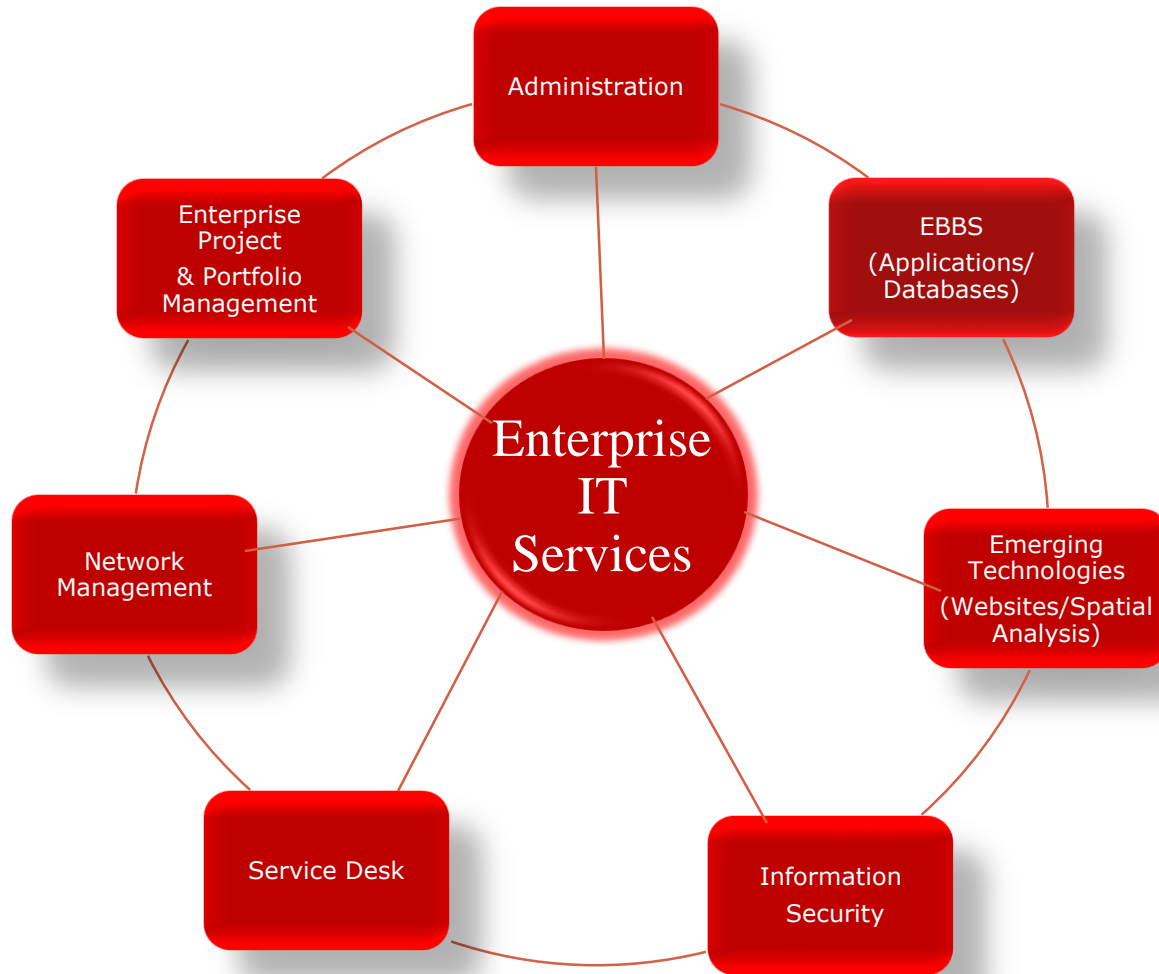# Information Technology Services

Vanetta Pledger
CIO / Director

Information Technology Services

What do we do?

| Support & maintain City staff PC's & mobile technologies | Support & maintain the City's applications, websites, and associated databases | Support & maintain the City's I-NET and Data Centers | Assist City departments in deploying new technologies and product lifecycle management |

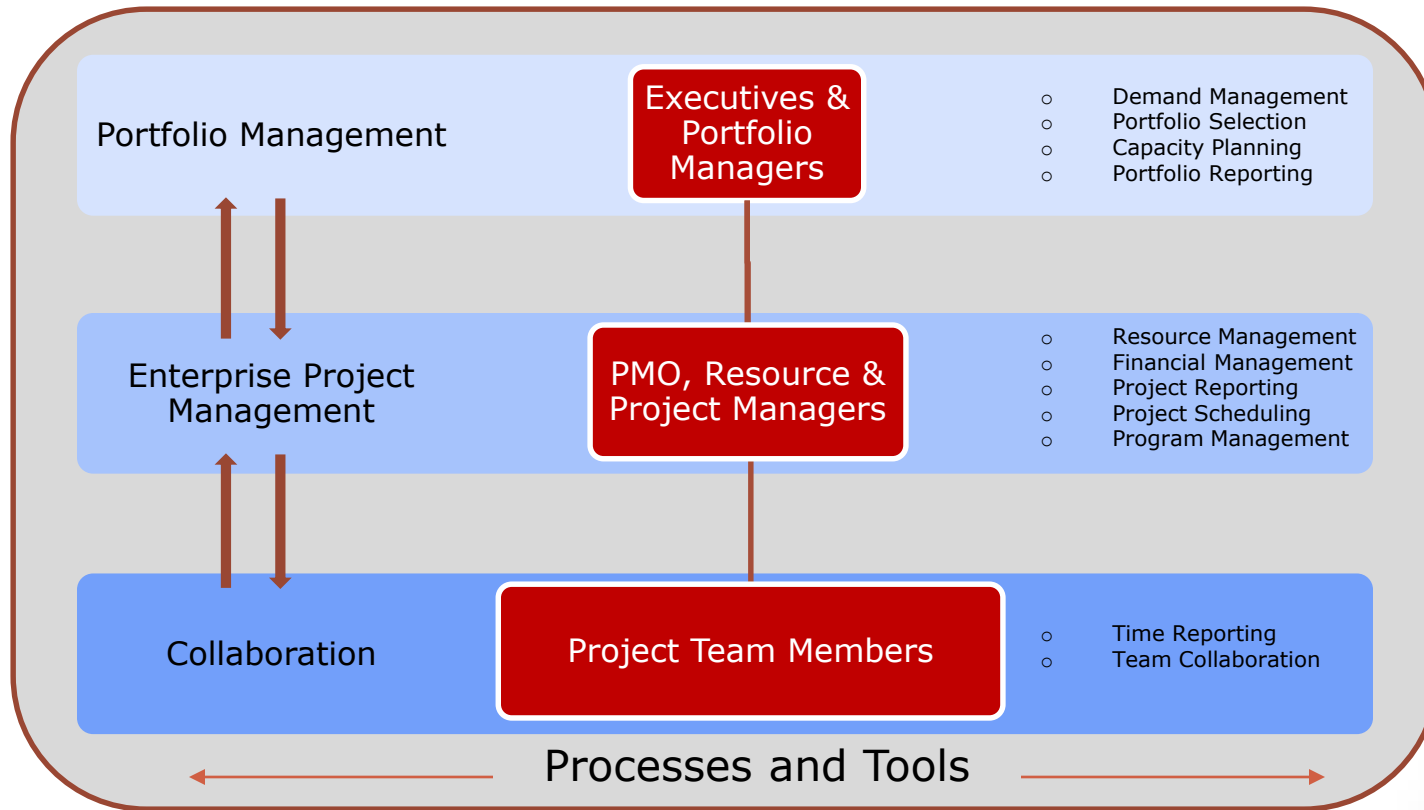**Use Information Security Best Practices to protect the City's data**

Administration

Strategic planning, ITS Strategic Plan, financial management, procurement, and employee engagement.

Enterprise Project & Portfolio Management

Network Management

- Data Center
- Network Connectivity
- Remote Access Technology
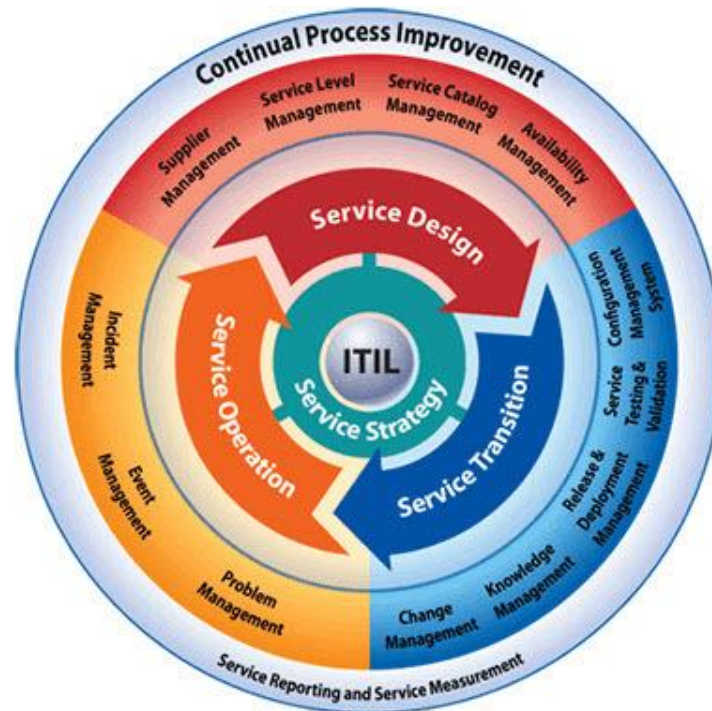- Wireless Access
- Municipal Fiber

Makes it all happen in the background

- ✓ Over 450+ Servers across the entire enterprise (production and testing)
- ✓ 204 Network Nodes (switches, routers, firewalls)
- ✓ Nearly 400 Wireless Access Points at 49 City facilities
- ✓ Over 3,800 Desk Phones
- ✓ Over 1 *Petabyte* of storage (1 Petabyte equals 1,000 Terabytes)

Service Desk Operations

- Adheres to Information Technology Infrastructure Library (ITIL) framework
- Align IT services with the needs of the business, and to demonstrate compliance and improvement
- Provide technical hardware/software support for the City's internal staff
- Provide continued IT service improvement

Information Security

- Security Awareness
- Risk Management
- Data Security
- Compliance
- Defense-in-depth
- Continuous Monitoring and Alerting
- Incident Response
- Endpoint Protection
- Mobile Device Management
- Business Continuity

Improve Efficiency of Government Processes

- Enterprise Computerized Maintenance Management System (CMMS)

- Enterprise Resource Planning (ERP)

- Tax Billing and Collection Systems

- Recreation Management Software

- City's Website and Call.Click.Connect

- Land Use Management System (Permitting)

- Geographic Information Systems (GIS)

IT Commission

Meetings held 5 times per year, open to the public

www.alexandriava.gov/19638

ITS Work During COVID-19

Keeping City Staff Productive

- Added tools like Teams, SharePoint capabilities, more Citrix licenses
- Purchased and deployed laptops, cell phones. Help Desk staff remained in the office!
- Conducted training on remote-work and provided weekly tips on telework
- Stood up Virtual Contact Centers for Health Department, Housing, Finance, DCHS, AEDP
- Staff could be responsive, and work safely at home

Special Initiatives

- Supported EOC and created "New Day Alexandria" SharePoint site
- Used Alex311 to support Housing's application for emergency rent funds
- Supported DEC to allow 911 call takers to work from home – first in the nation!
- Set up and supported Virtual Public Meetings to support public input into decision-making

Questions?

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