



City of Saco Information Technology Department

Contact info –David Lawler, Technology Director

Email: [dlawler@sacomaine.org](mailto:dlawler@sacomaine.org)

Phone: (207) 602-1696

***Mission Statement: The City of Saco Information Technology Department, Providing excellence through technology paired with exceptional customer service.***

**SCOPE OF OPERATIONS:** The Department of Information Technology (IT) supports all twelve City service departments (does not include Education) that are spread over 7 geographical locations around Saco. IT administers and maintains all of the software platforms used in house, as well as the computing assets that power them. IT also supports the web based applications used by citizens and visitors to Saco.

**Supported Software :**

- Munis
- Financial;
- IMC Computer Aided Dispatch;
- Vision Appraisal;
- ESRI GIS Mapping Software;
- Cityworks;
- and other Department Specific Software Packages

The city is currently utilizing 9 application suites along with several other smaller department specific software packages. These software packages and suites can be organized into four categories; Public Safety, Land Management, Financial Management and Resource Management. Public Safety, being a mission critical entity, consumes a large portion of the environment. With the use of Computer-Aided Dispatch software, AVL, Records Management and other public safety software, our Emergency Services can continue to provide top quality customer service. Other departments rely on GIS and GIS centric applications to compile their data needs.

**Supported Hardware:**

- HP Proliant Physical Servers - 10
- Dell Equalogix SAN
- Virtualized Servers - 13
- All Desktop Computers and Laptops
- Printers and Copiers
- Shoretel IP Based Phone Systems
- Toshiba Security System
- Keyscan Card Access System

Many of the software systems are running on a SQL 2005 farm providing greater reliability and durability. Currently the city employs 10 physical servers, 13 virtual servers, one hundred and seventy five (175) desktops and laptops and several thin clients.



**OTHER RESPONSIBILITIES:**

- Provide planning and implementation for IT department projects
- Install and service the security equipment around the City
- Install and service all data communications mediums including Fiber and structured cabling
- Provide helpdesk software for end users and trouble ticket tracking
- Break/fix support to end users for all technology hardware
- Work with vendors to cover other needed technology items

**USE OF RESOURCES:** 2 full time employees - city only FY10, FY09, FY08 and FY07.

| YEAR   | FY09  | FY10   |
|--|-------|--------|
| % OF CITY SERVICES BUDGET UTILIZED BY THE INFORMATION TECHNOLOGY DEPARTMENT ANNUALLY | .86%* | 1.26%* |

| Two Examples of Impact on Citizens |                                 |   |   |
|------------------------------------|---------------------------------|---|---|
| YEAR                               | (A) PER CAPITA COST TO CITIZENS | (B) TAX BILL BASED ON AVERAGE HOME VALUE OF \$230,000 | (B) PORTION OF TAX BILL TO FUND INFORMATION TECHNOLOGY DEPARTMENT |
| FY09                               | \$24.83*                        | \$3,087   | \$26.59*  |
| FY10                               | \$28.67*                        | \$3,133   | \$44.31*  |

*\* this figure includes employee benefits*

*Nearby similar towns, reported staffing levels and technology for FY09 as follows:*

| ORGANIZATION      | EMPLOYEES             | COMPUTERS | SERVERS | USERS             | HELP DESK  |
|-------------------|-----------------------|-----------|---------|-------------------|------------|
| Town of Windham   | 2 (town only)         | 140       | 21      | 155               | Spiceworks |
| Town of York      | 1-Town & 1.5 school   | 110       | 15      | 181               | none       |
| City of Westbrook | 10- (city and school) | 2,500     | 31      | 750-2200 students | GLPI       |
| City of Saco      | 2 - City Only         | 175       | 24      | 199               | SysAid     |
| Scarborough       | 6 (city /school)      | 2000      | 45/5    | 4000              | In-house   |



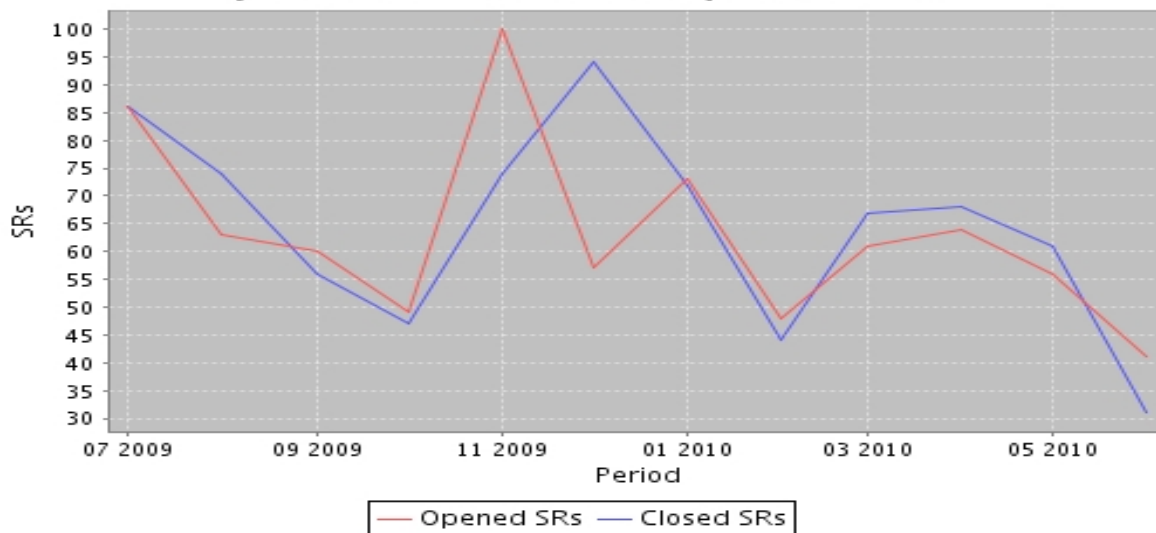
**GOAL 1) To respond to Helpdesk tickets in a timely manner.**

The IT Department utilizes a software-based helpdesk system to allow users (city staff as customers) to submit requests for service across numerous categories, including primarily projects, and high and low level maintenance. These service requests create helpdesk tickets, which are quite cyclical due to the busy seasons of many departments. The importance level of the helpdesk ticket indicated by the customer determines the priority and level of service performed. All helpdesk tickets are filtered automatically according to set rules and then addressed accordingly.

**PERFORMANCE DATA:** (A) Helpdesk tickets for service will be cleared within a set time for all or a percent of requests, while helpdesk tickets for projects will be cleared by a set date for all or a percent of requests (targets are TBD for FY11).

**FY10 Help Desk Ticket Data:**

**Opened and closed requests chart**



>>>>>>Data from department records; data tracking began in Nov. 2008, and FY10 data is included herein.

*IT no longer offers in house training due to staffing resources, so the performance target around training has been eliminated*

**HOW ARE WE DOING?**

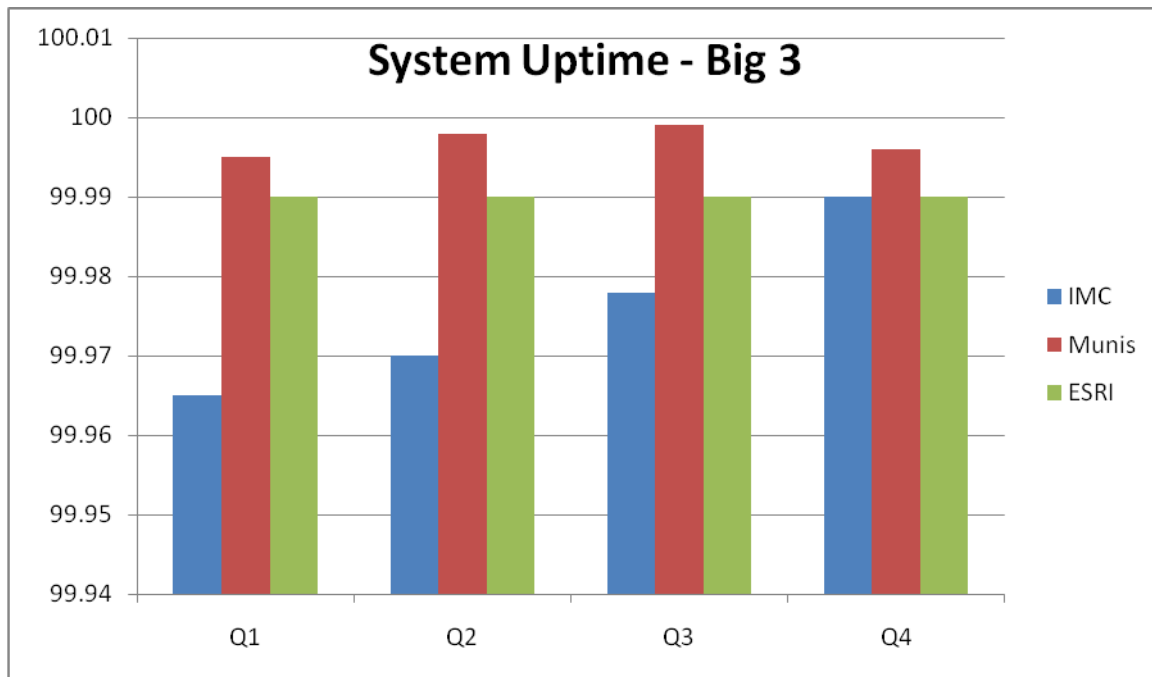


**GOAL 2) To minimize computer downtime and maintain data integrity.**

*With several critical service applications running within the City, downtime has always been a major focus. System redundancy and reliable data replication have become the keys to the IT department's strategy. Many methods are used to help ensure the longevity of the data:*

- *Clustering of Servers*
- *Multiple location data backs ups and System State snapshots*
- *Notification services for IT staff for equipment failure*

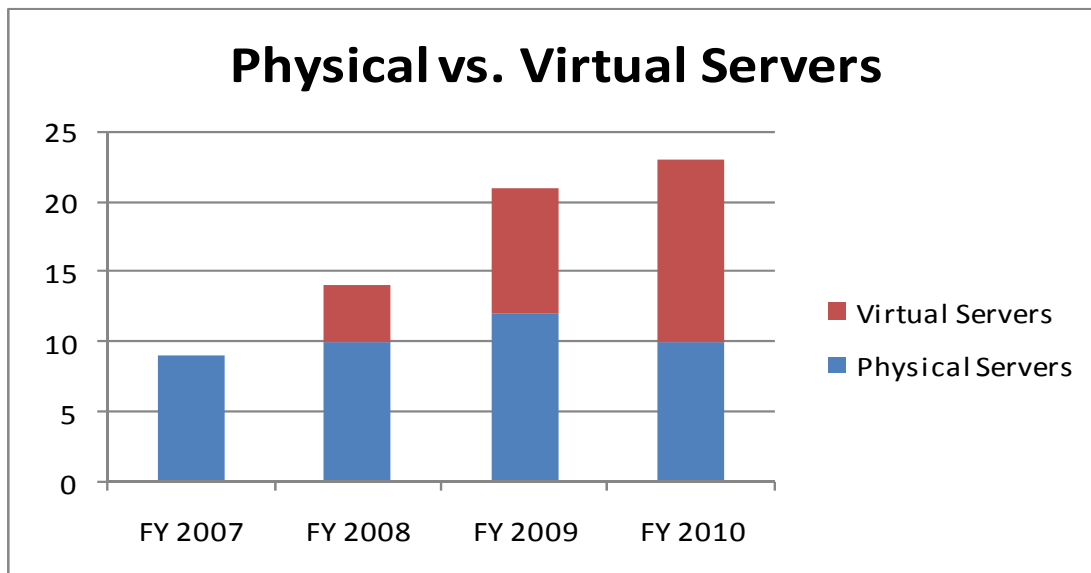
**PERFORMANCE DATA:** (A) To restore computer services to users within a set time in a certain percent of cases, except in catastrophic circumstances.





*Virtualization of servers has allowed for greater flexibility by allowing moving critical services without service interruption; server virtualization also removes dependency on hardware, as well as allowing for images to be backed up, stored and accessed with relative ease.*

**PERFORMANCE DATA:** (B) Convert 100% of the City’s servers to virtual environments by a set date (target is TBD for FY11).



>>>>>Data from department records.