Technology Services

Mission

To provide the City of Pembroke Pines with a true advantage by facilitating innovative and creative technology solutions, enabling our workforce to perform their jobs more efficiently and timely, and allowing our citizens and businesses to have access to information and City services anywhere and anytime to achieve a better quality of life.

Goals

• Continue to improve the quality of service provided by the Technology Services department, to meet defined service levels.

• Increase the city's current backup and recovery capabilities to ensure adequate data protection.

• Expand the platform and training strategy for migration to Windows development model and application support.

• Provide the highest level of uptime for all technology resources for the City's employees that meet defined service levels.

• Expand the acceptance of credit card payments to over twenty point-of-sale locations throughout the city.

• Comply with changes requested by the Commission Auditor.

Objectives

• Web redesign for better navigation, functionality with a focus around 24x7 resident and business owner access to government resources.

• Implement a comprehensive disaster recovery plan that will include testing protocols and business continuity as a practice.

• Develop and deploy phase one of Virtual desktop infrastructure as desktop replacement model for delivery of computing services to internal staff.

• Accept Credit Card payments for local business taxes online.

• Implement internal software-deployment change-management system.

• Create an internal query tool for Local Business Tax Data.

Major Functions and Activities

The Division consists of three branches 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 subject to 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

Deploy Resident/Community engagement suite that allows user to submit and track service request with

Technology Services

smart devices electronically using GPS and imaging technology while reducing operating cost.

$350,000 for new video equipment for Commission Chambers to improve video quality and delivery for all broadcast city meetings and events.
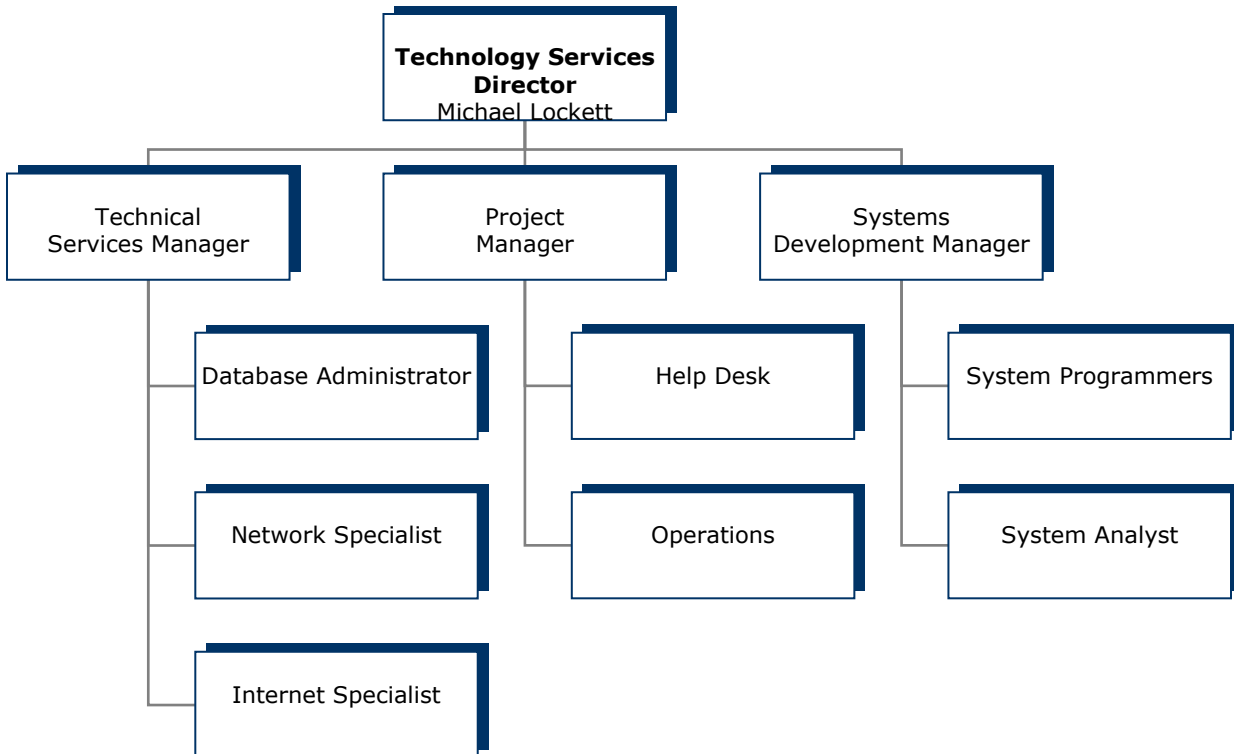
Accomplishments

• Expanded the online account system to include Local Business Taxes and Lobbyist Registration Fees.

• Provided data lookup capabilities on the intranet for cashiering data and Local Business Tax data.

• Provided building-history lookups on the web for the residents.

• Deployed credit card payments for Utility bills online and using an IVR system.

• Deployed credit card payments for local business taxes online.

• Implemented credit card payment option for point-of-sale payments at City Hall, the Utilities department, and the Recreation department.

• Automated the interface between the utility billing system, cashiering system and the collections system.

• Set up calendars for the charter school employees to better handle the different pay-structure requirements.

Technology Services Performance Measures

Indicator	2009-10		2010-11		2011-12	2012-13
	Actual	Goal	Actual	Goal	Goal	Goal
Effectiveness						
Network availability (% uptime)	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%
% of messages blocked because they are spam	95.90%	93.50%	96.79%	97.20%	96.00%	97.50%
Efficiency						
Network devices per computer technician	364	350	371	375	370	335
Annual maintenance cost per computer	$632	$610	$629	$610	$625	$600

TECHNOLOGY SERVICES

Organizational Chart

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                  Technology Services
                        Director
                    Michael Lockett
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Technical Services Manager	Project Manager	Systems Development Manager
Database Administrator	Help Desk	System Programmers
Network Specialist	Operations	System Analyst
Internet Specialist		

Technology Services - Budget Summary
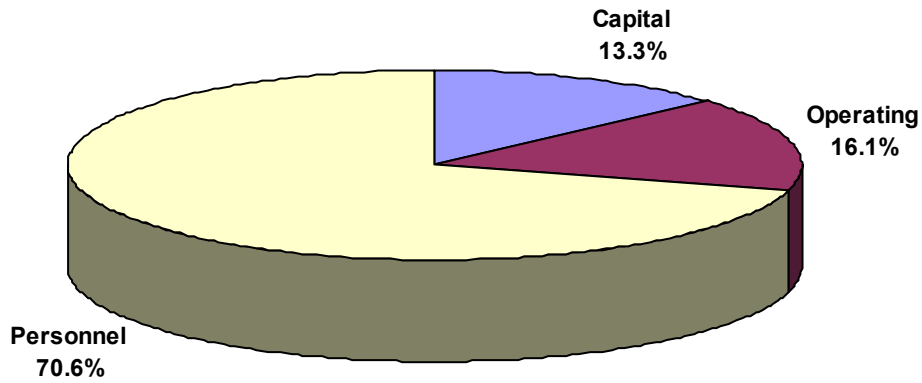
Expenditure Category	2009-10 Actual	2010-11 Actual	2011-12 Budget	2012-13 Budget
Personnel				
Salary	1,566,198	1,306,908	1,433,335	1,343,184
Benefits	667,258	697,259	722,761	960,379
Personnel Subtotal	2,233,456	2,004,168	2,156,096	2,303,563
Operating				
Other Contractual Services	80,877	233,435	297,474	243,000
Travel Per Diem	-	-	-	11,600
Communication and Freight Services	5,439	26,492	30,310	29,200
Rentals and Leases	1,236	456	738	2,898
Repair and Maintenance Services	63,316	64,137	100,326	174,226
Office Supplies	594	24	500	500
Operating Supplies	80,930	74,099	72,132	64,118
Publications and Memberships	-	-	100	700
Operating Subtotal	232,392	398,643	501,580	526,242
Capital				
Machinery and Equipment	80,632	291,759	251,150	433,550
Intangible Assets	34,048	-	-	-
Capital Subtotal	114,680	291,759	251,150	433,550
Total	**2,580,528**	**2,694,570**	**2,908,826**	**3,263,355**

Technology Services - Personnel Summary

Position Title	2009-10 Actual	2010-11 Actual	2011-12 Adopted Budget	2012-13 Budget
12011 Internet Specialist	1	1	1	1
12280 Micro Computer Specialist	1	1	1	2
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
12652 Programmer/Analyst I	2	2	2	2
12693 Systems Programmer/Analyst II	1	1	1	1
12720 Manager of Technical Services	1	1	1	1
12721 Project Manager	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
12903 Technology Services Director	-	-	-	1
Total Full-time	15	15	15	16
Part-time	-	-	-	-