



# **Technology & Information Services**

## **Council Study Session**

March 12, 2019

# Agenda

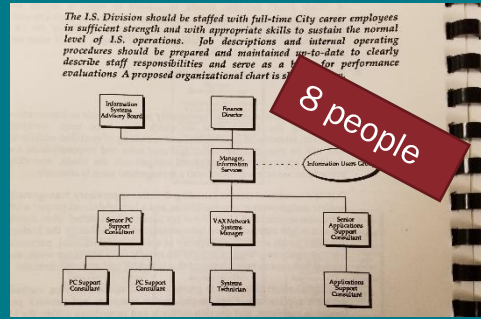
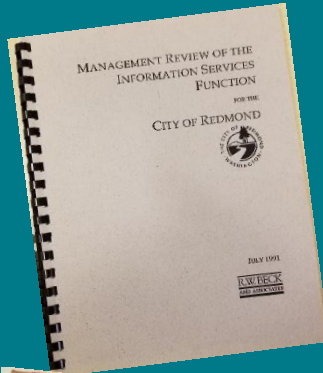


- Organizational Overview
- TIS and Business Operations Integration
- TIS Project Portfolio

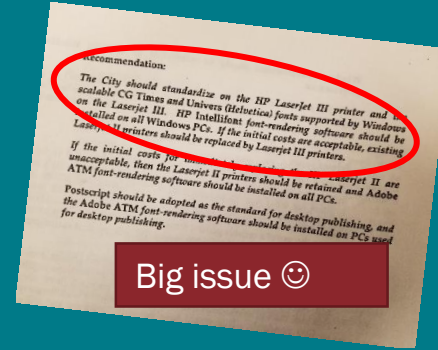
# Evolution of CoR IT



28 years ago

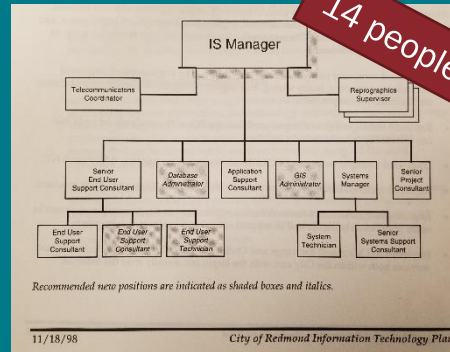
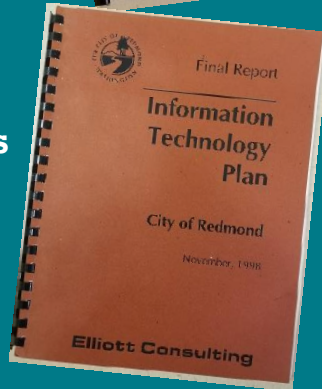


8 people

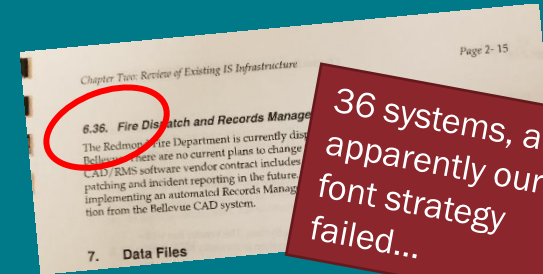


Big issue 😊

21 years ago



14 people



36 systems, and apparently our font strategy failed...

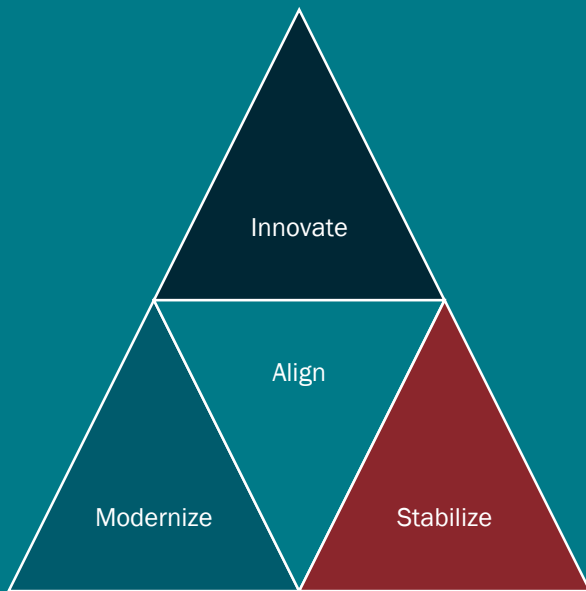
# Today



~300 apps and services  
 ~160 servers  
 ~90 switches/routers  
 10 Firewall/VPN appliances  
 ~180 Wireless APs  
 37 sites  
 ~130 IP cameras  
 Many subscriptions

Fonts are a thing again –  
 but a Communications  
 Team problem now 😊

# TIS Strategic Themes





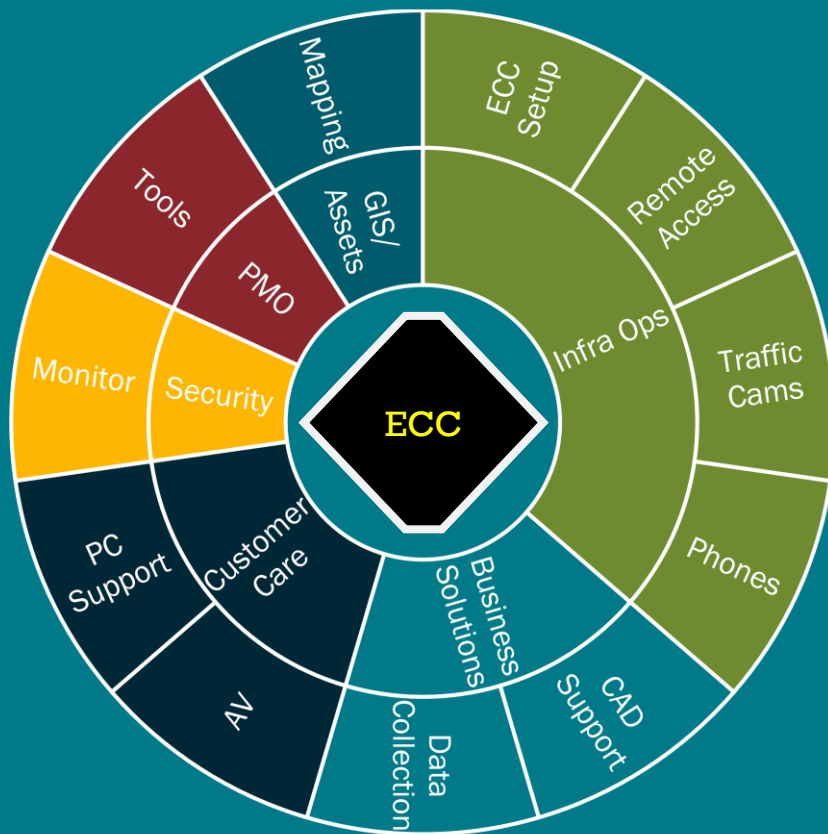


City of Redmond  
WASHINGTON

# TIS and Business Operations Integration

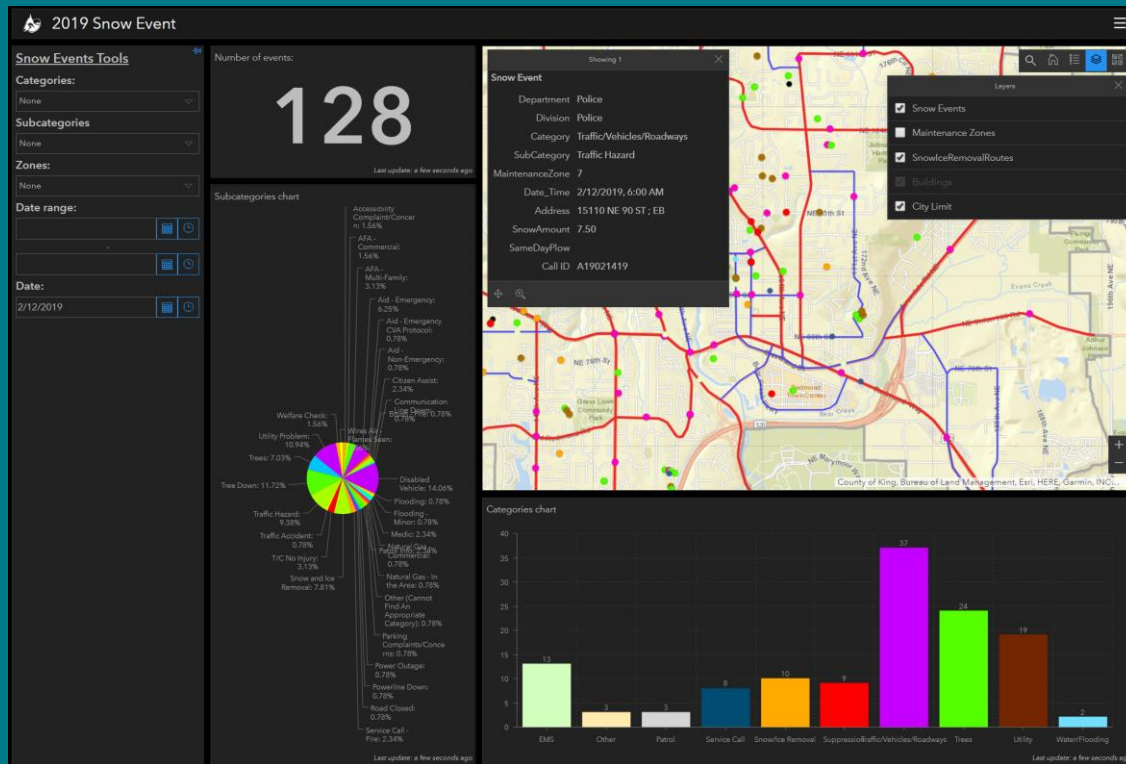
...The Snow Event...







# Visualizing Operations in GIS



Combines historic data from:

- Police
- Fire
- Customer Service Center
- Public Works
- Etc.

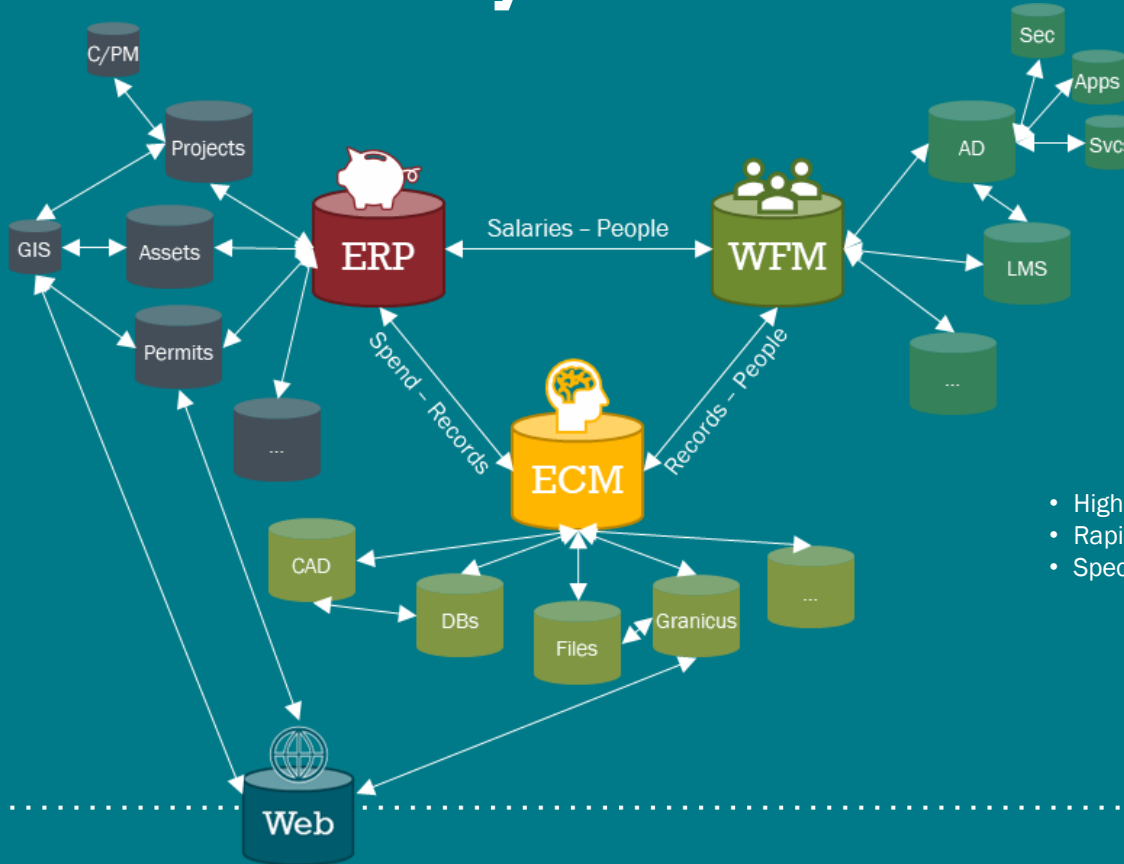
Available all the time?

- Exploring a project...



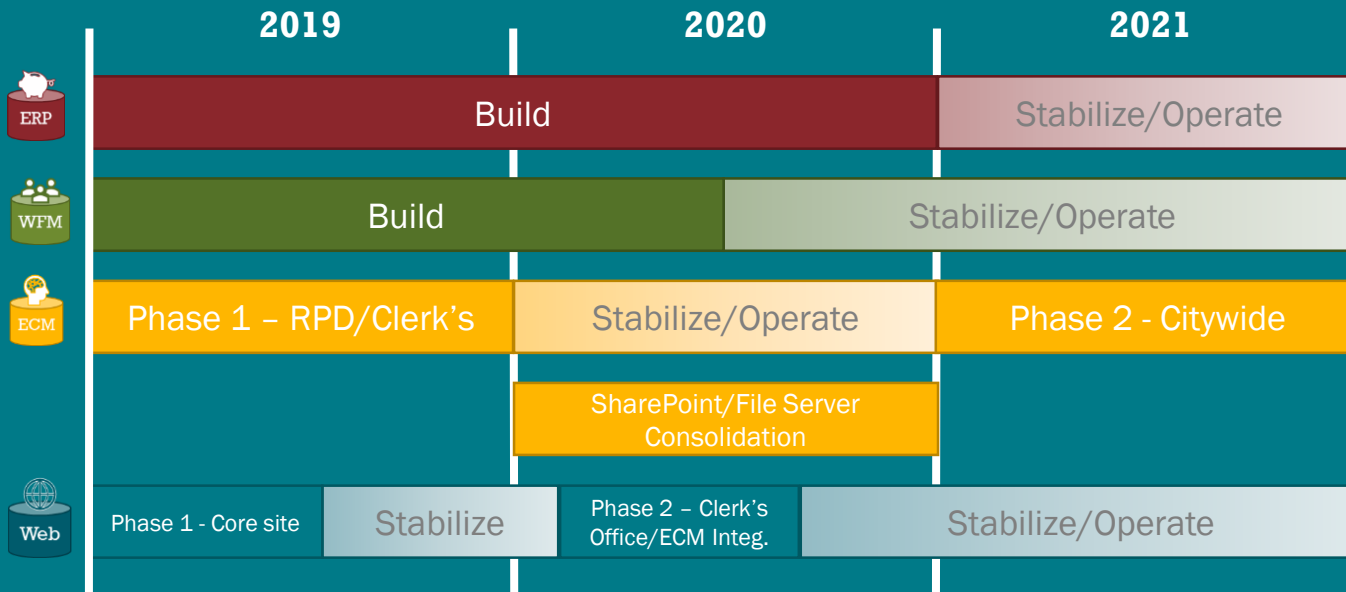
# Major Project Portfolio

# Core Business Systems Anatomy



- Highly integrated
- Rapidly changing
- Specialist skills needed

# The BIG 4 - timeline



## Capacity considerations:

- Build – TIS/SMEs
- Operate – TIS/SMEs
- Change – City Staff



# Thank You!