



The City of Santa Cruz’s Information Technology (IT) Department consists of 19 team members who support all City Departments, excluding Santa Cruz Public Libraries.

Our mission is to deliver business-driven, efficient, quality technology solutions and services for City staff and the public. We value being of service, taking ownership, teamwork, balance, reliability, and future thinking.

In Fiscal Year 2017-18, we delivered on operational support of the City’s network, devices, applications, data centers, and

users. We also implemented a broad and valuable spectrum of technology – body worn cameras; the first phases of our new, integrated camera and physical access platform; a transient occupancy tax application; improved storage; a re-vitalized City website; map layers; security training, policies and awareness.

As we move into Fiscal Year 2018-19, IT will balance fiscal conservation because of necessary City-wide budget cuts along with creating an updated strategic vision that organizes and focuses our myriad of future facing endeavors with reliable community and employee services.

Thank you and best regards,

*Laura Schmidt*  
 Laura Schmidt,  
 IT Director

### 1. Housing

- ✓ Implemented improved processes and system for transient occupancy tax.
- ✓ Supported housing committees and various housing research needs via maps and GIS on-line layers.
- ✓ Supported technology needs at River Street Camp.

### 2. Community Safety & Well Being

- ✓ Supported Police Department implementation of body worn cameras.
- ✓ Developed a successful internal test portal for entry of community requests.
  - Pilot will transition to a full project that will start in April and be implemented before fall 2018.
  - Full project will consolidate several decentralized ways for the community to request services into a single on-line portal which can be accessed via a web browser or via an application on iOS and Android devices.
- ✓ Started project to modernize and make sustainable the City's camera systems and physical access/door controls. FY18 achievements included:
  - New camera security system on the levee from Soquel Ave to Laurel St.
  - Cleaning and required maintenance for Coast Pump Station.
  - Movement of Union Locust building to new solution.
  - High speed, fiber connectivity at certain areas within the Water Treatment Plant.
- ✓ Began redesign of City technology security policies and procedures.
- ✓ Upgraded vehicle technology for the Fire and Police Departments.
- ✓ Developed custom tool to make more efficient the City's ability to meet state water sampling reporting by the Waste Water Treatment Facility.
- ✓ Reduced processing time for staff using the traffic collision system.
- ✓ Set-up cannabis permitting in the City's system.
- ✓ Implemented new sewer ordinance on City's system.
- ✓ Upgraded Water Treatment Plant SCADA system for increased functionality and improved security.
- ✓ Supported updates to Local Hazard Mitigation Plan via Geographic Information Systems (GIS).

### 3. Financial Stability



- ✓ Implemented replacement cashing system for a past end-of-life system.
- ✓ To maintain supported and under vendor software warranty, upgraded various systems, including the City's core enterprise resource planning, Parks & Recreation's reservation and registration system, the new cashing system, and Waste Water Treatment Facility's Laboratory Information System.
- ✓ Trained City staff on various cyber security areas each quarter.
- ✓ Continuously re-evaluated maintenance contracts to look for cost reductions via negotiations, consolidations, competitive pricing, etc.
- ✓ Began FY18 personal computer (PC) replacements for City staff.

### 4. Engaged & Informed Community



- ✓ Delivered a new City website incorporating improved navigation, a fresh look and interactive tools. Resolved various abandoned links and bugs throughout the year.
- ✓ Implemented mayoral scheduling tool for the public.
- ✓ Worked with other regional GIS resources to update imagery for on-line mapping functionality.

### 5. Economic Vitality



- ✓ Implemented faster, secure payment handhelds for Civic staff.
- ✓ Began roll-out of electronic plan check.
- ✓ Implemented GIS web applications for affordable housing, Economic Development opportunity sites, earthquakes, and rental properties.

### 6. Environmental Sustainability & Well Managed Resources



- ✓ Developed system changes and reports to improve how the Water Department processes various programs.
- ✓ Implemented various reports for the Water Department including meter aging / replacement, water conservation, water usage, and follow-up after fix of a water issue.
- ✓ Stabilized system that does refuse routing.
- ✓ Supported Climate Adaption Planning via GIS.

### 7. Infrastructure



- ✓ Began implementation of new gate controls and pay stations for parking garages.
- ✓ Added storage capacity and upgraded virtual infrastructure for the City Hall data center.
- ✓ Went live with new virtual desktop infrastructure (VDI).
- ✓ Updated network infrastructure at the Resource Recovery Center to improve performance and security.
- ✓ Continued roll-out of mobile data management tool to secure City mobile devices.
- ✓ Implemented segmented networks and hardened end point devices for Payment Card Industry (PCI) compliance.
- ✓ Migrated Water meter application to vendor cloud.
- ✓ Began update of various infrastructure components including email, data centers, imaging, and backup & recovery.
- ✓ Automated parking enforcement to DMV integration.
- ✓ Improved network performance monitoring for City IT staff including updating content, graphics and alerts.
- ✓ Audited various network and client components to be able to more effectively manage devices.
- ✓ Delivered IT phone and field support for all City employees.