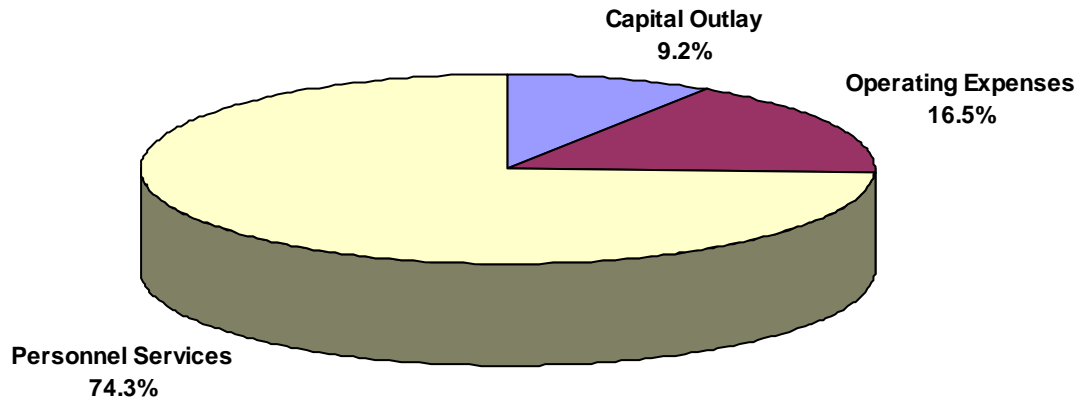
Indicator	2008-09		2009-10		2010-11	2011-12
	Actual	Goal	Actual	Goal	Goal	Goal
<b>Outputs</b>						
<b>Effectiveness</b>						
Network availability (% uptime)	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
% of messages blocked because they are spam	97.20%	93.50%	95.90%	93.50%	97.20%	96.00%
<b>Efficiency</b>						
Network devices per computer technician	368	330	364	350	375	370
Annual maintenance cost per computer	\$617	\$775	\$632	\$610	\$610	\$625

# INFORMATION TECHNOLOGY

## Organizational Chart



## Information Technology - Budget Summary



Expenditure Category	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
Personnel Services				
Salary	1,612,741	1,566,198	1,324,328	1,430,584
Benefits	773,152	667,258	682,684	754,365
Personnel Services Subtotal	2,385,893	2,233,456	2,007,012	2,184,949
Operating Expenses				
Other Contractual Services	-	80,877	278,793	291,250
Communication and Freight Services	975	5,439	26,878	29,200
Rentals and Leases	17,513	1,236	1,236	2,898
Repair and Maintenance Services	55,208	63,316	82,902	100,326
Office Supplies	-	594	1,250	500
Operating Supplies	73,297	80,930	89,144	60,057
Operating Expenses Subtotal	146,993	232,392	480,203	484,231
Capital Outlay				
Machinery and Equipment	217,521	80,632	304,085	271,250
Intangible Assets	-	34,048	-	-
Capital Outlay Subtotal	217,521	114,680	304,085	271,250
<b>Total</b>	<b>2,750,407</b>	<b>2,580,528</b>	<b>2,791,300</b>	<b>2,940,430</b>

### Information Technology - Personnel Summary

Position Title	2008-09 Actual	2009-10 Actual	2010-11 Budget	2011-12 Budget
12011 Internet Specialist	1	1	1	1
12280 Micro Computer Specialist	2	1	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	-	-	-
12652 Programmer/Analyst I	2	2	2	2
12691 Systems Analyst II	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	15	15	15
Part-time	-	-	-	-