

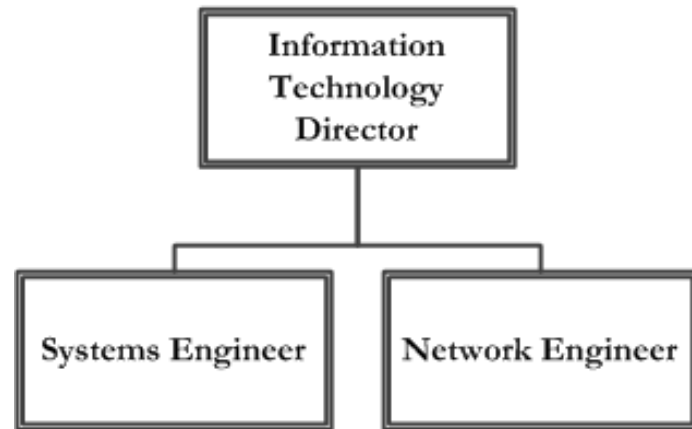


Information Technology

2019 Budget Presentation

Information Technology Department

Organizational Chart



Full-Time Equivalents: 3

“The City of Saco Information Technology Department provides excellence through technology paired with exceptional customer service.”

Provide strategic IT vision and enterprising solutions for all City of Saco departments, so they may be able to meet their goals, deliver results, and enhance community position.

Department Responsibilities:

- Desktop Support
- Systems
- Infrastructure
- Telecommunication
- Cybersecurity

2018 Highlights

- Staff professional development
- Email migration – Office 365
- Full network rebuild
- Software implementation – Police and FD
- Phone Implementation @ P&R
- Continue to harden servers and decrease security vulnerabilities
- Increase use of SaaS
- Push software training
- Develop security standards
- Standardize all the things!
- Collaborative software

Major Influences, Challenges, or Needs

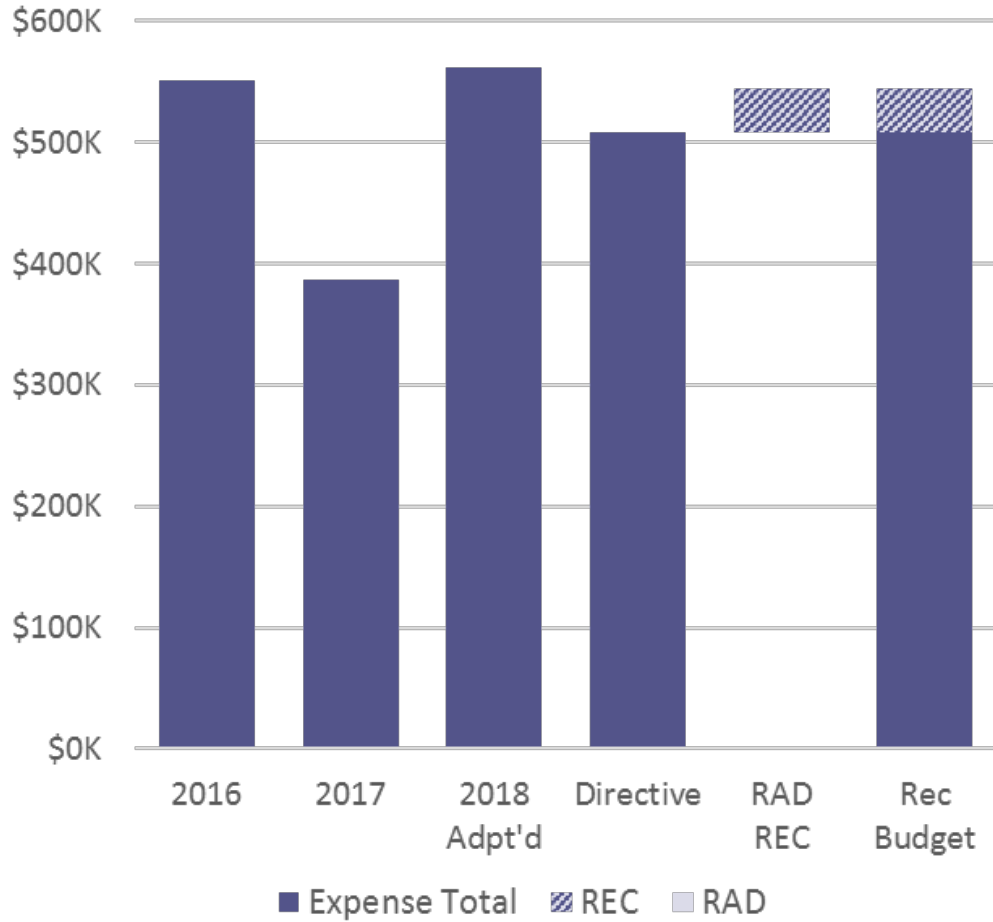
- **Protect – new way of thinking**
 - 4 Lines of Effort
- **Cyber Security**
 - Major focus
 - Mostly zero cost – planning phase
 - Using open source
 - Policy driven

IT Security Posture

- **Strong Authentication**
 - How do users login to systems
- **Device Hardening**
 - Properly configured and regularly updated
- **Reduce Attack Surface**
 - Things that connect directly to the public internet
- **Detect and Respond to potential intrusions**
 - Process of identification and control

Expenses Over Time

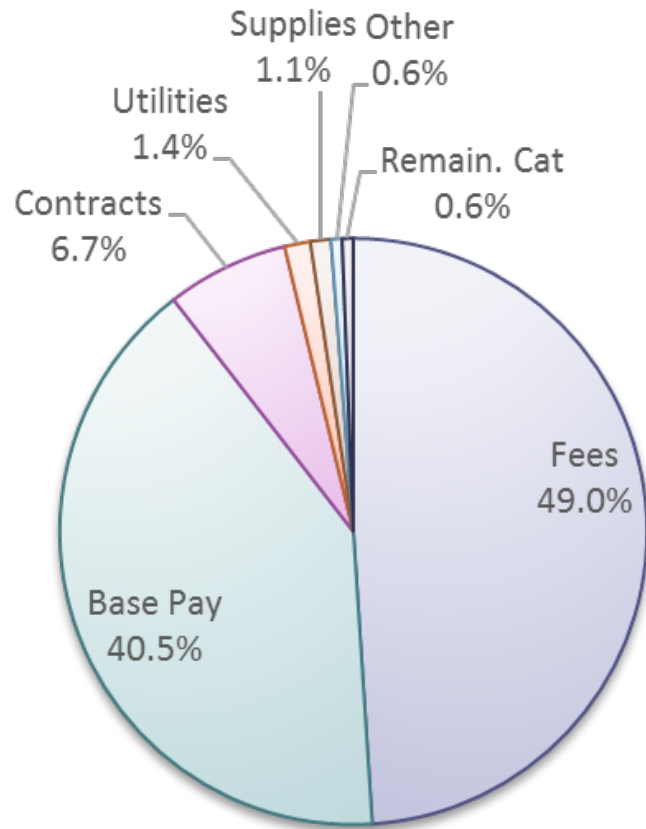
Budgeted Expenses Over Time



	FY2018 Adopted	Rec. Budget	\$ Change	% Change
Expense	\$561,453	\$543,871	(\$17,582)	-3.1%
Revenue	\$0	\$0	\$0	
Operating Income	(\$561,453)	(\$543,871)	\$17,582	





Budget By Category

Budgeted Expenses by Category



- **Fees**
 - The IT department pays for all software fees incurred by city departments
- **Base Pay**
 - Fully staffed with three total employees
- **Contracts**
 - Copier contract

Requests Above the Directive

Priority	RAD #	Project Name	Frequency	Requested	Recommended
	001001	IWorq Online Permitting	Ongoing	\$1,300	\$1,300
	001002	IWorq Licensing	Ongoing	\$1,849	\$1,849
	001003	Blank-It	Ongoing	\$2,368	\$2,368
	001004	Nessus	Ongoing	\$2,195	\$2,195
Information Technology Total				\$7,704	\$7,704

iWorq Online Permits

- Paper decrease initiative
- Tracks permits from application to occupancy
- Allow information share
- Detailed tracking and reporting
- Integration with existing Code Enforcement ticketing system

iWorq Licensing

- Paper decrease initiative
- Renew & apply for licenses online
- Accept online payments
- Print licenses to custom specifications
- Track expiration date
- Web-based solution
- Secure access from any web-enabled device
- Public portal for businesses, contractors, vendors, etc.
- Detailed tracking and reporting

BlankIt

- **Minimize officer distraction while driving**
- **Ensures compliance with driving regulations**
- **Prevents use of PC while vehicle is in motion**

Nessus

- **Cybersecurity initiative**
- **Identifies vulnerabilities**
- **Identifies policy-violating configurations**
- **Identifies malware used to penetrate network**
- **Ensures protection for most valuable resources**