



CITY OF HAYWARD
OFFICE OF THE CITY MANAGER

SUBJECT: Council Technology Application Committee Meeting
DATE: Wednesday, September 1, 2004
TIME: 5:30 P.M. to 7:00 P.M.
LOCATION: City Hall, Conference Room 4A

TO: **Council Technology Application Committee**
Council Member Olden Henson, Chair
Council Member Bill Quirk
Council Member Bill ward

THRU: Jesús Armas, City Manager

FROM: Perry Carter, Acting Assistant City Manager

Council Technology Application Committee Meeting

Wednesday, September 1, 2004

5:30 P.M. to 7:00 P.M.

Hayward City Hall

777 B St. Hayward

Conference Room 4A

Hayward, CA 94541

AGENDA

Public Comments: (Note: For matters not otherwise listed on the agenda. The Committee welcomes your comments under this section but is prohibited by State Law from discussing items not listed on the agenda. Your item will be taken under consideration and referred to staff.)

- 1. Minutes of March 17, 2004**
- 2. General Update on Technology Services**
- 3. CTAC Meeting Schedule**
- 4. Election of Chair**
- 5. Member Comments**

Distribution:

Mayor and City Council

City Manager

Acting Assistant City Manager

Assistant to City Manager

City Attorney

City Clerk

Acting Finance Director

Interim Police Chief

Library Director

Technology Services Director

Public Information Officer

Daily Review

Post

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**City of Hayward
Council Technology Applications Committee**

Minutes of Meeting Held March 17, 2004

Roll Call: Committee Chair Joseph Hilson, Committee Member Olden Henson, Committee Member Doris Rodriquez (absent), City Manager Jesús Armas, Acting Assistant City Manager Perry Carter, Technology Services Director/Deputy City Manager Clancy Priest, Assistant City Attorney Dan Connolly, Assistant to the City Manager Millie Saad, Webmaster Joe Ochinero and recording secretary Rica Llorente.

Public Comment:

There was no public comment.

I. Minutes of January 14, 2004

The Committee accepted the minutes of January 14, 2004.

II. Update on Photo Gallery

Dan Connolly reviewed the introductory language for the Community Photo Gallery page which reiterates that the City's website and, by extension the Photo Gallery, is not a public forum. He made reference to the Mission Viejo case. Joe Hilson suggested that the phrase describing the City's "sole and absolute discretion" be in bold. He also suggested that the phrase "did not intend to create nor hasn't created a public forum" be in bold. Olden Henson stated submission does not automatically mean use of the photos. The waiver gives permission for the City to use the photo in anyway it deems appropriate.

Perry Carter said, with the changes suggested by the Committee, the waiver for the Photo Gallery will go on the website immediately.

III. Draft - Website Policy

Joe Hilson commented that the links should be to government sites, Chambers of Commerce and other similar sites. With reference to the paragraph under "Links to the City of Hayward's website," page 2, line 3, the phrase "capture pages within frame" is to be deleted for clarity. Joe Hilson added that links should not be a two-step process. Olden Henson clarified that the meeting notices on the website augment but do not satisfy legal requirements for noticing. Jesús Armas stated that, with the approval of the Committee, the policy will go on the website immediately.

IV. Member Comments

Joe Hilson and Olden Henson expressed appreciation for staff's work. He counseled staff to keep abreast of developments in technology, maintain a high level of electronic systems, and interface with the public efficiently through technology.

IV. Next Meeting

The next meeting of the committee will be on April 14, 2004.



CITY OF HAYWARD
STAFF REPORT

AGENDA DATE 09/01/04
AGENDA ITEM _____

TO: Council Technology Application Committee
FROM: City Manager
SUBJECT: General Update on Technology Services

Technology Services is tasked with planning, implementing, maintaining and supporting the City's technology systems. Projects that the Division is working on are varied in scope and are summarized below.

Network Projects

Border Gateway Protocol (BGP) and redundant PIX Firewall System:

Expansion of existing Internet connectivity into four separate connections that provide redundancy and are load balanced. Implementation of dual protective Firewall systems is also in progress.

Police Department migration to CityNet:

The migration and merging of Public Safety and City networks will allow for improved flow and a more efficient network structure.

Migrate servers to Windows 2003 and Exchange 2003:

Upgrading network operating system to the more technology advanced Microsoft 2003 system allows a greater reliability and enables the organization to take advantage of improved network flow.

Improve network systems recovery time:

Staff is implementing a streamlined system to heighten backup and recovery abilities. This will enable staff to replicate user data, consolidate servers, test recovery procedures, and improve on network backup systems.

Plan wireless redundancy system:

The City currently uses fiber, copper and telephony connectivity between various geographical sites. Staff is planning the implementation of selected wireless point-to-point connectivity for redundancy and reliability during an emergency.

Aether RMS:

Hardware and software are in place. The system is undergoing testing and final configurations for the implementation of the Fire Records Management system.

Desktop and Special Projects

Windows XP Professional Upgrade:

Re-install Operating System and Applications on 473 client systems, 415 Systems have been upgraded and 58 systems (non PD) left to image. The police operating systems have 170 units that will be addressed separately and approximately 170 client operating systems and applications will be re-installed. Documenting PD client systems software and configuration procedures will be done in preparation for the migration.

Microsoft software update service:

Setup and configure a server to deploy Microsoft software security patches to all the client computers on the City network. Server XSVR-SUS1 is online and deploying patches, final adjustments are pending.

City-wide workstation inventory and Helpdesk database:

Conduct inventories and merge HelpDesk Databases of City Hall and PD. City Hall inventory complete and now conducting PD inventory.

Technology Services Procedures Website:

Gather and organize all Technology Services technical documentation and publish in an internal, secure website for staff reference.

Pictometry Client Rollout:

Install Pictometry and GIS shortcuts on City and PD client systems. Pictometry Registry script is part of all City logon scripts and Pictometry software is installed on approximately 50 City and PD client systems.

Council Chambers Audio/Video systems upgrade (Special):

Upgrade wiring, Matrix switchers, touch panels and voting system. Wiring and switchers have been installed and programming is in progress.

Systems Projects/Web Projects

Permit system web interface:

Inquiry only configuration is awaiting approval. The status of permit applications during the plan review process and the status of permits during and after construction may be viewed. Only permits after July 1, 2001 are currently available online. In the future, online services will include inspection scheduling, fee estimation and permit issuance for certain projects not requiring plan review.

Utility billing web interface:

Staff is currently working with the vendor and city staff to finalize design of web pages and logic flow. Once design is complete, staff will create the necessary interface to the utility system database, test, refine the system and implement the live system on internet.

Web Projects

Internet and Intranet Assets:

Ongoing content maintenance of the Internal and External Websites provides residents and the City of Hayward employees important up-to-date information and resources.

GIS Projects

StreetView product enhancements and distribution:

Staff will be adding search, measurement and location functionality to the StreetView Java viewer. The Beta site is currently now available on COHNet for review and feed back.

Pictometry training and workspace file creation:

Pictometry imagery has been captured and software has been installed. Staff is currently creating custom workspaces for different departments to maximize functionality. Training and demonstrations are ongoing to inform and encourage staff about the Pictometry product.

New aerial image mosaic:

The imagery captured by Pictometry must be compiled into one image to allow for usability between Public Works and GIS staff. Sanborn Inc., partners with Pictometry, will likely be providing this service.

Integration of GIS web application, Pictometry and StreetView:

Currently all programs complement each other well and work is under way to merge the three applications into one and will eliminate the redundant tasks performed when using all three applications for a single task.

Continued conversion of Public Works CAD layers to GIS:

GIS staff is currently working with Public Works to convert sewer, water, streetlights, and other layers into a usable GIS format. This is occurring on an ongoing basis as Public Works files are updated and created.

Public Safety Projects

Public Safety Radio System review:

The consultant is working with staff reviewing and documenting the existing system, the first draft report has been delivered.

Mobil Data Computer system upgrade:

The existing CDPD cellular connectivity to the Police laptops is being converted to Sprint CDMA.

CRIMS Implementation:

Staff is currently working with the County on the details for the consolidation of all the County Police and Sheriff RMS data into a centralized system.

General Projects

Enterprise Document Imaging and Management justification:

Staff is reviewing the existing Document Imaging system and the requisites for Citywide expansion.

VoIP justification:

Staff is reviewing the existing telephony system versus a Voice over Internet Protocol system and conducting a total cost of investment versus return on investment analysis.

Wi-Fi Expansion:

Staff is reviewing ways to expand the existing downtown wireless hotspot.

Prepared by

Clancy Priest
Technology Services Director/Deputy City Manager

Approved by

Jesús Armas
City Manager