

Informatics Monthly Operations

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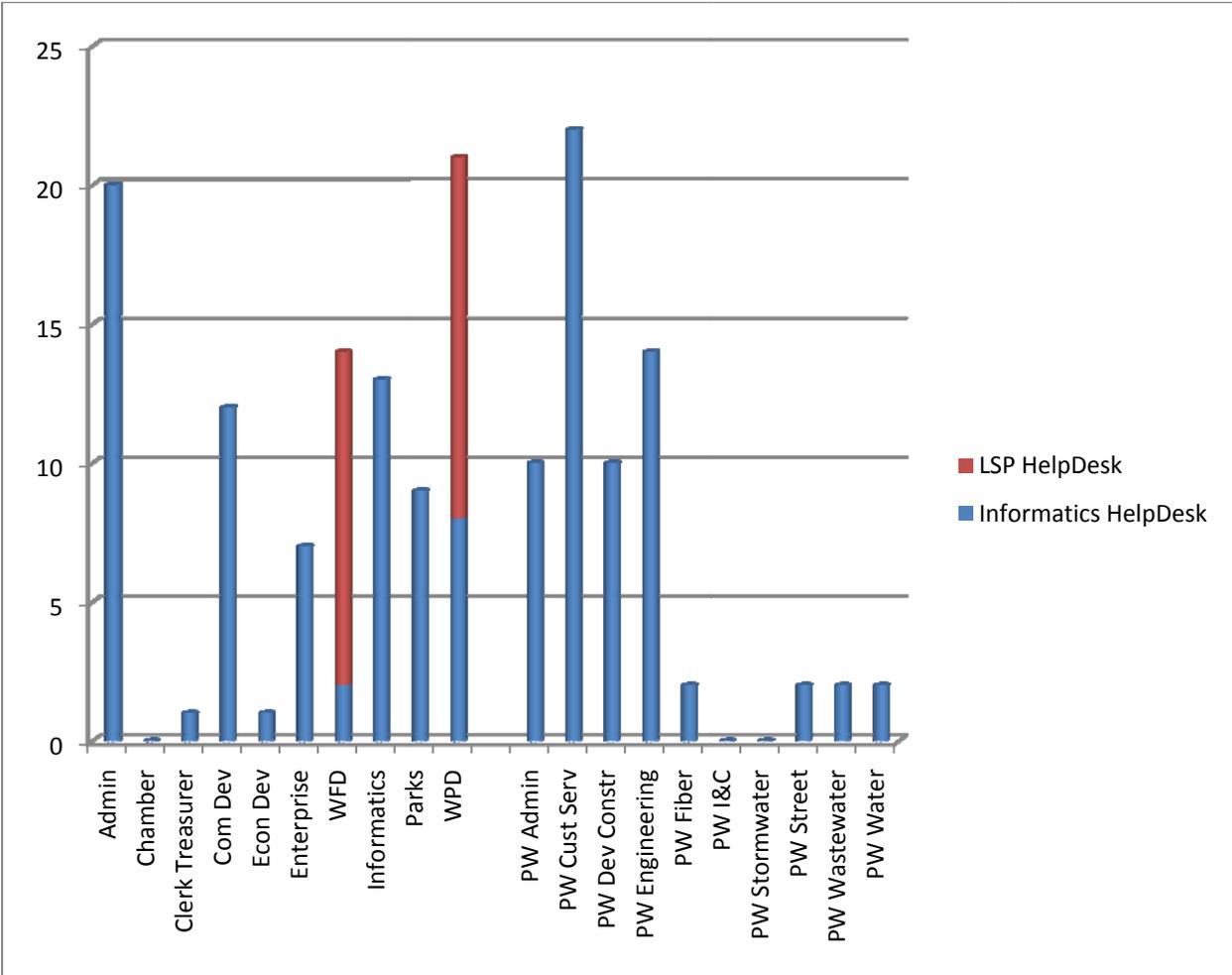
December, 2009

The following briefly describes what the Department of Informatics (as a single entity) concentrated its efforts on in the Month of December, 2009.

November Locates	12/1/2009	308 locate tickets where completed for the month of November.
Council iPhones	12/17/2009	Delivered iPhones to Councilors Kingshill and Horkay
CAPSTONE Meeting	12/17/2009	Organized resources for the CAPSTONE meeting
Moved Closet Contents	12/1/2009	Cleared out closet in PSB to make available for FD.
Windows 7 Deployment	12/10/2009	Obtained Desktop replacement model/pricing
Troubleshoot MCT name candidating issues	12/14/2009	Ongoing name candidating issues in MCT
Finalized Cell Phone booster	12/14/2009	Installed/tested
Windows Server 2008 MCTS Training	12/14/2009	Brent Harding
Windows 7 MCTS Training	12/14/2009	Sam Rivard
Station 83 RFP	12/14/2009	finalized IT portions
Firewall Downtime	12/14/2009	for maintenance
Storage	12/14/2009	Ordered additional SATA SAN cluster
December Locates	12/31/2009	213 locate tickets where completed for the month of December.

Westfield Development Permits	12/31/2009	Completed creation of intranet portal for Com Dev to manage Improvement Location permits; Dev Constr can now also manage Erosion Ctrl and Encroachment permits; and worked with Cust Serv to merge the payment/receipt/submission process into the same intranet tool.
Research Keystone Replacement	12/31/2009	Researched (participated in demonstrations, reviewed pricing negotiations, met with all key players to obtain requirements and set expectations, etc.) regarding the potential initiative to replace Keystone within our Clerk Treasurer and Utility Billing (Cust Serv) functional departments.
Submitted Annual Road Inventory Updates to INDOT	12/7/2009	
Updated Data and Maps Associated with Jan. 2, 2010 Annexations	12/30/2009	
Submitted Updated Address Information to the US Census for the 2010 Census	12/23/2009	
Created new db of solid waste customers	12/15/2009	
IGIC Board Meeting	12/3/2009	
Initial Capstone Meeting	12/17/2009	
Hamilton County Withdrew from the Indiana Map Initiative	12/2/2009	
Sharepoint Director's Collaboration Site was created	12/3/2009	
Leane completed First Class at Penn State toward's Master in GIS	12/17/2009	
Clerk-Treasurer iPhone	12/1/2009	Ordered phone, ported number for Cindy Gossard

MCT name-candidating	12/1/2009	Significant time to troubleshoot
2009 Orthographic Images	12/1/2009	Enabled access to hosted images
SharePoint mapIt Web Part	12/2/2009	Researched implementation
Backup System	12/15/2009	Migrated to new backup system.
Updated FireHouse	12/8/2009	Version 7.3.5



Westfield Informatics

2009 REVIEW

2009 Review

Overview

We began 2009 with a merger: a rough plan to blend 8 people with different backgrounds and experience levels into a single operational unit with a new focus – Informatics. Anxiety was high; trust was low, and the path was uncertain. But, to quote Gene Kranz “Failure was not an option.”

The goal of the merger was to enable the city to reap more value from its investments in information and geospatial technology, while providing opportunities for staff to expand their professional abilities.

At its core, Informatics requires more than simply dealing with technical matters, but relies on a broad spectrum of skills and experience to design information services for the City. Together, Information Technology and GIS served as a catalyst for change for the City in 2009 by fostering new ideas and venturing beyond convention to develop innovative, Informatics-based information services.

While there were bumps along the way, the merger was completed by mid-year and the results exceeded expectations. In 2010, Informatics will continue to be an agent of change to help departments transform how government can serve citizens, businesses and community partners.

2009 by the numbers

<p>2</p> <p>Number of times we helped Westfield be featured on television</p>	<p>\$100,000</p> <p>Approximate amount of money returned to the city from our 2009 budget.</p>	<p>2,559</p> <p>Number of city fire hydrants that are now tracked and verified in the City's new fire hydrant information management system</p>	
<p>151</p> <p>Number of pictures sent to eyes@westfield.com</p>	<p>253</p> <p>Number of kids backpacks stuffed by IT staff who volunteered for community service</p>	<p>394</p> <p>Number of service orders completed in the first month of use using the Customer Service and Public Works Utility Department's new paperless work order system.</p>	<p>2</p> <p>Number of staff attending the international Microsoft SharePoint conference to take part in the introduction of Microsoft SharePoint 2010.</p>
<p>4</p> <p>Number of major presentations given by Informatics staff at regional and international conferences.</p> <ul style="list-style-type: none"> Derrick Cash and Leane Welsh presented "Doing More with Less – a concentration on Governmental Informatics and using SharePoint" at the Indiana Rural Water Association Leane Welsh presented a similar presentation to the Indiana Digital Government Summit with Jim Sparks, Indiana's Geographic Information Officer. Eric Becker presented at the 2009 ESRI GIS International User Conference in San Diego, CA on July 16th Leane presented "Using Multiple Databases to Market the City of Westfield's Fiber Optic Lines" at the GIS International User Conference in San Diego 	<p>1,620</p> <p>Approximate number of field locate tickets completed by Tim O'Leary.</p>		

2009 Review

2009 Highlights

- **WeScholar:** Implemented WEScholar, the City of Westfield's first training and education program. It is a place for employees of the city to go and set up training times on a calendar, sign up for classes, find resources on government operations, GIS, Technology, and Health and Safety. The first WEScholar class took place April 20th. The police department received training on Microsoft Office 2007.
- **ClerkWorks:** SharePoint site is the start of Westfield's internal PO and Invoicing system. Here, each department will manage their invoices, view their funds and associated balances, report to/from Clerk Treasurer acquisition activity, and more financial related information.
- **OneCrew** is the Fire Department's internal portal and is helping facilitate activities as they relate to personnel management, executive decision making, integration with Clerk Treasurer's office, Informatics specific information (WeScholar, GIS Map Inventory), etc. Chief Burtron is playing a key role in the development/deployment of SharePoint to show how it can help us conduct business in a more efficient manner, therefore reducing costs and maintaining or raising the levels of service.
- **OneForce** is the internal portal for Westfield's Police department. As is, it houses information regarding the inventory and historical management of fleet and equipment, requests for records and technical support, quartermaster information, fuel logs, and more.
- **Fiber Force** assists in the efforts associated with the marketing of Westfield's fiber resources. Leads and Opportunities are easily viewed on the main page, and other information such as accounts, maps, contacts, and more are easily displayed within specific pieces of this site
- **Eyes at Westfield.** Groundbreaking mobile application that allowed citizens and staff to send a picture of repair, safety, or quality of life issue directly to the city's work order system.
- **Water Works:** worked with water utility staff to create a new paper-less work order system to manage water utility service requests. The system integrates the operational processes of Customer Service and Water division.
- **Snow Plow Map:** created an online map using Google earth that will show which roads have been plowed and which are still snow-covered after a major snowfall. The low cost system garnered praise and a write-up in the Indianapolis Star.