

Information Technology Department

Patrick Stokes, Director

The Information Technology Department is responsible for the oversight of the City's computers, printers, copper and fiber network infrastructure, audiovisual systems, VoIP phone system, building access systems, fire monitoring, security monitoring and now video surveillance systems. Some of the specific duties include network administration, website and social media maintenance, computer repairs and upgrades, along with solving a multitude of miscellaneous technical issues and problems.

The past year was very busy for our department. We finalized our Riverwalk camera project that covered the following parks: Beutter, Merrifield, Crawford, Kate's Garden, Lincoln, and Central Park. This year we began plans to expand the system to cover the entrances to restroom and mechanical facilities due to vandalism. We are also planning to install cameras to cover the Columbus statue on Mishawaka Ave.

The past year we continued to expand our building access system. We installed the following systems at our Utilities Business Office: building access, security and video surveillance systems. The expansion of our building access system has been useful for our employees as it significantly cuts down the number of keys they need to carry to access sites throughout the city.

The IT Department is continuing to upgrade the City's computers, servers, printers and networks. We are striving to follow industry best practices by rotating computers at our sites on a five-year schedule. Industry best practices suggest replacing servers on a three-year rotation to ensure they can handle the load of our ever-expanding virtual environment. We currently host on-site roughly 75 virtual servers across four physical boxes. As we work to upgrade our users there is a mix of older workstations with Windows 7 with Office 2010 while users with new workstations are on Windows 10 and Office 2016.

Like the industry standards above, for workstations and servers, we are working to; when possible insure our sites cabling infrastructure and wireless comply with cabling standards. We have installed new wireless AC (802.11ac) access points at all of our staffed facilities. We also have plans to expand our surveillance and building access coverage at several locations throughout the city over the next year.