

# INFORMATION TECHNOLOGY DEPARTMENT

## 2023 MID-YEAR REVIEW

### Strategy

- An Agile-based project management methodology begins in September. The methodology uses Daily Scrums to inspect and adapt work as projects proceed.
- New I.T. governance roles have been defined, including Change Authorities, Scrum Master, and the I.T. Steering Group.
- New “I.T. Project Definition Guidelines” define the difference between projects and day-to-day work and establish a procedure to guide projects through the I.T. service pipeline from concept to production.
- New “System Retirement Guidelines” establish a procedure to safely remove systems from production.

### Design

- Endpoint security has been unified with the City’s firewall and placed under the management of a 24x7 third-party Security Operations Center (SOC).
- A proof-of-concept is underway, and showing early success, to connect the traffic network using public cellular networks and virtual private networks.
- A pilot program has begun with Human Resources to test migrating the current content management system (digital document storage) to the ERP system.
- The City’s legal contracts database and pipeline inspection software are in the final design stage and will transition from on-premises to SaaS by the end of Q3.

### Transition

The Transition Phase is new to Appleton’s I.T. governance in 2023. The Transition Phase contains processes to move new or upgraded I.T. services into production.

- “Change Freeze Guidelines” and “Production Change Guidelines” were developed as part of the department’s Change Management Process.
- Release and Deployment Management guidelines were developed for the new SaaS-based ERP system.
- Several mission critical systems moved from on-premises to SaaS in the first half of this year, including Appleton’s ERP system, recreation management software, ID-badge software, facilities management system, and the Appleton Police Department’s K-9, mobile VPN, digital-evidence storage, and citation systems.
- The Appleton Police Department’s squad cars are transitioning to new wireless technology that provides more consistent and reliable wireless connections to their mobile systems. About one-third of the fleet has transitioned, and we plan to have the entire fleet transitioned no later than year-end.
- I.T. transitioned the former public-facing “My Neighborhood” website to Community Development’s GIS department. GIS successfully replaced it with a public-facing ESRI-based interface.

- I.T. worked with the Assessor to develop and publish a public-facing reassessment tax calculator to assist with the City's upcoming reassessment.
- The Council Chamber technology upgrade has been completed.
- Overall, including the above, 102 projects were created from January 1 to June 30, and 51 projects transitioned from the project pipeline into production.

### Operations

- As a result of the 2022 network assessment, the City's I.T. department went live with a network managed service on August 1.
- Also as a result of the 2022 network assessment, contracts have been signed and projects funded to begin remediation of several network and data-center deficiencies. This work will certainly proceed into 2024 and potentially 2025.

### Continual Service Improvement

- 5,072 help desk tickets were created from January 1 to June 30 (+2,151 YoY)—an average of about 39.5 help desk tickets per day.
- 3,201 of those tickets were incidents (+443 YoY)
- 48 were problems (+17 YoY)
- 103 were request fulfillment (-6 YoY)
- 172 were for security access (+109 YoY)
- The balance of the tickets was a mix of projects and event monitoring alerts.
- In all, the City of Appleton IT Department solved 5,018 help desk tickets from January 1 to June 30, 2023 (+2,076 YoY)—an average of about 39 help desk tickets per day.