

## **Annual Report FY 2014**

For FY 2014, (July 1, 2013-June 30, 2014), the biggest challenges were opening the new Central Middle School with all the latest technology and virtualization for the data center.

### **Completed Projects**

1. Completed the new Central Middle School with central network, (wired and wireless), phone system, and electronic classrooms.
2. Virtualized the data center which went from 45 servers to 10 using VM ware.
3. Set up new backup and disaster recovery site.
4. Began upgrade from Micro Soft Office 2003 to 2012.
5. Finalized narrow banding for all public safety and non public safety radios.
6. Moved all homeland security equipment from the old Quincy High School to the new Quincy High School.
7. Procured and configured additional pole cameras for surveillance operations in high crime areas for the Quincy Police.
8. Configured school cameras to be viewed remotely from E-911 center to increase student safety at school.

### **New Projects**

1. Setup new data center from City Hall to new site at Coddington Hall.
2. Setup new internet main line for the city which went from 50 mg. to 200 mg.
3. Setup new Coddington Hall with central network, phone system, and security system.
4. Upgrade 100 P/Cs using windows XP to Windows 7 to fix security risks to the city network.
5. Upgrade Munis to dashboard. New financial software.
6. Install new batteries in UPS racks in all schools. The current batteries are starting to fail and are out of warranty.

### **On Going Work**

The IT Department is responsible for almost all of the City of Quincy's printing and mailings.

1. Processing, printing, and mailing water and tax bills.
2. Processing, printing, and mailing 545 payrolls and vendor payments.
3. Processing, printing, and mailing annual city census and follow up mailing to confirm drop list.

4. Printing and mailing school contact and report cards.
5. Processing 466,586 pieces of mail, 152 different mailings using special rates from the post office for first class mail saving \$.10 per letter, saving \$46,658 from mailing budget.

During the year 3 million images, (printed pages), were prepared on the computer printing system with a total of 24,000 jobs. In addition 390,500 pages were printed for manuals, letterhead, booklets, and business cards. This resulted in tens of thousands of dollars in saving for the city.

### **Software**

1. Created a database to track 1200 alarm boxes at Fire Alarm.
2. Created new database to track business licenses at the City Clerk's office.
3. Created new data base for licenses at the Health Department.
4. Setup new data base for Union Contract Administration to develop wage scale history system to track increases and print wage scales.
5. Created new database to track building and zoning fines with City Clerk's Office and Inspectional Services.
6. Developed new phone billing to track monthly costs.
7. Moved all motor vehicle crash reports from paper, they can now be filled out on line.
8. Implemented new CJIS, (Criminal Justice Information System), programs for all officers
9. Instituted the Homeland Security BRIC Crimeview dashboard mapping product that allows Quincy to map crime data locally, and also view regional crime trends for nine communities in Boston Area.

### **Personal Computers & Hand held Devices**

The IT Department is responsible for purchasing and maintaining hardware and software for all city departments. In FY 2014 the IT Department:

1. Configured 30 iPads for Quincy Police Detectives so they can access there cases remotely.
2. Received 1271 calls for service at city help desk:
  - 36 printer replacements
  - 118 P/Cs upgraded to windows 7
  - 135 P/Cs upgraded to Office 2010
  - 982 incident calls
3. Upgraded 118 P/Cs from XP to windows 7

## **Telecommunications**

The IT Department is responsible for purchasing and maintaining the phone systems, cell phones, public safety and city radio infrastructure, as well as data lines for all city departments, and also manages the central billing for all phones including the school department. In 2014 the IT department:

1. Finalized narrow banding for all city departments.
2. Managed radio reprogramming for all portable and mobile radios.
3. Upgraded all detectives with smart phones & configured email on all devices.
4. Updated Quincy High school, Central Middle School, and the new Coddington building with Cisco call manager.
5. Setup new communication closet in the new data center at the Coddington building. Also moved data lines from city hall to the Coddington building.
6. Received more than 300 calls for moves and changes on old Centrex phone system.
7. Rewired and moved switchboard operator position at City Hall.