

Technology Solutions

It is the Mission of Technology Solutions to

manage the City's information efficiently, provide service and support to all city departments, assist users in effective system utilization, ensure information and system accessibility and usability by maintaining system up-time and availability, and preserve the integrity of applications and data with robust security and system continuity procedures.

Description

Technology Solutions oversee the administration and management of all the city telecommunication and data systems. Technology Solutions aids with any questions related to desktops, mobile computers, network printers, software and computer applications, and telephone systems. The Division manages the City's network, which includes all city servers, wireless network, and domain controls. The Division also oversees systems that store and manage information and data, such as the city's email system and the Geographic Information System (GIS).

Accomplishments of FY24

- ▶ FY24 Technology Solutions Accomplishments
 - ▶ Storage Management Upgrade.
 - ▶ Successfully migrated off the Datrium system.
 - ▶ Implemented VX-Rail Storage Management system, enhancing storage efficiency and reliability.
 - ▶ Initiated NDAA Compliance Project for Security Cameras. Expected completion in FY25.
 - ▶ Initiated NDAA Compliance Project for Security Cameras (Completion in FY25)
 - ▶ Began upgrading security cameras to align with NDAA regulations, enhancing citywide security measures with completion expected in FY25.
 - ▶ Website Redesign with Granicus (To come online in Fall of '24)
 - ▶ Initiated the City website redesign to improve user experience, in collaboration with vendor Granicus.
 - ▶ Upgraded the CMS to provide the capacity to edit web pages.
 - ▶ Established a process for departments to manage and update their website content effectively.
 - ▶ Implemented Additional Security Policies
 - ▶ Implemented 2 Factor Authentication at the desktop requiring additional computer login authentication.
 - ▶ Deployed a MDR and SOC solution with Patch Management, bolstering citywide cybersecurity measures.
 - ▶ JustFOIA Portal Implementation
 - ▶ Successfully launched the JustFOIA portal, streamlining public record requests for the City and the Police Department, enhancing transparency and efficiency in handling public records.
- ▶ FY24 GIS Division Accomplishments
 - ▶ Planning & Development

- ▶ Developed and maintained City Web Maps including Zoning, Future Land Use (FLU), Downtown Boundary, Downtown Residential Overlay District (DROD), City Street, and City Boundary maps.
- ▶ Implemented CRS Web Maps for Open Space and Repetitive Loss mapping.
- ▶ Economic Development
 - ▶ Updated City Web Maps including Neighborhood, CRA, and Main Street Inc. maps to support economic growth and planning efforts.
 - ▶ Parks & Recreation

Enhanced City Web Maps with DART and City Parking maps for improved public access and service.

- ▶ Emergency Operations Center (EOC)
 - ▶ Implemented ArcGIS Survey 123 for data collection and analysis during emergency response and preparedness activities.
- ▶ Fire Department and Police Department
 - ▶ Updated Fire Zone and Police Zone maps to ensure accurate and up-to-date spatial data for operational planning and emergency response.

FY25 Initiatives

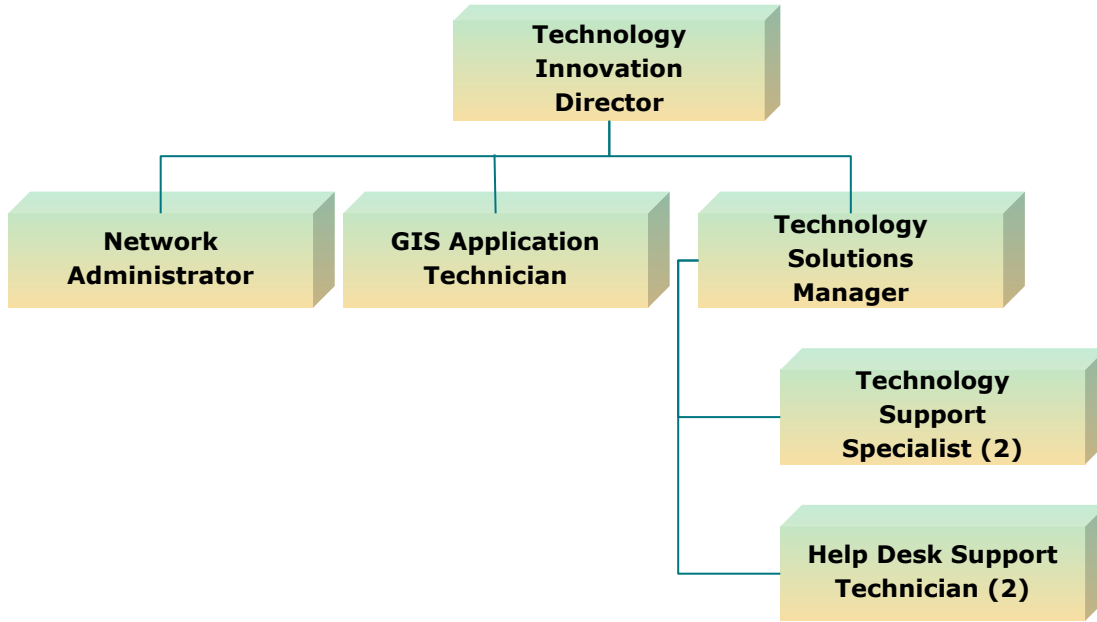
- ▶ FY25 Technology Solutions Goals
 - ▶ Network Infrastructure Upgrades
 - ▶ Upgrade all firewalls and switches across the city to next-generation Fortigates and FortiSwitches, significantly enhancing network performance and security.
 - ▶ Ensure comprehensive training for IT staff on the new Fortinet hardware to maximize its capabilities and maintain optimal network operations.
 - ▶ Zero Trust Network Access (ZTNA) Implementation
 - ▶ Implement Zscaler ZTNA to enhance network security and ensure only authorized users can access the city's systems.
 - ▶ Provide training and certification opportunities for team members to effectively manage and support the new ZTNA system.
 - ▶ Advanced Cybersecurity Measures
 - ▶ Implement Tenable software to improve vulnerability management and ensure proactive identification and mitigation of security risks.
 - ▶ Provide training for IT staff to effectively utilize Tenable software and enhance the overall cybersecurity posture of the city.
 - ▶ Implement additional security policies and practices to address emerging cybersecurity threats and ensure system integrity.
 - ▶ Comprehensive Security Camera System Upgrade
 - ▶ Complete the upgrade of the security camera system to ensure compliance with NDAA regulations.
 - ▶ Enhance the security and monitoring capabilities across all city facilities, providing a safer environment for employees and residents.
 - ▶ Training and Development Programs

- ▶ Establish comprehensive training programs for IT staff to stay ahead of fast-paced changes in IT and cybersecurity.
- ▶ Encourage team members to pursue relevant certifications to improve their skills and knowledge.
- ▶ Strategic Alignment with City Goals
 - ▶ Align IT projects and initiatives with the overall goals of the city to ensure that Technology Solutions supports the City's strategic vision..
 - ▶ Maintain strong relationships with other departments to support their success
 - ▶ Assist departments in leveraging existing solutions, software, and hardware when assessing their technology needs, aiming to be good stewards of taxpayer money.
- ▶ Continued System and Infrastructure Improvements
 - ▶ Continue to enhance the city's network infrastructure, ensuring high availability and reliability.
 - ▶ Upgrade systems and applications to improve performance and user experience.FY25 Goals for GIS Division
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 - ▶ Planning & Development
 - ▶ EnerGov permitting GIS data migration with County data.
 - ▶ Update and maintain City Web Map.
 - ▶ Add Parcel Data including permits, ordinance numbers, annexation dates, variances, special exceptions, and conditional use.
 - ▶ Maintain zoning and future land use (FLU) data.
 - ▶ Develop "Current Development" Web Map to showcase ongoing projects and developments.
 - ▶ Economic Development
 - ▶ Update and maintain City Web Map.
 - ▶ Update and maintain CRA (Community Redevelopment Agency) Map.
 - ▶ Parks & Recreation
 - ▶ Update and maintain City Web Map

Add city park locations and trails/trail plans.

Maintain DART (Downtown Area Roundabout Trolley) Map and City Parking Map.

- ▶ Emergency Operations Center (EOC)
 - ▶ Maintain ArcGIS Survey 123 for data collection.
 - ▶ Add evacuation routes, emergency shelters, and critical community support services to GIS data.
- ▶ Other City Data Implementation
 - ▶ Integrate various city data sets including schools, businesses, churches, restaurants, hospitals, condos, apartment complexes, parks, lakes, and rivers into GIS for improved city planning and public information.



Authorized Personnel - Full-time Equivalent

Position/Title	FY22-23	FY23-24	FY24-25
GIS APPLICATION TECH	-	-	1.00
GIS APPLICATION TECHNICIAN	1.00	-	-
HELP DESK SUPPORT TECH	2.00	2.00	2.00
NETWORK ADMINSTRATOR	1.00	1.00	1.00
TECHNOLOGY & INNOVATION DIRECT	1.00	1.00	1.00
TECHNOLOGY SOLUTIONS MANAGER	1.00	1.00	1.00
TECHNOLOGY SUPPORT SPECIALIST	2.00	2.00	2.00
Total	8.00	7.00	8.00

Technology Solutions Expenditures

001024 EXP Code	Classification	Actual FY21-22	Actual FY22-23	Estimate FY23-24	Amended Budget FY23-24	Budget Amount FY24-25
41111	Department Head Salaries	32,396	104,871	106,370	106,370	109,370
41112	Division Head Salaries	86,346	-	-	-	-
41210	Regular Exempt Salaries	29,404	103,697	116,000	111,820	181,260
41299	Regular Full Time Wages	110,912	161,902	227,470	227,470	171,380
41411	Overtime	14,239	14,880	10,000	25,000	12,000
41527	Stand-By Time	4,511	17,109	16,000	10,000	18,010
41529	Meal Allowance	-	142	350	-	-
42111	Social Security Matching	20,522	28,849	34,090	34,090	37,640
42211	FL Retirement System	18,901	72,377	70,000	82,760	78,680
42311	Health Insurance - Regular	30,652	71,833	80,700	80,700	84,980
42312	Group Life Insurance	66	134	480	480	170
42313	Accidental Death AD&D	9	24	240	240	30
42420	Workers Compensation	615	522	670	670	840
Total Personnel Services		\$ 348,573	\$ 576,340	\$ 662,370	\$ 679,600	\$ 694,360
43199	Professional Svcs - Misc	24,666	-	35,000	35,000	55,000
43499	Contractual Svcs - Misc	136,045	18,998	70,350	70,350	116,880
44011	Travel & Training	2,256	3,829	7,000	9,000	7,000
44121	Telephone - Local	9,630	14,960	53,200	53,200	11,400
44134	Data Lines	40,146	31,648	26,700	30,000	26,700
44211	Postage	45	1	-	100	100
44429	Rent - Software	469,641	-	-	-	-
44463	Lease - Automobile ^(s)	-	-	5,700	5,700	8,400
44481	Lease - Copier	3	510	2,400	2,400	1,000
44621	Rep & Maint - Equipment	9,780	4,492	69,500	69,500	7,500
44625	Rep & Maint - AV Equipment	1,448	1,535	10,000	10,000	2,000
44631	Rep & Maint - Central Garage	90	210	500	500	-
44799	Printing & Binding	3	203	100	100	100
44999	Other Current Charges - Misc	-	-	100	-	100
45111	Office Supplies	11,286	66,729	1,000	1,000	1,000
45211	Fuel	76	181	1,000	1,000	1,500
45225	Software Licenses / Support	116,416	510,739	506,520	506,520	758,870
45231	Clothing & Wearing Apparel	803	-	1,000	1,000	1,500
45243	Computer Supplies	39,504	13,698	7,000	7,000	3,500
45253	Oper Sup/Training Room	171	-	5,000	5,000	2,000
45289	Automotive Parts	110	511	200	-	500
45291	Operating Supplies - Disaster	274	811	2,000	2,000	1,000
45411	Dues and Memberships	-	200	1,000	1,500	1,000
Total Operating		\$ 862,393	\$ 669,255	\$ 805,270	\$ 810,870	\$ 1,007,050
46399	Impr.Other Than Bldg-Misc	-	68,840	35,000	35,000	20,000
46413	Data Processing Equipment	-	370,269	230,000	370,000	-
46417	Communication Equipment	-	19,999	-	-	150,000
46418	Software	-	129,443	204,000	204,000	45,000
46431	Special Purpose Equipment	71,630	27,182	54,500	54,500	10,000
Total Capital		\$ 71,630	\$ 615,733	\$ 523,500	\$ 663,500	\$ 225,000
Total Expenditures		\$ 1,282,596	\$ 1,861,328	\$ 1,991,140	\$ 2,153,970	\$ 1,926,410

**TECHNOLOGY SOLUTIONS
5-YEAR CAPITAL EQUIPMENT/IMPROVEMENT PROGRAM**

001092 EXP CODE	CLASSIFICATION	FY 24-25	FY 25-26	FY 26-27	FY 27-28	FY 28-29
46399	<i>Improvements Other Than Buildings</i>					
	Carpet Replacement	15,000	-	-	-	-
	Relocation of AV Equipment	5,000	-	-	-	-
	TOTAL	20,000	-	-	-	-
46413	<i>Data Processing Equipment</i>					
	Communication Equipment Upgrades	150,000	-	-	-	-
	TOTAL	150,000	-	-	-	-
46418	<i>Software</i>					
	Z-Scaler ZIA & ZPA Software	40,000	-	-	-	-
	Tenable Software	5,000	-	-	-	-
	TOTAL	45,000	-	-	-	-
46431	<i>Special Purpose Equipment</i>					
	Camera Upgrade Program	10,000	10,000	10,000	10,000	10,000
	TOTAL	10,000	10,000	10,000	10,000	10,000
DIVISION TOTAL		\$ 225,000	\$ 10,000	\$ 10,000	\$ 10,000	\$ 10,000