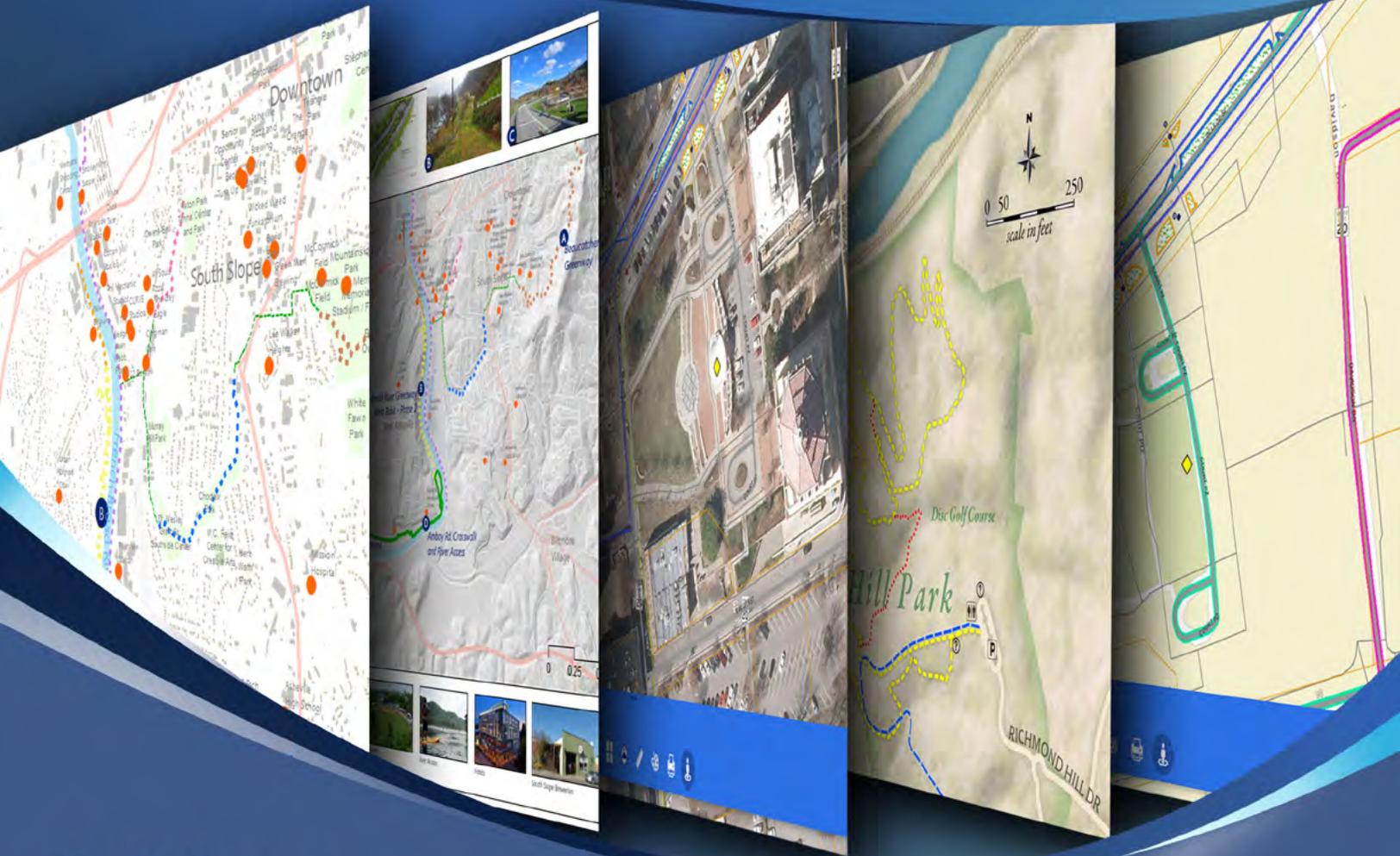


City of Asheville Information Technology Services Department



Annual Report FY 2015



**Building a
Better Community**

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Director's Message

Welcome to the IT Services annual report for fiscal year 2015, a period from July 2014 to June 2015. You'll see staff's many partnerships and accomplishments for our community, from real business benefits derived from data analytics to improvements in citizen services. But one overall theme that you will see in this year's report is "simplify." Complex infrastructure tends to break more; complex processes tend to yield undesirable outcomes; complex apps tend to not get used, especially by aging or less educated populations.

Our "simplify" theme led us to focus on a IT principle called "usability," which, like it sounds, focuses on the ease of use of a system or an application. Usability starts with the idea that the user of the system is the most important part of the system. People don't need to change the way they use a system; systems need to change to adapt to the way that people expect to use a system.

Here's an example: when we reviewed a new city web site with usability principles in mind, we performed usability testing. One technique of usability testing is to show the app or site to a random swath of people who might use the system, and asking them to achieve certain outcomes. For this new city web site, we found that certain goals were taking our volunteer testers up to 15 minutes. Nobody stays on a web page for 15 minutes; they give up in frustration! After making changes to the site based upon the tester feedback, we re-tested with a different group of testers, and found that they could achieve the goals in 15 seconds. That's more like it.

We used the principles of usability to develop a new city information app called SimpliCity: City Data Simplified. I invite you to try it at simplicity.ashevillenc.gov. Instead of asking citizens to look up their trash collection date, for example, citizens just type in their address and select "what's my trash day?" Frequently asked questions like street responsibility, development activity, and property tax value are easily answerable using Simplicity. We are proud that we've received positive feedback about the app from a variety of citizens, from homeowners to real estate agents.

The real purpose of technology is to make people's lives better, in big and small ways, and you can count on the City of Asheville's IT Services department to always have this in mind as we pursue new projects and practices. Thank you for entrusting your city's business technology to us.

Sincerely,

A handwritten signature in black ink, appearing to read "Jonathan Feldman". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jonathan Feldman, MSM
Director, Information Technology Services
City of Asheville, North Carolina

Mission

The City of Asheville's Information Technology Services Department strives to provide excellent customer service by delivering quality technology solutions with a high level of professionalism and responsiveness. We adhere to principles of technical and fiscal stewardship with an end goal of a high quality of life for employees and citizens.

A Vision for a Better Future

IT Services will be considered a credible and effective business technology service organization by our customers.

Our impact on the community we serve will earn the respect of our peers.

We will be busy but not frantic, allowing for planned and quality work.



Core Values

Customer Service

We will provide customer service in a responsive and timely manner.

Professionalism

We will interact courteously, ethically and with a commitment to continuous improvement.

Stewardship

We will earn trust by practicing fiscally responsible management that ensures system integrity and availability.

Expertise

We will be advocates for our customers by developing and maintaining top-notch competence and knowledge.

Quality of Life

We will foster a productive balance between quality of work and quality of life.

City of Asheville City Council Strategic Plan

Economic Growth & Financial Sustainability:

- Implement the Economic Development Capital Improvement Plan.
- Invest and leverage investment in community infrastructure.
- Create economic development and community investment opportunities through partnerships, planning and incentives.
- Support staff 's continued implementation of operational efficiencies and practices of sustainability.

Affordability & Economic Mobility:

- Expand Asheville's supply of quality, affordable homes for current and future residents.
- Improve citizen equity by reducing disparity gaps with an emphasis on education and socio-economic mobility.

High Quality of Life:

- Make Asheville one of the safest cities in America based on approved metrics for similarly sized cities.
- Encourage policies and development that improves public health and safety for City of Asheville employees and citizens.
- Continue to support Asheville as a culturally diverse city.
- Develop a Council Legislative Agenda.
- Continue to develop City Council communications and partnerships with citizens, community leaders, the media and elected officials.

IT Services Strategic Goals



Business & Citizen Focus

Ensure that technology services are focused on business requirements of City Council's strategic plan, City departments and citizens; display innovative leadership in automating City processes to save labor, improve efficiency and reduce expenses.



Organizational Development

Pursue organizational development strategy, including staff industry certifications and industry accreditation.



Security & Reliability

Significantly improve security and reliability by continuously improving infrastructure and creating a culture of security awareness.



Quality & Timeliness

Utilize test environment and automated deployment systems to ensure that employees and citizens receive quality, timely IT products.



Measurement & Action

Monitor and act on data regarding workload, capacity and network health to enable proactive management of resources.

Selected achievements toward these goals may be found throughout this annual report with the symbols associated with the goal.

Project Highlights 2015

SimpliCity

Selected achievement area:  

What: SimpliCity is a search engine that provides residents easy public access to key City data.

Why: To provide citizens streamlined access to physical property data, including tax value, zoning, trash and recycling pick up, crime and development, and more.

How: A small, quick prototype was built. The results of the effort were then iteratively measured, and changes were made based on the results of those measurements.

Tourism Product Development Fund Grant Map

Selected achievement area:   

What: In conjunction with the Economic Development Department, the IT Services Business and Public Technology division developed a specialized map to support a grant.

Why: To support a successful three million dollar grant application to sustain additional infrastructure investments in the River Arts District.

How: IT Services created a map showing grant application project locations, greenways, parks and other locations of interest.

The Asheville App: Citizen Service Request System

Selected achievement area:   

What: The Asheville App, an application that citizens can use to report issues (e.g. potholes, water leaks) to the City, is now also used to handle Asheville Fire Department requests for supplies and repairs.

Why: The previous process was time consuming, manual, and required each request to be reviewed by every supply/repair officer.

How: The new system routes each request to the appropriate supply/repair officer, ensures no request is forgotten, and provides communication and tracking for both the requestor and fulfiller.

New Remote Access Software

Selected achievement area: 

What: IT Services replaced existing software for employees to remotely access their computers.

Why: To improve screen resolution, increase response time, and provide easier functionality for employees working remotely. Additionally, to meet FBI requirements on encryption which allows law enforcement personnel to use it as well.

How: Implemented new software and replaced remote access capability city-wide.

City Hall Flood Relocation

Selected achievement area:  

What: Assisted Human Resources with their move back to City Hall

Why: A flood forced Human Resources to evacuate City Hall and work off site until damage could be repaired.

How: IT Services helped assess damage, moved computer equipment, and kept Human Resources' network connections and phones available.

Accounting Software Roles

Selected achievement area:  

What: The City of Asheville uses a financial software package across all City departments. Over the years, several upgrades created much confusion and complexity in supporting access to certain modules. Cleaning up this access and creating cross module roles for functional leaders was needed.

Why: Improves user access and security roles across the board. Also allows functional leaders to test the performance of the software and know what capabilities to offer staff.

How: Consolidated all universal financial system roles into one. Deleted all roles created by upgrade processes and re-assigned permissions where needed. Then, created a special role for all functional leaders with elevated permissions across the modules.



Bus Stop and Route Update

Selected achievement area:  

What: Updated bus stops and route information.

Why: This project provided vital information for the Transportation Department to review new projects and other traffic-engineering related studies.

How: Updated the database with the bus system's current transit routes and bus stops effective in January 2015.

Sidewalk Project Crash Data Improvements

Selected achievement area:   

What: Provided up-to-date information regarding pedestrian and cyclist crashes.

Why: This data guides the decision making on safety improvements for installation of new sidewalks.

How: Updated pedestrian and bicycle accident data for the Transportation Department with data from the Asheville Police Department.

Process Improvements

Helping people through business technology initiatives

New WiFi Installations

Selected achievement area:    

What: Installed public wireless networks for the following recreation centers: Shiloh, Burton Street, Montford, Riverside Cemetery, Harvest House, Stephens-Lee, Senior Opportunity Center, Grant Center, and the Aston Park Tennis Center.

Why: Provide internet access for customers of the recreation centers.

How: Implemented secure public wireless internet access and provided basic web filtering and blocking of inappropriate sites.



Business Focus



Organizational Development



Security & Reliability



Quality & Timeliness



Measurement & Action

Analysis for Water Capital Investment

Selected achievement area:    

What: IT Services staff produced several custom consumption reports for the Water department.

Why: To quantify water loss through infrastructure and determine the need for infrastructure repair.

How: Worked to extract data to build the reports, compare them with the reservoir delivery report and deliver current and past water consumption information.

Water Plant Connectivity

Selected achievement area:     

What: Replaced connectivity from three water plants back to City Hall's datacenter.

Why: To replace circuits that were no longer going to be offered with more efficient circuits which in turn, provided more value.

How: Replaced old circuitry with circuits that are ten times faster while maintaining the same monthly fee.

Water Remote Telemetry Backup Improvements

Selected achievement area:   

What: IT Services worked with the Water Department to enhance their backup solution for their remote telemetry system. The telemetry system is used to monitor and control water infrastructure. These improvements allow ITS to quickly restore a backup of the service and get it up and running within a few hours instead of a few days.

Why: To allow the ability to backup and restore water system telemetry servers.

How: Worked with Water Department staff to design and purchase a system that backs up data from all three treatment sites and provide the ability to recover machines in the event of failure.

Human Resources and Accounting Software Synchronization

Selected achievement area:    

What: Completed interface between Human Resources and Accounting software to import and manage benefits for all City employees.

Why: To get rid of manual entries and provide Human Resources an automated way to enter and adjust benefit records which will save HR staff considerable data entry time. Saves time and improves accuracy of the data between the benefits enrollment system and our payroll system.

How: Staff developed and wrote a two-way interface between two different software programs. Once employees sign up for benefits, the data is imported into the accounting software, preventing the need to manually enter data into both systems.

Graffiti Dashboard and Call-In Line

Selected achievement area:  

What: IT Services launched an online dashboard called 123graffitifree.com

Why: To track progress on the City's graffiti removal initiative and provide public access to project details.

How: IT Services set up a telephone menu for citizens to call in and report graffiti needing removal. In addition, an online dashboard was created to provide real time updates to citizens and staff on graffiti cleanup activity. The dashboard provides a mapped view of graffiti incidents as well as cleanup costs by the City and by property owners.

Utility Billing Enhancement

Selected achievement area:   

What: Assisted in implementing a new rate structure for storm water billing.

Why: Based on changes in public policy, 13,500 accounts required an update with a new tiered billing system. However, there was no software solution available to automate these updates.

How: Water and IT Services worked together to create custom programming to implement the changes.

Portable Phone System

Selected achievement area:    

What: Replace the telephone network phone system for Emergency Operations Center at the Municipal Building.

Why: The old system was end-of-life and no longer supported. Additional business requirements included a unified communication system allowing collaboration, localized call control, mobility and conferencing.

How: This project implemented a portable, internet-based phone system for emergency operations. The system does not require phone lines, just an Internet connection, which allows emergency operations the ability to use the City's phone system from anywhere.

Facilities Work Order System

Selected achievement area: 

What: Made enhancements to the Facilities work order system.

Why: To reduce errors in creating work orders.

How: IT Services significantly reduced the choices for work order types (from 7000 to 30). This simplified the work order and prevented the requestor from choosing improper types for each division.

Usability Testing for Sustainability

Selected achievement area: 

What: IT Services organized a series of usability tests for a proposed new sustainability website.

Why: To test the ease of using the new website and ultimately provide customers with an effective tool that fulfills their needs.

How: IT Services worked with the Sustainability Office to define a set of tasks that website users should be able to perform (e.g. find incentives for green building). Several staff and citizens were given the tasks to complete to determine if the new web site was properly designed. Based on this usability testing, the site was modified and retested until users of the site could easily accomplish the desired tasks.

Payroll Variance Reporting System

Selected achievement area:   

What: Tracks data quality throughout the payroll process

Why: Allows payroll staff to manage the process instead of correcting errors after the fact. The result has been a reduction in time entry errors of at least 75%, while expanding the scope of error checking and decreasing staff time.

How: By providing real-time reports on data completeness and accuracy through each step of the payroll process.

Accounting Software Payroll Scripts

Selected achievement area: 

What: Created payroll scripts allowing payroll staff to easily clean and move data.

Why: To avoid time-consuming manual fixes by employees, time-keepers, and/or IT staff.

How: Created a payroll time entry tool to automate several common corrective actions each down to a single click. One example of this is when a timekeeper needed to remove “0 Duplicates”. Previously they would delete each duplicate one by one through three screens, now, one click clears them from the whole system, making employees more efficient.

Accounting Software Workflow Notification System

Selected achievement area:  

What: Reduced accounting software workflow email notifications.

Why: To eliminate mailbox clutter and decrease likelihood of important financial notifications being ignored. The accounting software's internal notification system emailed the approver each time a workflow approval or system-notification was created, effectively spamming every approver's inbox.

How: IT Services built a custom notification system that sends a maximum of 4 emails daily to each approver and only if there is an outstanding approval in their queue.

Development Services Report

Selected achievement area:  

What: IT Services developed a National Pollutant Discharge Elimination System report to meet Clean Water Act requirements.

Why: To ensure accuracy and eliminate manual compilation and to meet state-mandated reporting requirements.

How: Created a new integrated report to replace the manual spreadsheet system. The new report automatically summarizes approximately 500 annual permits.

Permit and Inspection Data Updates

Selected achievement area:  

What: IT Services created a public data source called an open data feed for permit & inspection activity that is automatically updated every day.

Why: Self service for public records requests both prevents delay in service to citizens and saves staff time. Citizens and contractors now have self service access to all permit and inspection history. Similarly, DSD can find all the inspection information in one place. The open data feed provides the contractor/staff with historical and current information on inspections informing contractors on the "why" of the inspection history without needing to call in to Development Services office during business hours.

How: IT Services created an automated data feed to push permit and inspection data nightly from the permit database to an open data catalog accessible through the City's web site.

Police Smartphone Deployment

Selected achievement area:   

What: Smart mobile phones were issued to all sworn officers within the Asheville Police Department.

Why: To provide additional communication for officers while on duty and give them the ability to check email while in the field, among other benefits.

How: Scheduled a series of phone deployments to minimize officer's time away from providing public safety.

Human Resources (HR) Reporting for Asheville Police Department (APD)

Selected achievement area:   

What: Built a reporting tool for Equal Employment Opportunity, Evaluation Dates, Years of Service, and other specific APD Human Resources data for the HR department, then later, adjusted this tool so the APD could use the majority of the functionality as well.

Why: To provide automated, real-time information and eliminate a standalone and unsupported database.

How: HR staff was periodically exporting and manipulating data through many manual steps. IT Services built permanent, consolidated real-time views that could be run any time. Reports are now generated directly from the City's financial software instead of being compiled from multiple sources.

New Emergency Notification System

Selected achievement area:    

What: Finalized contract and implemented new Emergency Notification System.

Why: To replace the current end-of-life system and to provide an improved notification system for citizens. This system automatically calls all citizens within a given geographical area to inform them of emergency situations such as, water line breaks, bears in the neighborhood, road closures, etc.

How: Worked with the vendor to set up admin and citizen portals. Provided training on the system to Asheville Fire, Police and Water departments and also to the Community and Public Engagement (CAPE) group. IT Services continues to provide technical support to CAPE in developing an operational policy for emergency notifications.

2014 Fire Accreditation Map

Selected achievement area: 

What: The IT Services Department provided spatial analysis and maps to help the Asheville Fire Department achieve their 2015 reaccreditation.

Why: To help the Asheville Fire Department (AFD) visually show that it meets Standards of Cover criteria for reaccreditation and to help AFD with continual service delivery improvements.

How: Created maps of Fire Management zones, Standard of Cover (percent of first unit travel times), service area road coverage (1.5, 2.5, and 5 mile), and fire, rescue, EMS, wildland, and hazmat risks.



Real-Time Passenger Information for ART Bus System

Selected achievement area:   

What: Real-time passenger Information Service updates for the bus system.

Why: To publish transit data to citizens for the 2015 schedule.

How: Worked with ART (Asheville Redefines Transit) to create transit data feed and update the 2015 schedule. This allows the City to publish real-time bus updates to citizens.

Recreation Centers Point of Sale

Selected achievement area:   

What: Implemented a Point of Sale (POS) system at Montford, Oakley, Shiloh, and Stephens Lee recreation centers.

Why: To streamline revenue handling, save staff time and improve management reporting capabilities. This POS system also provides additional features such as inventory management, customer relationship management, financial reporting and the ease of changing item pricing across the board.

How: Using the Parks Department's recreation management software, IT Services staff created unique POS pages for each recreation center.

Richmond Hill Trail Map

Selected achievement area:  

What: Completed data entry of Geographic Information System (GIS) based trail map.

Why: To support park users and emergency responders.

How: Worked with the Southern Off-road Bicycle Association onsite to determine trails to be mapped. Created a map for the Richmond Hill Park kiosk by recording global positioning data of the trails. Also created a downloadable version of this map on Richmond Hill Park's website.

Comprehensive Annual Financial Report Module (CAFR)

Selected achievement area:  

What: Assisted the Finance department with implementing a tool that links to the City's accounting software and generates the City's Annual Financial report.

Why: Automating this information into the CAFR (Comprehensive Annual Financial Report) module creates a substantial time savings and helps Finance meet important reporting deadlines.

How: Managed the project to integrate the City's accounting software with the CAFR system.

Sanitation Routing Analysis

Selected achievement area:   

What: Analyzed sanitation routes and assisted with a major database cleanup that will yield ongoing additional revenues of approximately \$90k per year.

Why: The proposed recommendations could eliminate two truck routes while still providing the same level of service.

How: Collaborating with Public Works, IT Services created a detailed analysis of the sanitation routing system using GIS. In addition, IT Services staff went out on multiple sanitation routes to field verify the data for the analysis. The sanitation routing analysis was designed to balance each sanitation truck's workload for each day of the week. By balancing the workloads, Sanitation can achieve better overall collection efficiency with fewer truck routes.

Budget Reporting Tool

Selected achievement area:  

What: Configured the Accounting Software Budget Cube to slice and dice budget vs. actual and period-over-period growth directly from the accounting software.

Why: To reduce the analytical time involved from hours to minutes and add additional analysis capabilities.

How: Replaced manual linking and manipulation of multiple accounting exports.

Timekeeper Tool

Selected achievement area:  

What: Updated the payroll process management tool.

Why: To allow IT Services to distribute the tool to each timekeeper so they can manage their process and find errors in their batches themselves.

How: Each Timekeeper can now find and correct errors in their individual payroll batches through each step of the process. This prevents payroll managers from having to make manual corrections for all batches. Without this system, each correction could require several communications between the manager and the Timekeeper.

Development Services Center Call Processor

Selected achievement area:   

What: Designed and implemented a caller menu tree.

Why: To offer citizens quicker assistance with Development Services projects.

How: Set up the ability for citizens to call 259-5846 and get a listing of common requests. Also, customers are given the option to either hear the answer to a question or be connected directly with the correct City staff to serve their need.

Procurement-card Process Improvement

Selected achievement area:  

What: Helped the Finance Department move the City's procurement card (p-card) process from external banking vendor to an internal accounting system.

Why: To allow procurement card transactions to show up in the budget within one week instead of three to four. In addition, receipts will now be tied to transactions which improves the approval process by providing better checks & balances.

How: Implemented an internal accounting software procurement card module as part of the City's existing financial software package allowing integration with current security and approval processes. This created a 75% reduction in time which streamlined processes and workflow and saves time for staff on research and reporting.

Ethics Hotline

Selected achievement area: 

What: Assisted the Finance department in creating an interface to provide employee data for the new Employee Ethics Hotline.

Why: By providing automated updates of employee data, the system is kept current without the need for manual maintenance.

How: Created a report that connects the accounting software employee information as an import file for the new Employee Ethics Hotline.



Integrate City Blog with Main Page of Ashevilleenc.gov

Selected achievement area: 

What: City blog integrated with news feed on the home page of the City's website.

Why: To provide a single source of City news on the main page of the City's website. In addition, this allowed the webmaster the ability to maintain updates in only one place, reducing time and ensuring consistency.

How: IT Services worked with a contractor to integrate a Really Simple Syndication (RSS) feed to publish frequently updated information from the City's blog to the City's home page.

Improved Wellness Database

Selected achievement area:  

What: Merged information from the City's health insurance provider with internal databases to track employee wellness requirements.

Why: Employees must complete a certain number of wellness activities in order to receive the wellness discount on their insurance. Human Resources staff needed the ability to communicate more frequently with employees about their unmet wellness requirements.

How: Created a new database which consolidated employee activities from the health insurance provider employee health check-ups and various City of Asheville health events. This information was compared to the required activity points needed and provided Human Resources staff with the capability to mail merge this information to employees. In addition, due to the time savings this created, HR staff was able to notify employees of their remaining activity more frequently.

Certificate of Occupancy Update Report

Selected achievement area:  

What: Improved the Certificate of Occupancy reporting to include inspection comments.

Why: To provide the contractor/staff with historical and current information on previous inspections informing contractors on the "why" of the inspection history without needing to call in to Development Services office.

How: Previously an employee would have to go through multiple screens to get individual comments on a permit. IT Services staff improved the software to pull all permit comments together to be reviewed at one time.

Budget Improvements

Cost Savings or Avoidance

• Renegotiated document imaging contract.	Cost avoidance	\$38,000
• Sanitation Routing Analysis	Cost Avoidance	\$90,000
TOTAL OF COST SAVINGS OR AVOIDANCE:		\$128,000



Labor Savings

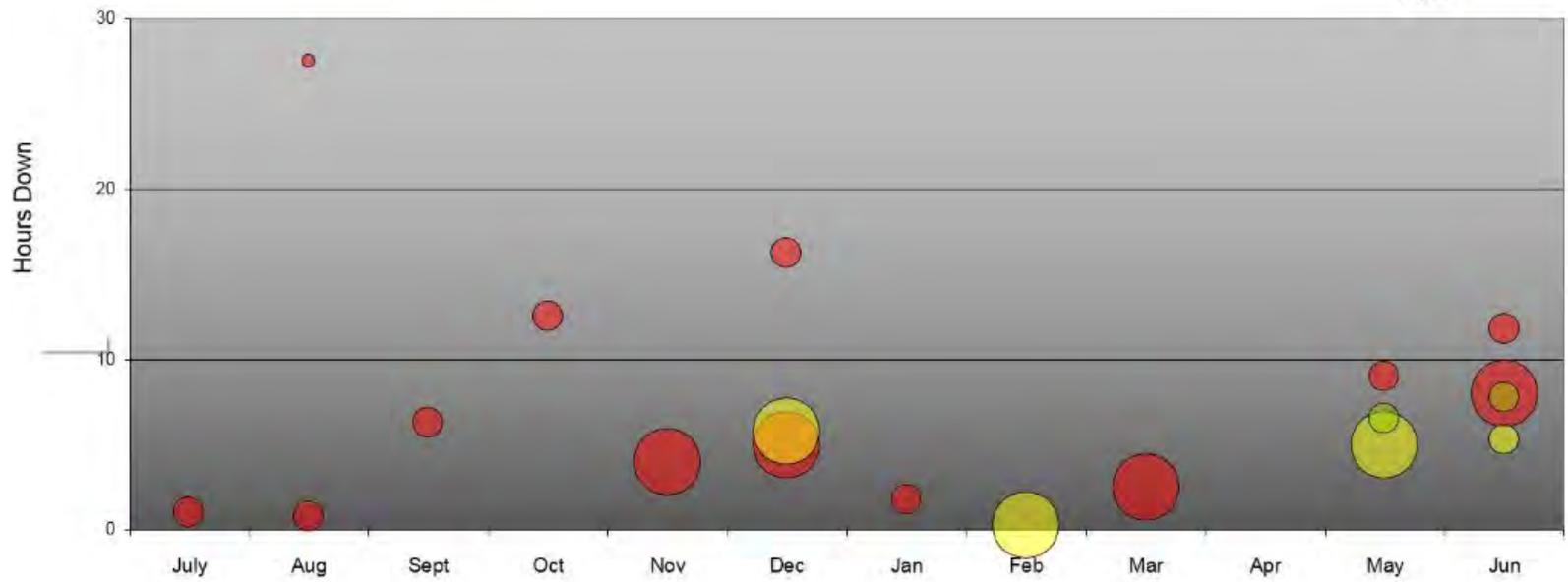
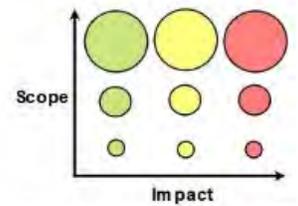
• The Asheville App, Citizen Service Request System saves approximately 1.5 hours monthly for each of the City's 12 fire stations.	216 Hours Annually
• Accounting Software Workflow Notification System saves approvers 225 hours per month. The equivalent of 1.5 full-time employees.	2700 Hours Annually
• Development Services Report saves approximately one hour of staff time per month while ensuring accuracy.	12 Hours Annually
• Permit and Inspection Data Updates saves 16 hours per month internally, plus saves time for contractors.	192 Hours Annually
• Human Resources Reporting for Asheville Police Department saves Human Resources 8 hours per month and Police 4 hours per month.	144 Hours Annually
• Asheville Fire Department Requisition System saves up to four hours per week of staff time with more savings to come as others come on board.	208 Hours Annually
• Timekeeper Tool improves accuracy and frees up over 10 hours per week for timekeepers and central payroll team.	520 Hours Annually
• Comprehensive Annual Financial Report Module saves 100 hours in Finance staff time each year.	100 Hours Annually
• Integrate City Blog with main page of Ashevilleenc.gov created a time savings of 2 hours per month.	24 Hours Annually
• Improved Wellness Database saves 6 hours per staff notification.	144 Hours Annually
• Certificate of Occupancy Update Report saves 16 hours of staff time per month in addition to time saved for contractors.	192 Hours Annually
TOTAL LABOR HOURS SAVED:	4452 Hours or 2.25 Full Time Employees

Issues & Opportunities

Back in 2007, IT Services started to measure what we call “human metrics” of downtime. “System metrics” — which are what IT departments typically measure — tell us how we have impacted the system. Our “human metrics” tell us how we have impacted the customer. We measure in real time between an incident and its closure. We feel that this is the best way to measure business impact.



Outage Severity Analysis For Fiscal Year 2015



By the Numbers

Number of Cell Phones:	702
Number of Air Cards:	448
Radios Managed:	1,156
Number of IT Employees:	21
Network Servers Managed:	109
Number of Infrastructure Devices Managed:	201
Number of VoIP Devices:	803
Number of City Employees Full Time:	1,187
Part Time:	30
ITS Budget as a Percentage of the City's Operating Funds:	1.64%
Number of Desktop & Laptop Computers Managed:	1094
Average Work Orders Completed Monthly:	918
Average Number of Emails Checked for Viruses Weekly:	86,430

Comparison of Resourcing Levels by City for Information Technology Services in NC

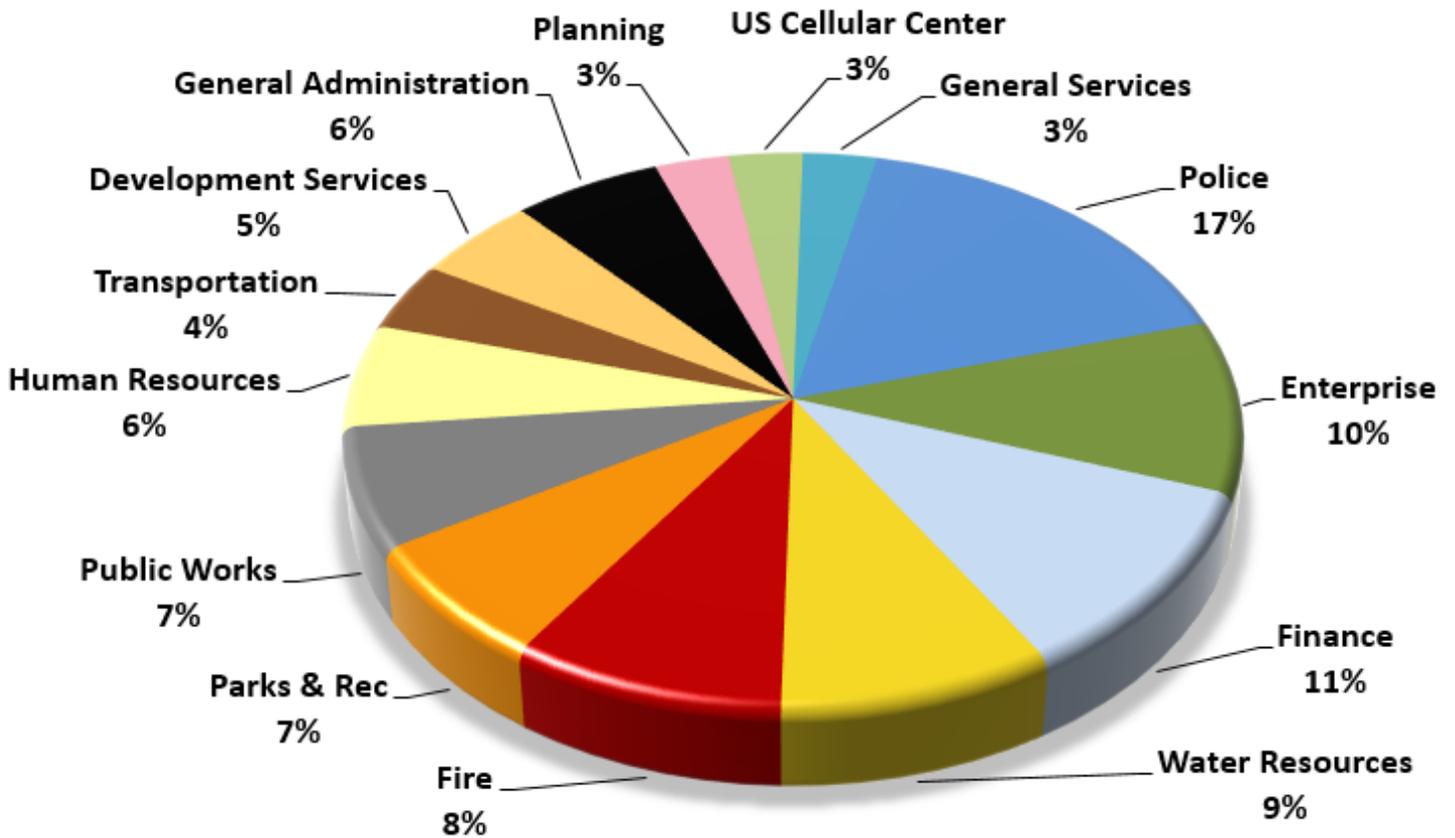
	Cary	Salisbury	Jacksonville	Buncombe County	Forsyth County
IT Resource Level Rank	1	2	3	4	5
Population	151,088	33,701	70,145	250,539	360,678
FTEs	1,189	450	564	1,335	1,905
IT Employees	25	9	12	54	42
Central IT Ops Budget(\$M)	\$7.46	\$2.79	\$3.11	\$10.74	\$6.79
Entire City Ops Budget(\$M)	\$137	\$71	\$93	\$367	\$405
IT \$ per City Employee	\$5,987	\$6,135	\$5,314	\$7,676	\$6,166
Percentage IT Budget/City	5.44%	3.92%	3.44%	3.19%	2.54%

High Point Asheville Wilmington Greensboro

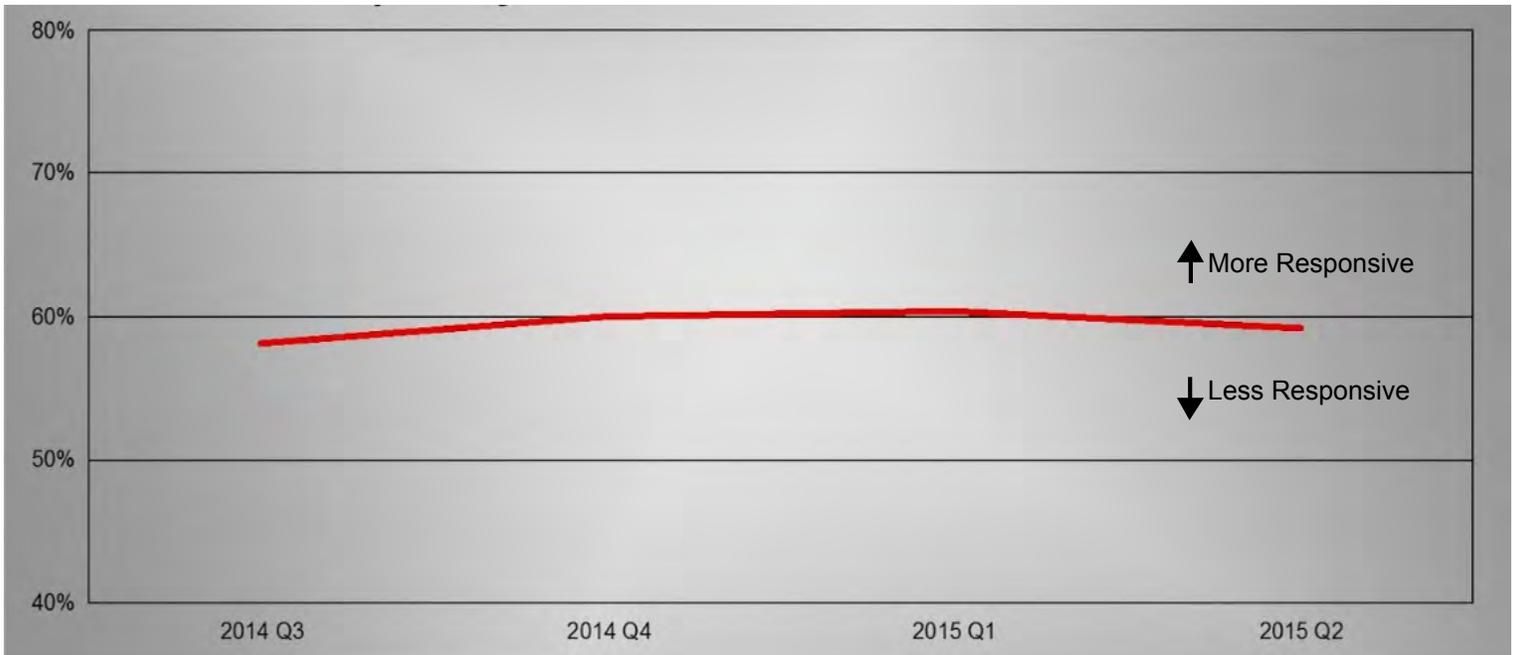
	6	7	8	9
IT Resource Level Rank				
Population	110,638	87,236	112,067	279,639
FTEs	1,357	1,187	998	3,150
IT Employees	23	22	16	28
Central IT Ops Budget (\$M)	\$6.98	\$2.53	\$2.28	\$6.25
Entire City Ops Budget(\$M)	\$342	\$154	\$148	\$472
IT \$ per City Employee	\$4,771	\$2,131	\$2,198	\$2,075
Percentage IT Budget/City	2.04%	1.64%	1.54%	1.32%

Source: FY15 Official Municipality Budget Documents

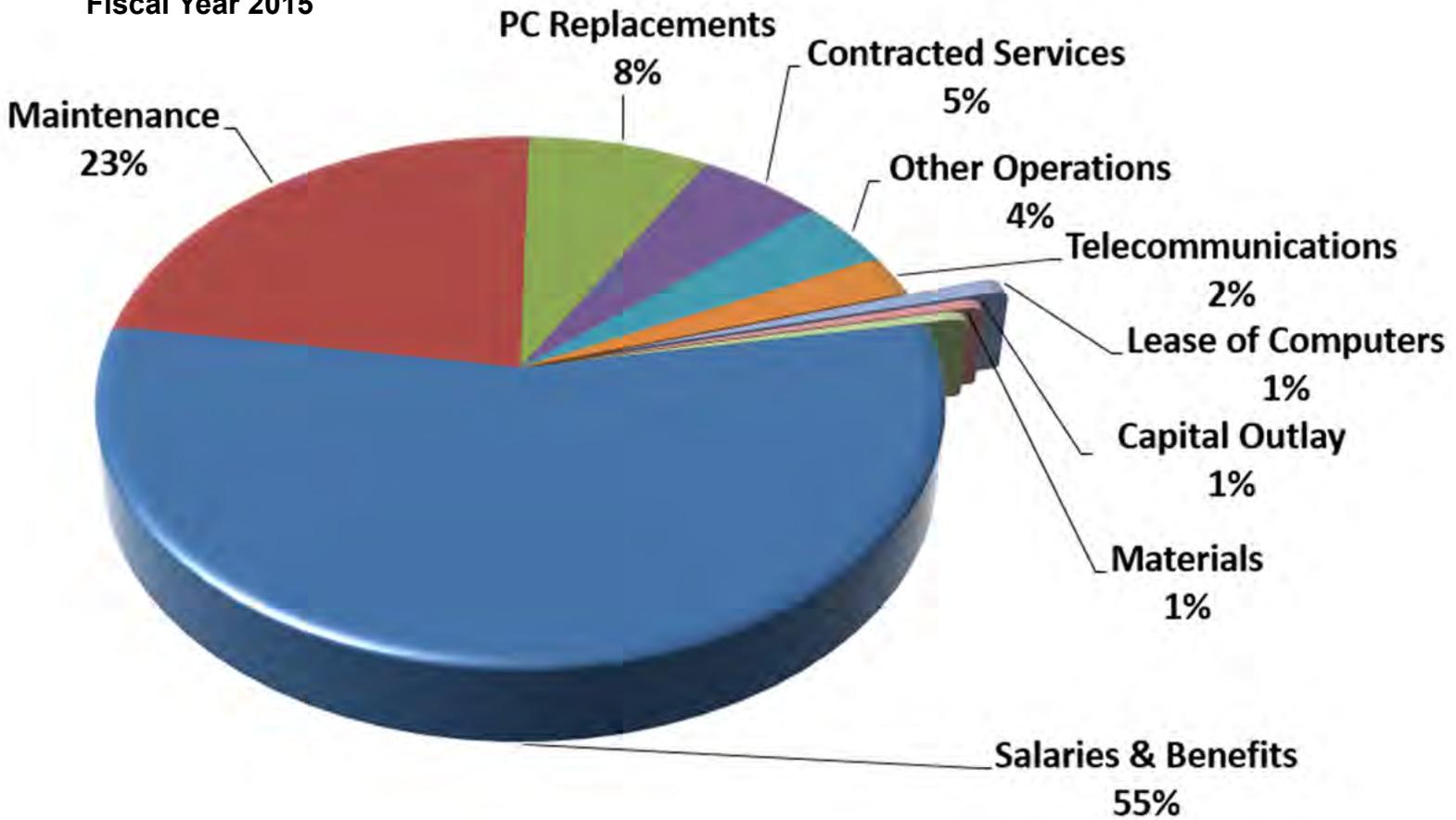
IT Services Department Utilization for Fiscal Year 2015



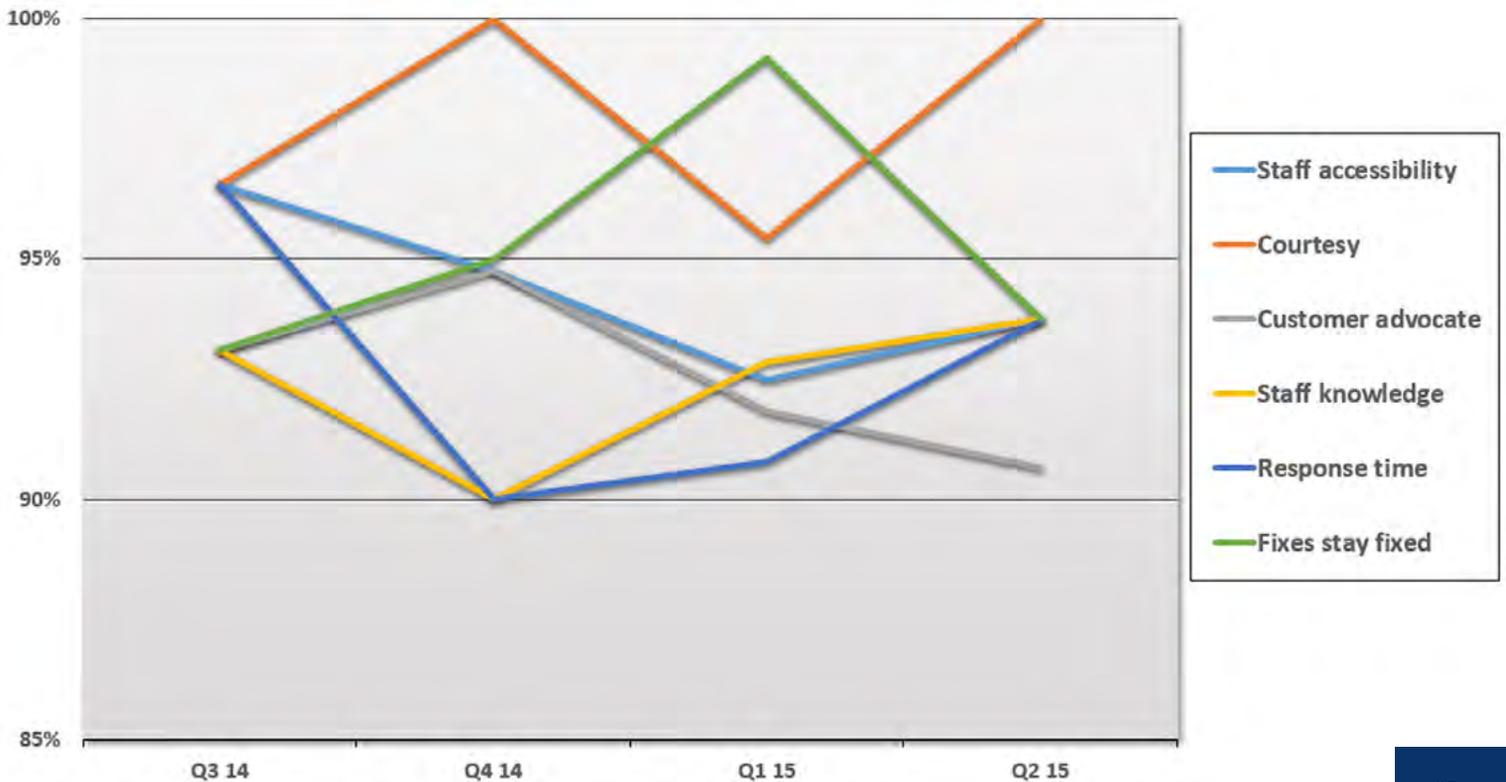
Normal Work Orders Completed Within 24 Hours City of Asheville, IT Services



Expenditures by Type Fiscal Year 2015



Quarterly Trend—"Good or Excellent" Customer Service Survey



Outstanding Service Recognitions

In August of 2014, an appreciation luncheon for the facility maintenance team was given to recognize their outstanding customer service & exceptional support to IT Services. In addition, IT Services shared its appreciation for the following employees:

<u>Department</u>	<u>Nominee</u>	<u>Recognized for:</u>
HR	Ashley Lategan	Helping with Open Enrollment & Wellness Activities
Finance	Barbara Whitehorn	Partnership in Solving Munis Problems
Purchasing	Brian Estes	Training in Contract Processing
Development Services	Chris Collins	Use of Technology to Improve Workflow
HR	Dave Carr	Continuous and Selfless Commitment to the Organization
General Services	James Ayers	Careful, Considerate and Clear Communication
Legal	Jannice Ashley	Willingness to Step in on Legal Review of the Motorola Contract
Police	Joe Rogers	"Go to Man" when it comes to anything MDT's and Beyond
Finance	John Sanchez	Patience & Training Skills for Contracts/ Purchase Orders
Fire	Kelly Klope	Positive Attitude on short notice to serve on our Hiring Committee
Finance	Michelle Harris	Patience Working through & Understanding Value of a New Process
Admin	Paul Fetherston	Time Listening to ITS Staff Needs & Helping to Meet those Needs
Parks	Ryan Seymour	Great Ideas & Innovative Thinking



We are thankful for your partnership & support!

Staffing Updates:

New Hires



Cameron Carlyle, new GIS Analyst to the Business & Public Technology Team.

Christen McNamara joined the BPT team as a new Systems Analyst helping with GIS, RecTrac, Munis, and much more!



Farewell to two of our long term employees

Larry Bopp
30 years of service



Gina Zachary
8 years of service



Above and Beyond

NC Tech Awards

The North Carolina Technology Association (NCTA) has 750+ member companies, organizations and institutions representing more than 150,000 North Carolina based employees. A review committee, comprised of economic development, education, media, non-profit and technology leaders across the state, selected the finalists and winners for the NC Tech Awards.

They focus on three main areas:

- **Executive Engagement:** Connecting Technology Providers, Consumers and Stakeholders - NCTA brings together executives around the business of technology for peer interaction, educational programming, information share, relationship building and networking.
- **Public Affairs:** Providing the Voice for the Technology Industry - NCTA is go-to organization for policy makers on issues affecting the tech sector. Public affairs efforts are guided by three principles: build relationships, educate on issues, and craft and advocate forward-thinking policy.
- **Knowledge Workforce:** Promoting Lifelong Learning and a World-class Workforce - NCTA supports the development of world-class, well-educated students and workers to make NC a hub for globally competitive companies.

Out of hundreds of nominations, two of our very own were state finalist:

Cameron Carlyle was named a finalist for NC Tech Awards – Business Value use of Technology for the Graffiti 123 project.

Jonathan Feldman was named a finalist for NC Tech Awards – Public Sector CIO of the Year

Cloud Computing Technology Awards

SuperNova Award: The SuperNova Awards are the first and only awards to celebrate the leaders and teams who have overcome the odds to successfully apply emerging and disruptive technologies for their organizations.

**SuperNova Award Finalist for Technology Optimization & Innovation:
Jonathan Feldman, CIO, City of Asheville IT Services**

**SuperNova Award Category:
Technology Optimization & Innovation**

The Company: The City of Asheville (pop. 87,236) is the hub of the metropolitan area and is the largest city in the 23 counties of Western North Carolina that include a total population of just over 1 million people. Asheville is the primary location for healthcare and professional services in the 13 far western county regions of our state. Asheville's Art Deco downtown, the nationally known Biltmore House, and numerous other tourist venues draw over 500,000 people per year.

The Problem: Asheville had disaster recovery protection for "critical," (e.g. ERP) but not "important" applications. The disaster recovery site was two blocks away, clearly unacceptable, however, a \$200,000 capital improvement plan to move it was unfunded. A lack of automation meant that disaster recovery testing was nearly non-existent. RPO/RTO was the typical "overnight backup & recovery" window, which meant that as much as a day's work could be lost.

The Solution: The CloudVelox software in conjunction with pay-as-you-go AWS addressed and improved all of these issues. We now have a modern disaster recovery solution that delivers a level of protection and support that we couldn't afford if we had to build infrastructure or use expensive, traditional services. By leveraging AWS, the City of Asheville reduced RPO & RTO as well as extended and improved protection in a testable and secure manner. Even large scale regional problems such as wide spread power outages, earthquakes, or major weather events would not affect the AWS and CloudVelox solution because of geographic distance. The AWS solution allows us to easily add other important systems as the need arises.

The Results: Testing of disaster recovery capability can now happen quickly and easily via the CloudVelox portal. To test any system, you log onto the portal and "spin-up" the system in AWS. The cloned system is brought online with a copy of the data as of the last sync. Testing can occur and then the system can be spun down. Cost avoidance of \$200,000 in moving DR centers. By leveraging AWS, the City of Asheville reduced RPO & RTO as well as extended and improved protection in a testable and secure manner.

Frost & Sullivan CIO Impact Award

Awarded to the City of Asheville for Innovative Use of Cloud Computing

The CIO Impact Awards honor enterprise teams and individuals that are enabling breakthrough new business models and strategies through the innovative use of transformative technologies. Winners in this Cloud Computing category will have aggressively embraced public or private cloud computing paradigms to deliver reduced costs, increased agility, greater scalability, improved standardization of IT services, and transform the role of the IT organization.

Government Tech Magazine Article

Featuring:

Jonathan Feldman, CIO, City of Asheville IT Services

Open the data and the citizen miners will come — and they just might develop an app, map or other innovative product not yet envisioned by busy local government officials.

That's been the experience of many local governments as they place more data online for public consumption. Initially open data initiatives grew out of a desire to increase government transparency and reduce staff time in processing public information requests. For the most part, the initiatives are achieving those goals. But a growing number of entrepreneurial residents — in addition to creative local government staff — are using the data to develop products that help citizens access services and interact with public agencies. Local governments are even sponsoring hackathons as a way to entice residents to develop new apps from the data.



Involvement - Community and Beyond

Third Annual Reverse Vendor Fair

The City of Asheville hosted its second annual Reverse Vendor Fair with several vendor agencies represented. The City invited area vendors interested in doing business with the City to participate. It was a great opportunity for vendors to speak directly with city department representatives and find out more about what contract and bid opportunities are available with the City of Asheville. IT Services also provided information about upcoming projects and bidding opportunities.

Asheville Buncombe Technical Community College Job Shadowing and Internships

Local community college, AB Tech completed a job shadow with IT Support Manager, Wanda Burgess, where they observed what's happening in different IT departments in our area.

IT Services partners with several local university and community colleges with their internship program. This fiscal year, Jason Kirkwood, a student at AB Tech, was a huge help in supporting our customers by working in IT Services' Help Desk Support Division.



Cloud Connect China

In September 2014, Jonathan Feldman traveled out of the country as a keynote speaker for Cloud Connect China to share City of Asheville cloud trends and strategies.

