

# City of Camas Strategic Plan 2018-2020 Update

## Initiative: Technology Roadmap

### 2019 ACCOMPLISHMENTS & PROJECTS COMPLETED

#### GOAL 1: Improve Citizen Engagement and Customer Service

- Finalized the Communications Plan
- Parks - Vermont System Mobile App Enhancements
- Laserfiche Development/Public Portal
- Upgraded Parks and Rec mail list to MailerLite
- Built Garbage pickup day finder
- Began using ZenCity to collect data and analyze citizen priorities

#### GOAL 2: Enhance Infrastructure and Resources Through Innovation

- Installed and configured XC2 Backflow System
- City Hall Data Center upgrades - replaced battery backup system and PDU's
- Moved VMware Storage area network to new Tegile array
- Fiber optics, wireless, and network extended to WWTP facility, networked to City's phone system, and migrated data to new storage system
- Upgraded EPL/internet lines to Lake Lodge, Fire Station 43 and Station 42
- Configured Library Evanced calendar events and reservation system for meeting and study rooms

#### GOAL 3: Protect and Secure Systems and Data

- Access control and security surveillance – Replaced or upgraded systems and equipment at the Police Facility, Operations Center and City Hall. Programmed and Issued new ID Key cards.
- Upgraded or replaced end-of-life Windows 7 computers and server versions city-wide.
- Examined and tested alternative mail filter solutions to Fusemail

#### GOAL 4: Plan for People, Growth and Change

- Annex Building - Setup temporary networking and office accommodations
- Parks Foundation - Setup networking, computer, phones, printing, internet and office resources

#### GOAL 5: Mobilize the Workforce

- Added iPads to Operations field staff as requested.
- Replaced additional computers with laptops for key staff identified for emergency management resources

### 2020 PLANNING AND ROADMAP PRIORITIES

#### GOAL 1: Improve Citizen Engagement and Customer Service

- Configure mobile video equipment for live streaming public meetings at various City facilities.
- Restructure and design new City website which integrates with new Municode Meetings management software to improve citizens access to information and meeting materials.

#### GOAL 2: Enhance Infrastructure and Resources Through Innovation

- Develop, design and introduce new City website
- Configure Municode Meetings Management and move to a new video streaming resource
- Replace the City's IP Phone System and Voicemail (200+ phones throughout all networked city facilities, custom auto-attendant and after hours, enhanced features with unified messaging/communications for improved customer service)
- Replace Library Automated Material Handling book system and self check out terminals
- Upgrade Police Tabs system and mobile capabilities
- Ongoing review of a replacement financial system
- Ongoing review of resources for new Permit Center at the Annex Building (online permits, etc.)
- Upgrade/replace sound system in Council Chambers

#### GOAL 3: Protect and Secure Systems and Data

- Participate in an external cyber security penetration test/audit
- Introduce KnowBe4 security awareness training for employees and cyber security phishing tests
- Design/install access and video surveillance securities at Annex Building and Courthouse

#### GOAL 4: Plan for People, Growth and Change

- Work with contractor awarded Annex Building remodel bid on networking equipment, cabling layout and install the building technologies. Relocate employees' resources both at City Hall and those moving to the Annex Building.

#### GOAL 5: Mobilize the Workforce

- The Fire Marshal's implemented Streamline, a new inspection system, ipads and mobile data entry.
- Additional accounts moving to O365 for mobility and to utilize Teams for improved communications