

Management Information Systems (MIS)

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www.tampagov.net/dept_MIS/

Key Public Service Areas

MIS partners with city departments to provide valued systems and services to support the delivery of service to the Tampa community. Our employees deliver rich and robust IT solutions in an effective and efficient manner that promotes the success of our clients in their delivery of city services.

Critical Issues and Areas of Concern

- Hardware/Software Maintenance and Replacement
- Enterprise-wide Information Technology Management Strategy
- Replace MIS Facility
- Replace Telephone Services
- Enterprise Data
- Centralized Point of Contact for Citizens
- Electronic Records Retention Upgrades

Status Report

Scope of Department Operations

MIS has 75 employees and a \$9,300,000 budget. It provides 24/7 IT services to the public safety departments; connects 150+ sites to the city's data communication networks and supports 5,000+ network devices using wired and wireless technology. The department manages the City's IT network which is accessed by 3,087 city employees, supports 60+ business applications used by the city departments and citizens, and stores 16 terabytes of data. Each month, more than 750,000+ city web pages are viewed and over \$100,000 in payments to the city are made over the Internet. In 2002, the City's IT network/web services won two national awards as the best local government website in the county.

Current Initiatives

- Replacing the Human Resource Management System
- Expanding Internet Service to include a Messaging Center
- Replacing Building Permitting and Code Enforcement Systems
- Expanding Customer Service and Asset Management System for the Water Department
- Replacing Service Routing System for the Solid Waste Department
- Implementing a Document Imaging Component to the Record Management System in the Police Department

Hardware/Software Maintenance and Replacement. The City has a complex fiber optic and wireless based network of IT applications and equipment that supports the city's business process on 24/7 basis. More than 150 sites and 5000 network devices are connected to this telecommunications network. MIS is responsible for the operation, maintenance and replacement of software applications and hardware components of the information technology infrastructure. There is no dedicated funding source for the systematic replacement of such items. Almost all city services rely on information technology to perform their functions, the lack of a predictable, systematic replacement funding source puts the city at risk in its ability to provide consistent, uninterrupted services to its citizens. Other major Florida cities, such as, Tallahassee, Saint Petersburg and Orlando have established an Information Technology Infrastructure Replacement Funding strategy using a "revolving" fund in addition to other mechanisms, to pay for IT infrastructure replacement. We recommend the City adopt a similar strategy to fund its information technology replacement needs.

Enterprise-wide Information Technology Management Strategy.

High performance organizations are adopting an enterprise-wide information technology management strategy that can achieve significant benefits through the centralized control and management of technology resources. This allows them to meet the rapidly evolving business requirements, compounded by new and unproven technological innovations that require enterprise-wide change management processes. The City of Tampa should adopt a strategy that incorporates an executive-level "Technology Steering Committee" to set policy and prioritize IT initiatives. The strategy should also provide for the authority and responsibility for baseline technology standards, utilization of enterprise-oriented applications and vest MIS with authority over all Information Technology related budgeting and expenditures decisions. [CR-83]

Management Information Systems (MIS) Status Report (continued)

Replace MIS Facility. The MIS Department occupies the third and fourth floors of the downtown library annex building. The third floor lease is on a year-by-year basis and the fourth floor lease expires in 2006. The current space is inadequate to meet MIS's needs. Because of the complexities of the information technology infrastructure and the need to maintain continuity of services, a facility replacement strategy and capital improvement plan needs to be funded in the FY2004 budget in order to meet the 2006 deadline.

Replace Telephone Services. Verizon provides basic telephone services to the majority of city employees and offices, with the exception being the Police Department that has its own set of telephone switches. The City's contract with Verizon for telephone services expires in November 2004. Advances in telephone technology, especially the advent of Voice over IP give the city the opportunity to explore alternative ways to cost effectively use wired telephone services. A comprehensive study of telephone communication needs throughout the City should be undertaken in order to establish a plan for future telephone service strategies that can be implemented prior to the expiration of our contract with Verizon.

Enterprise Data. Enterprise data such as geographic based information data is increasingly becoming a critical enterprise wide asset used within various information technology applications. Consistency, accuracy and currency of enterprise data across applications is essential to support city business practices, especially in the areas of public safety and homeland security. It is imperative that there be centralized management of these critical assets. [\[CR-45\]](#)

Centralized Point of Contact for Citizens. Advances in information technology and the convergence of telecommunications technology is changing the way enterprises interact with their customers. Cities across the world are adopting strategies to provide a centralized point of contact for citizens to acquire services. Cities are beginning to use the Internet and one-call 311 telephone services into centralized call centers as the initial contact point for all city services. Tampa should adopt this philosophy of customer service.

Electronic Records Retention Upgrades. The City as an organization creates an enormous number of documents that need to be accessed and retained. The City has approximately 16,000 cubic feet of paper records stored in a records retention center. Access to these records is cumbersome and time consuming. Improvements need to be made in the management and storage of the City's records from the perspective of the records management life cycle as well as departments needs and requests. The City should adopt a strategy to use information technology solutions to improve our existing records management program, which will enable improved access to public records by citizens and city employees, improve the management of records, creating more efficient use of space and improving customer service. [\[CR-19\]](#)

Management Information Systems (MIS) Organization Chart

Tampa's MIS Services are organized into two main areas: IT Infrastructure services and IT Application Support Services.

IT Infrastructure Services comprise certain technical service areas that provide the foundation for all systems and services used by the City. These technical service areas are: the Wide Area Network (WAN), Local Area Networks (LAN), Server management, Systems & Operations, Desktop Services and the Service Desk.

IT Applications Support Services provides support to all departments' information technology business applications. Application teams provide Business Analysis, Project Management, Application System Maintenance, Application Selection & Implementation, Ad hoc reporting support, Data Mart Development & Maintenance and Business Consulting to the departments.

