

## **Information Technology Department**

*Patrick Stokes, Director*

The Information Technology Department is responsible for the oversight of the City's computer and network infrastructure. Some of the specific duties include, network administration, website maintenance, computer repairs and upgrades, along with a multitude of miscellaneous technical issues and problems. 2013 was extremely tumultuous year as there were several staff changes. The IT director departed his position during the middle of the year to pursue other opportunities, allowing the Network Admin to fill the position. In addition, the PC Technician also left early in the year. Both the PC Technician and Network Administrator positions were filled restoring the department to full staff.

This year the physical servers hosting our virtual infrastructure were upgraded to accommodate the latest software and appliances. This upgrade included four new physical servers to replace our existing aging units. In addition to an upgraded server environment we also purchased and installed a new 34-terabyte Storage Area Network (SAN) to accommodate our ever growing need for more storage capacity.

Power and power-conditioning are extremely important to a datacenter. All of our server racks had aging, disparate uninterruptable battery backups in each rack of equipment. These were replaced with a whole-room battery backup that can accommodate the equipment we currently have along with providing room for growth. Along with the new battery backup, an auto transfer switch was installed. Lastly, an external tap was installed to accommodate a generator.

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The IT Department is continuing to upgrade the City's computers to new operating systems running Windows 7. Windows XP and Office 2003 will be obsolete in April of 2014. Currently users are split 75/25 between Windows XP and Windows 7. We have made substantial progress in the upgrade and will continue well into 2014.

We installed a new backup solution this year to accommodate our growing server environment. The new solution is geared toward the virtual infrastructure environment, with only two physical servers remaining. Furthermore the new backup solution will allow for local and offsite backups.