

Information Technology 2008 Business Plan



Mission Statement: “To provide reliable short, and long range planning for technology which will support the City of Dothan’s vision, and mission statement while providing the Municipal Government, employees, and Dothan’s citizens with dependable, leading edge, and cost effective technology and technical support.”

Information Technology Statistics

- ❖ Support & Assist 1100+ Users
- ❖ Support & Maintain 700+ Personal Computers
- ❖ Replace approximately 125 Systems Per/Year
- ❖ Respond to 1300+ Help-Desk calls Per/Month
- ❖ Support More than 1500 land Lines
- ❖ Support 510 Handheld wireless devices
- ❖ Support and Maintain 50+ Remote Sites
- ❖ Support Outside agencies (HCSO, E911)

Objectives

- ❖ Objective #1 – Improve End User Support
 - ❖ Faster PC Replacement Strategy
 - ❖ Support Technician Training/Certification
 - ❖ Implement Preventative Maintenance Plan
 - ❖ Implement End User Training on Business Applications
- ❖ Objective #2 – Improve Inventory Control
 - ❖ Implement Hardware/Software Inventory System
- ❖ Objective #3 - Improve the City's Web-Presence
 - ❖ Re-Face the Current Web-Site
 - ❖ Implement a Content Management System
 - ❖ Implement Additional e-business solutions
 - ❖ Building Permits and Inspections
 - ❖ Business License
 - ❖ Purchasing and Inventory
 - ❖ Employment Application
 - ❖ Yard Sale Permit

Objectives

- ❖ Objective #4 – Wireless Infrastructure of Water SCADA (System Control and Data Acquisition)
 - ❖ Eliminate \$7000 per month in Phone line charges
 - ❖ Increase bandwidth to handle
 - ❖ Computer connections at these sites
 - ❖ Video Surveillance at these locations
- ❖ Objective #5 – Upgrade Network Gear
 - ❖ Upgrade Core Switches (CC, PW, DU, WG)
 - ❖ Upgrade Edge Switches (all other locations)
 - ❖ Provide 10gig between buildings and 1gig to the desktop

Other Related Issues

- ❖ GPS on City Vehicles
- ❖ Next Wireless Deployment (WWT, Traffic Control)
- ❖ WiFi for Public Use
- ❖ Mobile Computing
- ❖ City/County Dispatch Consolidation
- ❖ Video Surveillance
 - ❖ Water World
 - ❖ Recreation Centers
 - ❖ Public Works Complex
 - ❖ Utilities Complex
 - ❖ Civic Center