

# Digital Transformation





# Digital Transformation

- ▶ Background
- ▶ Departments, Plans and Roadblocks
- ▶ Summary





# Digital Transformation

## BACKGROUND

### Digital Transformation for the City of Trenton is:

- ▶ Movement of business processes and information delivery into common and shared systems.
- ▶ Support for information and processes needed for the operations of the City of Trenton.
- ▶ Streamlining of productivity for the administration, and those interacting with the City, through shared processes and common data.
- ▶ Introduction of information management and reporting that supports accountability across actions and plans.



# 2015 Baseline Environment

## Infrastructure

- Dell computers models 755, 780, 7010
- Computer operating systems MS XP, MS Vista, MS 7
- Antivirus Kaspersky
- Dell Power Edge servers models 2800, 2900, T710
- Server operating systems MS 2000, 2003, 2008, 2012
- MS Exchange Server 2003, 2010
- Various multi-function printers copiers

## Connectivity

- All buildings connected via wireless access points
- Internet access for all locations thru City Hall
- Internet access speed is 100 mbps
- Watch Guard Firewall
- Barracuda email filter
- Cisco switches model 2900, 3550

## Applications

- Accela
- Edmunds
- First Byte
- Inhance
- Telestaff



# 2017 Strategic Initiatives & Accomplishments

Description	Completion Date	Notes
Replaced Servers for Fire/Telestaff, Finance/Edmunds, Finance/First Byte, Water/Enhance/Water/GIS, Municipal Courts/File Server	1/2017	
Created remote access to Email for all users via MS-OWA (Outlook for Web Access)	1/2017	
Installed Wi-Fi Network throughout City Hall	2/2017	Staff & Public Access
Installed Fiber Links from Fire Headquarters, Municipal Courts and Water to City Hall	3/2017	
Upgraded Multiple links as part of the city wide backbone network access improvement plan.	6/2017	
Assessed and Installed Enterprise Surveillance System in City Hall	10/2017	Installed Genetec, Pivot3 system

# 2018 Strategic Initiatives & Accomplishments

Description	Completion Date	Notes
Upgraded CISCO Licenses for COT Phone System	4/2018	
Implemented a Managed Print Services program for all printers in the Administrative Offices	6/2018	Mayor, BA, COS, Purchasing
Installed 6 display monitors for Call Center & Municipal Court "Room" Calendars	9/2018	
Installed 42 New PC's throughout Municipal Court to prepare for the Call Center implementation.	10/2018	
Installed Wi-Fi Network Services throughout Municipal Court to enable Judges to use tablets to access the State Court system while in Court.	10/2018	
Upgraded aged Network Wiring throughout Municipal Court to improve connectivity and performance.	11/2018	Upgraded from CAT3 to CAT5e
Rolled-out mobile computer resources for Inspections Dept. Inspectors to enable use of GovPilot in the field.	12/2018	MS-Surface Tablets
Performed inspections of the building to building Wireless backbone equipment to establish a baseline for future maintenance and upgrades.	12/2018	
Upgraded critical City applications	2018	Edmunds, Telestaff, First Byte, Inhance
Provided support for Gov Pilot cloud base solution	2018	Data migration and process support

# 2019 Key Goals & Objectives

Description	Projected Completion Dates	Notes
Certification of Network Wiring for City Hall & Water Works	2/2019	Completed
Complete installation of new CISCO Phone System and Call Center for Municipal Courts	3/2019	Goes Live 3/18/19
Upgrade Surveillance System at Municipal Courts. Integrate Courts Security System into City Hall Surveillance System	4/2019	Install Cameras, Monitors and Storage Device
Install 54 PC's throughout Water Works	5/2019	
Complete the replacement of all aged City PC's & Laptops	5/2019	
Install Wi-Fi Network Services at additional City locations.	6/2019	Water Works, Fire HQ, CEAS Center, Solid Waste
Complete upgrade of all users to Windows 10 operating system.	6/2019	
Upgrade aged Network Wiring throughout City Hall	TBD	Upgrade CAT3 to CAT5e
Upgrade aged Network Wiring throughout Water Works	TBD	Upgrade CAT3 to CAT5e



# Digital Transformation

## BACKGROUND

The City is using the GovPilot Cloud-based solutions to create common processes and data across groups.



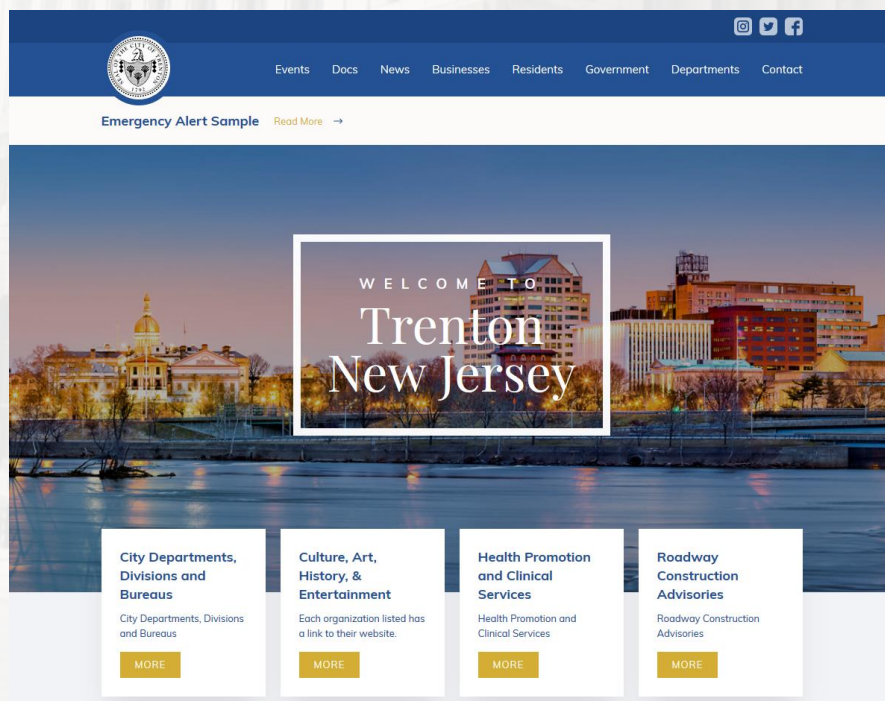




# Digital Transformation

## BACKGROUND

The City is developing a new web site to create a single portal through which interactions with the city can take place and information can be disseminated.





# Digital Transformation

## DEPARTMENTS/DIVISIONS, PLANS and ROADBLOCKS

- Inspections
- Public Works
- Police
- Housing and Economic Development
- Trenton Municipal Court
- Fire
- Water Works
- Health and Human Services
- Parks, Recreation and Culture
- Administration



# Digital Transformation

## DEPARTMENTS/KEY DIVISIONS, PLANS and ROADBLOCKS

### ROADBLOCKS

- ▶ Lack of staffing in critical areas
- ▶ Budgetary restrictions limiting the ability to undertake larger initiatives
- ▶ Normalization of data - data stored across multiple systems in multiple departments
- ▶ Needed data does not exist and has to be created
- ▶ Identifying disparate needs across the different departments in the administration



# Digital Transformation

## PLANS

- ▶ GovPilot in use for all of inspections, phasing out of outdated software systems
- ▶ Citizens concerns reporting solution via GovAlert APP
- ▶ Completed migration of email to Office 365, a cloud-based solution
- ▶ GovPilot in use for parking permit tracking
- ▶ GovPilot used by Housing and Economic Development to manage the vacant property initiative
- ▶ Wi-Fi in Trenton City Hall
- ▶ Installation of a state-of-the-art Genetec security system
- ▶ Banking Services and Credit Card Processing



# Digital Transformation

## SUMMARY

- ▶ This is a large set of projects, but ones that are being implemented and rolled out for usage incrementally.
- ▶ This provides a significant improvement for department management, project management and communication.
- ▶ The end results will be increased productivity, consistency, communication and accountability.

# Digital Transformation

QUESTIONS?

