

# CITY OF WINCHESTER, VIRGINIA

## CITY COUNCIL AGENDA ITEM

CITY COUNCIL MEETING OF: December 8, 2015

ITEM TITLE: Information Technology Project Update

PUBLIC HEARING DATE:

The initiating Department Director will place below, in sequence of transmittal, the names of each department that must initial their review in order for this item to be placed on the City Council agenda. The completion of review only addresses the readiness of the issue for Council consideration. This does not address the recommendation for approval or denial of the issue.

Review:

Thomas Lloyd	Completed	11/03/2015 9:15 AM
Anthony Williams	Completed	11/05/2015 2:33 PM
Eden Freeman	Completed	12/03/2015 2:35 PM

Approved as to form:

**Thomas Lloyd**

Thomas Lloyd, IT Director

11/3/2015

By: 

**Winchester**  
office of the  
city attorney *Virginia*

Anthony C. Williams, City Attorney  
Office of the City Attorney  
15 N. Cameron Street, Suite 313  
Winchester, VA 22601  
Phone: 540-667-1815, x 1433  
Fax: 540-667-2259

  
Eden Freeman, City Manager

12/3/2015

# CITY COUNCIL ACTION MEMO

**To:** Honorable Mayor and Members of City Council

**From:** Thomas Lloyd, IT Director

**Date:** December 8, 2015

**Re:** Information Technology Project Update

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**THE ISSUE:** Presentation on the status of various Information Technology projects.

**BUDGET IMPACT:** Projects are budgeted in FY 2016 approved budget.

**OPTIONS:** Not an action item. Report only.

**RECOMMENDATIONS:** Not an action item. Report only.

# INFORMATION TECHNOLOGY PROJECT UPDATE

December  
2015

# SUNGARD WEB ENABLEMENT - CLICK2GOV

- **Purpose** – Make enterprise information available on the internet, expand on-line bill paying, initiate selected business with City.
- **Go-Live target date**
  - January 4, 2016
- **Discussion/status**
  - Planning and Engineering (live).
  - Code Enforcement (ready).
  - Real Estate Tax (Help document by end of December).
  - Employee Self Service (Help document by end of December).
  - Building Permits (Setup required – February target).
  - Occupational Licenses (On hold – base modification needed).
  - Soft launch publicity by PIO.
  - Online services portal page on new website.



- Help
- Home
- Select Project
- Project Information**
- Names
- Locations
- Reviews
- Conditions
- Documents
- Project Text
- Email Us

## Project Information

**Project Number:** 15 - 00000617  
**Project Description:** BOARD OF ARCHITECTURAL REVIEW  
**Project Type Description:** BAR - ADMIN APPROVAL - 110 N CAMERON ST - SIGNAGE

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### General Project Information

**Planner:** AARON M. GRIDALE, CZA  
**Total Square Footage:** 0  
**Application Date:** 10/16/15  
**Status Description:** APPROVED & CLOSED  
**CASE NUMBER X-REF:**  
**Number of Dwellings:** 0  
**NAME OF PROJECT:** RIGHT AT HOME  
**Accounting Project Number:**



Rooted in history *Reaching for the future*

- Help
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- Select Project
- Project Information
- Names
- Locations
- Reviews
- Conditions
- Documents
- Project Text**
- Email Us

## Project Text

**Project Number:** 14 - 00000254

**Project Description:** BOARD OF ZONING APPEALS (ALL CASES)

**Project Type Description:** BZA - VARIANCE - REQ SIDE YARD; OFF-STREET PARKING; REQ LOT WIDTH; VEH TRAFFIC LANE WIDTH; OFF-STREET PKG

The following is a list of project text documents. Not all documents can be viewed online.

- i. [BZA Agenda](#)
- ii. [BZA ACTION LETTER](#)
- iii. [BZA PUBLIC HEARING AD](#)
- iv. [CONTACT WITH APPLICANT](#)
- v. [NOTICE ADJACENT-BZA](#)
- vi. [COMPLETENESS ZONING LETTER](#)
- vii. [STAFF REPORT](#)





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- Help
- Home
- Case Search
- Information**
- Actions
- Fees
- Comments
- Violations
- Legal Description

## Case Information

**Case Number :** 14-00006102  
**Address :** 15 N CAMERON ST

### General Case Information

**Parcel ID:** 193-01-N-5 - > <01  
**Location ID:** 000009282  
**Tenant Name:**  
**Tenant Number:**  
**Case Status:** Compliance - Voluntary (CM)  
**Case Type:** Nuisance Codes  
**Case Disposition:** Public  
**Case Origination:** ROUTINE INSPECTION  
**Date Reported:** 11/20/2014  
**Last Inspection No.:** 000  
**Inspector Name:** Sherry Simpson  
**Inspector ID:** IPSAS  
**Meeting Case No.:**

Name	Address	Type
CITY OF WINCHESTER	15 N CAMERON ST, RISK MANAGER STE 106, WINCHESTER, VA 22601	PROPERTY OWNER

Showing 1 to 1 of 1 entries





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- Help
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- Comments
- Violations
- Legal Description

## Fees

Case Number : 14-00006102

Address : 15 N CAMERON ST

Please select the fees you wish to pay (not all fees are eligible for online payment).

Fee Description	Charged	Paid	Due	Pay?
Grass Maintenance Charge	\$3.00	\$3.00	\$0.00	-

Showing 1 to 1 of 1 entries

[Pay Selected Fees Now](#)





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**Account Search**

## Click2Gov Tax Billing - Account Search

**\* = Required**

To find the account or accounts you are looking for, please select the search method a below and then enter the appropriate criteria.

### 1. Choose Your Search Type

Search By:

- Account ID
- Street Address**
- Owner Name
- Parcel

### 2. Enter Your Search

\* Street Number:

Street Direction:

\* Street Name:

Street Suffix:

**Search**

**Hint:** When searching by owner, enter the last name first to achieve best results (e.g. Doe, John).





Rooted in history *Reaching for the future*

Contact Us | Create New User | Login

Help

Home

Account Search

Inquiry

View Bill

History

Valuation

1. Payment

2. Charges

3. Review

4. Receipt

## Payment Information

\* = Required

Please complete the fields below with your payment information. The cardholder name must appear exactly as it does on your credit card. Also, be sure to use the billing address of the credit card as it appears on your statement.



### Card Details

\* Card Number

\* Expiration Date

\* Card Security Code

### Cardholder Name

\* First Name

Middle Initial

\* Last Name

### Billing Address

\* Address

\* City

\* State

\* ZIP Code

Continue »

[« Cancel](#)



Rooted in history *Reaching for the future*

Contact Us | Create New User | Login

- Help
- Home
- Select Permit
- Schedule/Cancel Insp.
- Submit Application**

## Submit Application - Application Details

**\* = Required**

<b>Address:</b> 15 N CAMERON ST	<b>Land ID#:</b> 9282
<b>Parcel:</b> 193-01-N-5	<b>Owner:</b> CITY OF WINCHESTER

### Application Details

\* **Application Type:**

\* **Total Estimated Value:**

\* **Total Square Footage:**

\* **Tenant Unit Number:**

\* **Tenant Name:**

\* **Is it a public building?:**

\* **Contractor Type:**

**Notes:**

[Cancel](#)



# FINANCIAL TRANSPARENCY - OPENGOV

- **Purpose** – Make financial information accessible through an internet portal.
- **Go-Live target date**
  - December 2015
- **Discussion/status**
  - Complete creation of monthly submittals files and delivery method.
  - Create transaction based submittal data.
  - Create budget based scenario submittal data.
  - Finance working on desired displays.



- NETWORK
- REPORTS
- DATA
- PORTAL
- SETTINGS

Filters Views

SHOW  
Expenses

BROKEN DOWN BY  
Expense Type

FILTERED BY All

- Funds >
- Departments >
- Division >
- Activity >
- Expense Type >

FISCAL YEAR

2012 2016

DOCUMENTS

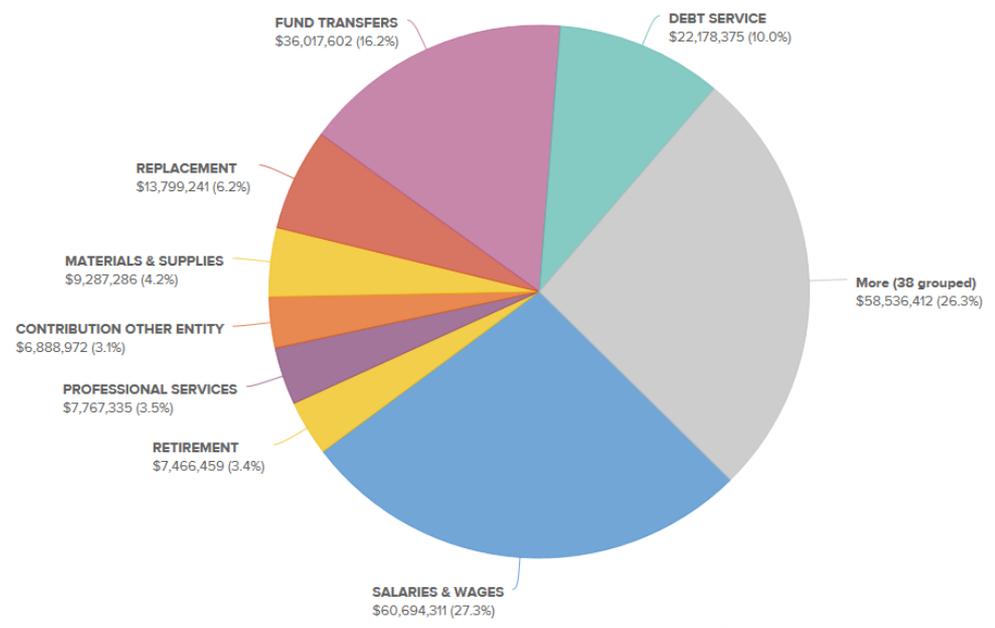
2015-16 Budget

CONFIGURE REPORT

- Settings >
- Set default state >

Back Reset

Expenses



Percentage Graph Sort By Chart of Accounts

- SALARIES & WAGES
- RETIREMENT
- PROFESSIONAL SERVI...
- CONTRIBUTION OTH...
- MATERIALS & SUPPLIES
- REPLACEMENT
- FUND TRANSFERS
- DEBT SERVICE
- More (38 grouped)

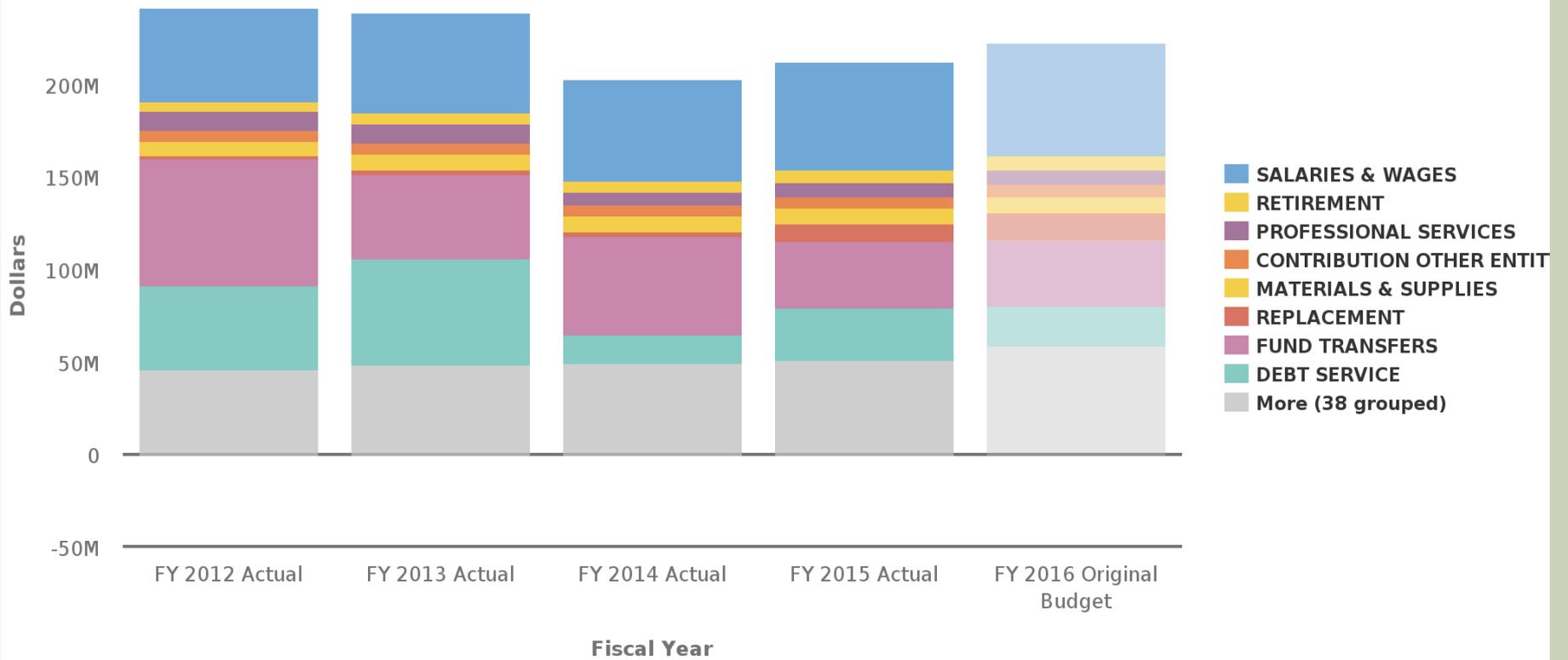
FY 2016 Original Budget



Need help? Check out the Resource Center

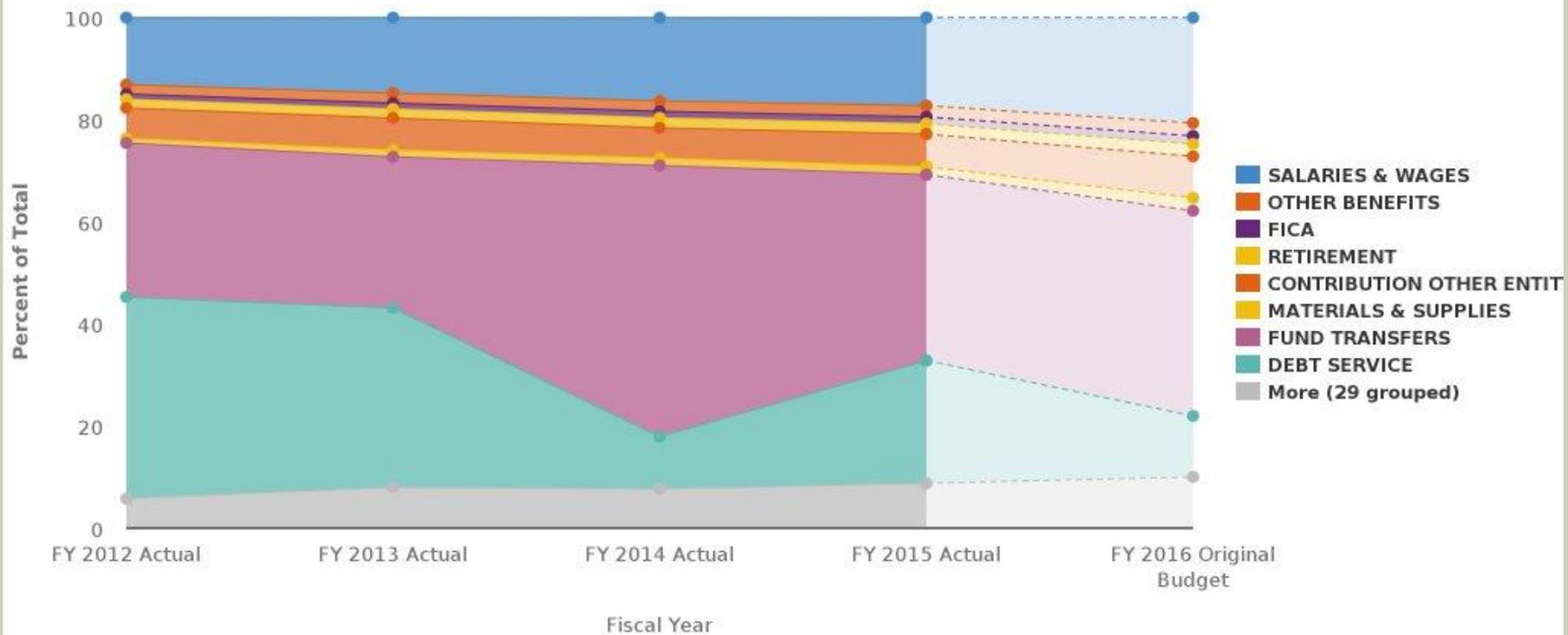
# Winchester - Expenses

Export generated on 12/03/2015



# Winchester - Expenses

Export generated on 12/03/2015



# AGENDA MANAGER - ACCELA

- **Purpose** – Automate agenda creation for Council and various boards and commissions. Track agenda item progress.
- **Go Live target date**
  - Council – Live
  - Other bodies - TBD
- **Discussion/status**
  - Working WeGovern access issues.
  - Working text and style formatting issues in various platforms.
  - Planning Commission is likely next to implement.

Close

# Nov 24, 2015 07:00 PM - City Council - Work Session

Document: [Agenda Packet](#)

Sticky Notes not Available for Selected Item



## Outline

II. Public Comments

▼ III. Agenda

1. R-2015-41 : Mount Jackson EDA Fi...

▼ 2. R-2015-42 : A Resolution Adopti...

a. Council Goal Presentation (2015....

b. FY16\_StrategicPlan Final

▼ 3. O-2015-27 : TA-15-589 - Fence...

a. TA-15-589 - Staff Report

▶ 4. DOC-2015-6 : CU-15-558 385...

▶ 5. O-2015-28 : Change in Taxi Ordi...



## CITY COUNCIL WORK SESSION

TUESDAY, NOVEMBER 24, 2015  
7:00 PM

COUNCIL CHAMBERS - ROUSS CITY HALL

### AGENDA

1. Call to Order

2. Public Comments

3. Agenda

**3.1.R-2015-41:** RESOLUTION OF THE COMMON COUNCIL OF THE CITY OF WINCHESTER CONCURRING WITH A FINANCING TO BE UNDERTAKEN BY THE ECONOMIC DEVELOPMENT AUTHORITY OF THE TOWN OF MOUNT JACKSON, VIRGINIA, TO BENEFIT SHENANDOAH UNIVERSITY

**3.2.R-2015-42:** A Resolution Adopting the 2016-2020 City of Winchester Strategic Plan

**3.3.O-2015-27:** TA-15-589 AN ORDINANCE TO AMEND AND REENACT ARTICLE 18 OF THE WINCHESTER ZONING ORDINANCE PERTAINING TO FENCE HEIGHTS IN REQUIRED FRONT AND CORNER SIDE YARDS IN THE M-1 (LIMITED INDUSTRIAL) AND M-2 (INTENSIVE INDUSTRIAL) ZONING DISTRICTS. (Amendment Will Allow for Increased Fence Heights in Front and Corner Side Yards in Industrial Districts).

**3.4.CU-15-558** Request of Diane M. De Laet on Behalf of Verizon Wireless for a Conditional Use Permit for a Telecommunication Facility at 385 Battaile Drive (Map Number 351-02- -5) Zoned Limited Industrial (M-1).

**3.5.O-2015-28:** AN ORDINANCE TO ADD ARTICLE 31 SECTION 45 AND AMEND SECTION 65 OF THE WINCHESTER CITY CODE PERTAINING TO COLLECTION OF TAXI CAB FEES

**3.6.O-2015-18:** SV-15-406 AN ORDINANCE TO VACATE A PORTION OF AN

# BOARDS AND COMMISSION MANAGEMENT - ACCELA

- **Purpose** – Automate membership record keeping and recruitment.
- **Go-Live target date**
  - January 2016
- **Discussion/status**
  - Define appointment process.
  - Write or gather boards and commissions descriptions and requirements.
  - Complete vendor import template workbook.
  - Accela to import workbook train staff.

# UTILITY BILLING SYSTEM - inHANCE

- **Purpose** – Replace current utility billing system with state of the art technology
- **Go-Live target date**
  - Billing – First Quarter 2016
  - Online services – Late Summer 2016
- **Discussion/status**
  - Software installed and initial data conversion from legacy system completed.
  - Conducting data integrity checks between legacy and new system.
  - December 7, 2015 - Continue integrity checks and setup validation with newly assigned implementer
  - Start Paymentus on-line services implementation Spring 2016.



Exit  
User ▾  
Menu Bar ▾  
Session

Close All  
Windows

Support  
Tools  
Help

Save Changes  
Cancel Changes  
Refresh  
Data Entry

Navigation

Action Queue Penalty Final-Bill Write-Off Work Order  
Payment Adjustments Lock Pay Plan Refund  
Reverse Deposit Level Preview New Contact  
Process

- Menu Bar
- Utility Billing
  - Account Maintenance
  - Customer Overview
  - Customer
  - Service Location
  - Meter
  - MID
  - Miscellaneous Equipment
  - Backflow
  - Register
  - Backflow Maintenance
  - Quick Customer Application
  - Quick Backflow Entry
  - Readings
  - Batch Entries
  - Periodic
  - UB Administration
  - Reports
  - Technical Services
  - System Administration
  - Favorites
  - Search...

Customer

Enter search text Account number ▾

000095 Account 000095\_ Status Active ▾ Company <None> ▾

Billing cycle 2 ▾ Customer class OW ▾ Primary phone # (066) 222-98\_\_x\_\_ Secondary phone # ( )\_\_-\_\_x\_\_ Billing status ▾

Title ▾ Last name CITY OF WINCHESTER First name Alternate name Note

- Company Defined Misc Attachments
- Personal Balances Service Location Financial Contacts Transactions Current/Average Locations Owned Level Billing

Personal ID Government ID Alternate ID Alternate sort key Creation Date

0 0 0 0 10/21/2015 ▾

**Billing Address**

Bill to address

C/O PUBLIC UTILITIES-H OWENS  
P O BOX 75  
WINCHESTER,VA  
22604 USA

**Bill Class**

Normal ▾

Privacy Flag

Penalizable

Do not accept payment from customer

Lockable

Times Penalized 0

Times NSF 0

Times Locked 0

Misc 1

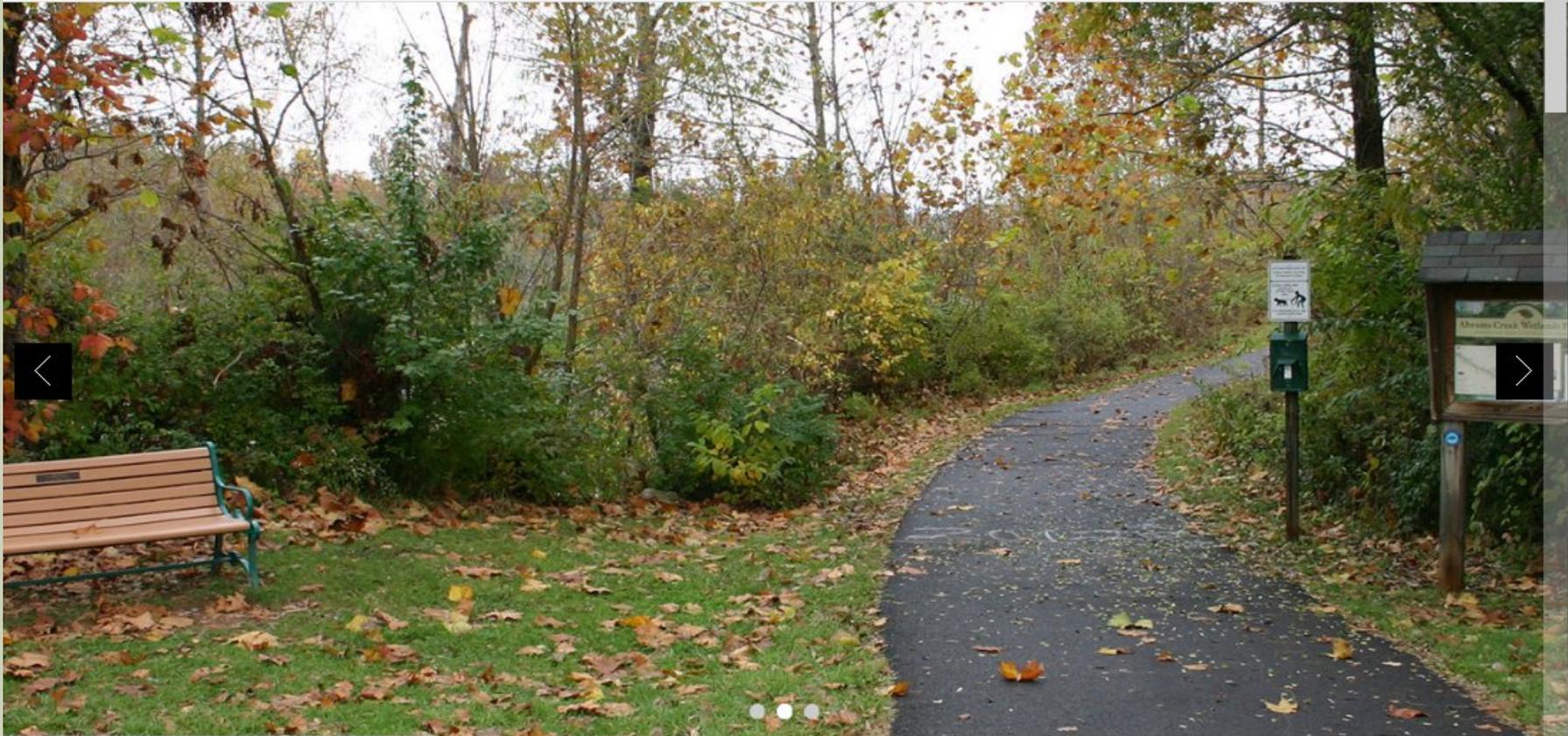
Misc 2 1016912596

Misc 3 10169

Billing Comments

# MAIN WEBSITE NEXT GENERATION

- **Purpose** – Modernize look and feel, make responsive to various devices, and provide access portals to online services
- **Go-Live target date**
  - January 4, 2016
- **Discussion/status**
  - Underlying technology determined and design theme selected.
  - Development site created in house.
  - Imported content from existing site and reorganizing with new menu structure.
  - Engaged professional photographer for some high quality visuals.
  - New website helps showcase several new online services.



Latest News

Donec et rutrum insum, ut fringilla sapien. Fusce



Online Services

Vestibulum tincidunt odio ut erat sagittis, eu



Projects

Morbi ullamcorper felis nec malesuada aliquet

# MOBILE APP & KNOWLEDGEBASE - GOVQA

- **Purpose** – Provide the public with mobile access to select information and provide a wide range of questions and answers about City services.
- **Go-Live target date**
  - Knowledgebase and 311 – January 4, 2016
  - Mobile App - Spring 2016
- **Discussion/status**
  - Complete vendor questionnaire.
  - Review website and app after vendor completes setup.
  - Training with City data.

# TIME AND ATTENDANCE - NOVATIME

- **Purpose** – Automate time keeping for all employees, improve accuracy and regulatory compliance, make information available to all who need it when they need it.
- **Go-Live target date**
  - Pilot group and Group 2 – Live
  - Completion – June 2016
- **Discussion/status**
  - Two pay periods processed to SunGard production environment
  - Social Services department is next group to implement.

Software as a Service

**NOVAtimeAnywhere®**  
EMPLOYEE WEB SERVICES

Thursday, 11/12/2015 3:40:00 PM

● Ready...

Client ID:

ID:

Password:

PUNCH TRANSFER CANCEL

1 2 3  
4 5 6  
7 8 9  
Back 0 Enter

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# QUESTIONS

# FOIA CASE MANAGEMENT - GOVQA

- **Purpose** – Automate and centralize management of Freedom in Information Act records requests.
- **Go-Live target date**
  - Spring 2016
- **Discussion/status**
  - Complete setup forms.
  - Review website after vendor completes setup.
  - Training with City data.

# PCI COMPLIANCE

- **Purpose** – Process, store or transmit credit card information in a secure environment.
- **Go-Live target date**
  - Completion - June 30, 2016
- **Discussion/status**
  - Completed PCI Data Security Standard assessment. Working on compliance steps.
  - Currently segmenting network.
  - Evaluating logging and event manager software.
  - Evaluating each new software acquisition for compliance.
  - Collaborating with Treasurer.



# NETWORK SECURITY REVIEW

- **Purpose** – Ensure best practices are being used to protect against viruses, malware, and intrusion attempts
- **Go-Live target date**
  - Review underway
- **Discussion/status**
  - Updated network documentation.
  - Working with Info-Tech on a self-guided review.
  - VITA contractor, Assura, reviewing our environment and will provide guidance on best practices, security products, and security policies.

# NETWORK SECURITY – FORTIGATE FIREWALLS

- **Purpose** – Improve network security and flexibility by installing state of the art firewall. Improve ability to control internet access – both in and out.
- **Go-Live target date**
  - January 8, 2016
- **Discussion/status**
  - Updates web filtering and improves intrusion protection.
  - Configured Fortigate Firewalls for High Availability.
  - Evaluating necessity of standby cable connection for Park disaster recovery site.
  - Segmenting network to facilitate access and help PCI compliance.
  - Selected users testing new firewall access.

# REPORTING TOOL - COGNOS BUSINESS INTELLIGENCE

- **Reporting Tool - Cognos Business Intelligence**
- **Purpose** – Replace end of life reporting tool with a new tool capable of accessing several different databases.
- **Go-Live target date**
  - Live as of 10/8/2015
- **Discussion/status**
  - Trained user departments on new software.
  - Identified existing reports that must be rebuilt.
  - Assisting user departments on as-needed basis.
  - Limited access to old tool after December 31, 2015.
  - IT learning to create links to non-SunGard databases.

# ENTERPRISE LEARNING CENTER (ELC)

- **Purpose** – The ELC provides SunGard application specific training and a wide range of other types of online training that benefit City staff.
- **Go-Live target date**
  - Spring 2016
- **Discussion/status**
  - Project delayed - staff availability in Human Resources.
  - Kick-off with new HR Director.
  - ELC delivers and tracks training.
  - Provides individualized training reports.

# COMMUNICATIONS ASSET MANAGEMENT

- **Purpose** – Acquire software to manage new communications system hardware inventory and facilitate unit configuration and programming.
- **Go-Live target date**
  - TBD
- **Discussion/status**
  - Two solutions that may provide required capabilities have been identified.
  - Further research required by communications project team.

# PERSONAL PROPERTY TAX SOFTWARE ENHANCEMENTS

- **Purpose** – Identify and prioritize changes to in-house software that can reasonably be accomplished before replacement with a Commercial Off-The-Shelf suite.
- **Go-Live target date**
  - Start December 15, 2015
- **Discussion/status**
  - Currently reviewing open support cases based on responses from users.
  - Creating a high level estimate on level of effort.

# OCCUPATIONAL LICENSES SOFTWARE CUSTOM MODIFICATION

- **Purpose** – Sponsor a base software modification to eliminate need for manual calculation of penalty and interest on select cases.
- **Go-Live target date**
  - Start analysis January 2016
- **Discussion/status**
  - Continue to work with vendor to further define specifications for final quote.
  - Needed before implementing on-line access through Click 2 Gov.

# CONTINUITY OF OPERATIONS PLANNING (COOP)

- **Purpose** – Identify mission essential functions and plan to ensure they are performed during a wide range of emergencies.
- **Go-Live target date**
  - Start date February 2016
- **Discussion/status**
  - A well-designed plan to restore mission essential functions after an emergency is needed.
  - This must include all parts of the organization. Not just IT.

# IBM SERVER DISASTER RECOVERY

- **Purpose** – Prepare a plan for reconstitution of IBM server services in the event of a disaster.
- **Go-Live target date**
  - Start date February 2016
- **Discussion/status**
  - A well-designed and tested backup and restore plan for the IBM Server is needed.
  - In-house and consultant services will be used.
  - The plan must dovetail with a COOP plan.

# COMPUTER HARDWARE REFRESH

- **Purpose** – Provide users with current hardware that performs well and minimize hardware support calls
- **Go-Live target date**
  - Start refresh cycle December 15, 2015
- **Discussion/status**
  - Hardware inventory is complete.
  - Identifying candidates for refresh.
  - Determining characteristics of replacement hardware and software.