

## Management Information Systems (MIS)

- Major Accomplishment: Successfully meeting Y2K requirements with no business interruptions and instituted the award winning TampaGov.net eGovernment Portal.
- Established the City's Web Presence
  - Developed a self-funding model to create the City's eGovernment portal, *TampaGov.net*.
  - Developed applications for conducting on-line eCommerce transactions.<sup>1</sup>
  - Established and continually maintains the City's Web publications.<sup>2</sup>
  - Developed an assortment of government on-line information services.
  - Created a Web based Message Center System to improve citizen communications with City staff.
- Established the MIS Service Center
  - Created the Service Center Team (2000) to better support City information systems.<sup>3</sup>
  - Reduced backlog related to Local Area Network problems from one week to one day.
  - Established computer replacement program to ensure no PCs are less than 400 MHz.
  - Expanded Wide Area Network through fiber and wireless mechanisms.
  - Increased use of technology to improve customer service.
- Developed a wide array of applications
  - Replaced City's Financial Information System.
  - Initiated the implementation of the Peoplesoft Human Resource Management System.
  - Replaced the City's Police Department Records Management System.<sup>4</sup>
  - Implemented Automated Vehicle Locator (AVL) for Tampa Fire Rescue.<sup>5</sup>
  - Implemented Emergency Management System for Tampa Fire Rescue.<sup>6</sup>
  - Implemented Fire Records Management System including inspections and personnel.
  - Created redundant Emergency Operations Center & MIS computer systems.
- Instituted a Geographical Information System
  - Created and maintained a central geographic information system (GIS).<sup>7</sup>
  - Developing a system to update street addresses.
- Upgraded City's e-mail system to Contemporary GroupWare.
- Replaced obsolete equipment and a host of other systems for Y2K Compliance.
- Developed technology and infrastructure to update software from Central Location. Implemented a License Verification procedure to reduce software piracy.
- Established a new technology infrastructure for emergency operations.
- Coordinated radio, computer, WAN, etc. transition.

### Management Information Systems Notes:

---

- <sup>1</sup> Currently, there are over 23 interactive applications, including 8 eCommerce applications.
- <sup>2</sup> The City of Tampa's Webpage has been recognized as one of the best municipal sites in the country. The City now publishes over 3,800 pages (3,852) of information. Tampa has significantly more pages published than any city of comparable size. The City of Tampa averages 1.5 million hits a month on its site – with over 500,000 (507,057) pages of information requested by visitors to our site.
- <sup>3</sup> Service Center Team created eight (8) new support positions.
- <sup>4</sup> New system includes functionality for mobile computers and dispatching.
- <sup>5</sup> Automated Vehicle Locator provides the ability to electronically geocode/locate emergency vehicles on a City mapping system.
- <sup>6</sup> Enables Tampa Fire Rescue personnel to process reports on emergency service calls more efficiently.
- <sup>7</sup> City GIS provides ability to integrate City and Federal (census) data/systems in a spatial environment.