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Mayor, City of Mission Viejo

October 7, 2016

Compliance? Small City

City of Vernon

City of Vernon
Catalog of Enterprise Systems (Senate Bill 272)

Vendor	Product	Purpose	Category	Primary Custodian	Department	Data Collection Frequency	Update Frequency
Zscaler	Web Content Filter	Web Content Filtering	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Tyler	Eden Permits System	Permitting System	Information Technology	Public Works	Public Works	Daily	As Needed
Decade Software	Envision	Health Permitting System	Information Technology	Health	Health	Daily	As Needed
Tyler	Licensing	Business License	Information Technology	Finance	Finance	Daily	As Needed
Tyler	Contracts	Contract Management	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Tyler	Financials	Financial AR/GL/AP	Information Technology	Finance	Finance	Daily	As Needed
NeoGov	NeoGov	Applicant Tracking	Information Technology	HR	HR	Daily	As Needed
Laserfiche	Laserfiche	Document Management	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Cooper Notification	Cooper Notification	Notification System	Information Technology	IT	IT	Daily	As Needed
LiveSafe	LiveSafe	Notification System	Information Technology	IT	IT	Daily	As Needed
Advanced Utilities	CIS Infinity	Utility Billing System	Information Technology	VG&E Customer Service	VG&E Customer Service	Daily	As Needed
Tyler	Code Enforcement	Code Enforcement	Information Technology	PW/Fire	PW/Fire	Daily	As Needed
Tyler	Purchasing Module	Purcurement	Information Technology	Finance	Finance	Daily	As Needed
Mitel	Mitel 3300	Digital/IP Phone System	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Lucity	Lucity	Work Order/Inventory System	Information Technology	Public Works	Public Works	Daily	As Needed
ETAP	ETAP	VG&E System	Information Technology	VG&E	VG&E	Daily	As Needed
Windmill	Windmill	VG&E System	Information Technology	VG&E	VG&E	Daily	As Needed
SCADA	SCADA	For Electrical System	Information Technology	VG&E	VG&E	Daily	As Needed
Microsoft	Microsoft Exchange Server	Email Server	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Symantec	Symantec Antivirus	Antivirus Systems	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Symantec	Symantec Enterprise Vault	Email Archiving System	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Vmware	Vmware View	Desktop Virtualization Software	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
VMware	ESXi Software	Server Virtualization	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Filemaker Pro	Filemaker Pro	Reports	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Kronos	Telestaff	Personnel Scheduling	Information Technology	Fire/PD/VG&E	Fire/PD/VG&E	Daily	As Needed
Tyler	Payroll	Payroll	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Microsoft	SQL	Database	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
DVR	DVR System	Video Recording	Information Technology	IT	IT	Daily	As Needed
Transcore	Transcore Software	Control Traffic System	Information Technology	Public Works	Public Works	Daily	As Needed
Settlement	Settlement Software	Financial Software	Information Technology	VG&E Resource Planning	VG&E Resource Planning	Daily	As Needed
ManagedEngine	Service Desk	Helpdesk Ticket Software	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Symantec	Symantec Backup Exec Software	Enterprise Backup Software	Information Technology	IT	IT	Daily	As Needed
Phoenix	Phonenix	Gas Inventory	Information Technology	Fire	Fire	Daily	As Needed
McAfee	Mail Security	Email Security	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed
Tyler	Tyler Cashiering	Cashiering System	Information Technology	Finance	Finance	Daily	As Needed
Unidesk	Unidesk	Desktop Virtualization Software	Information Technology	IT	IT	Daily	As Needed
Solarwinds	Solarwinds	Log Management System	Information Technology	IT	IT	Daily	As Needed
Joomla	Web Publishing	City Website	Information Technology	IT	IT	Daily	As Needed
Symantec	Discovery Accelerator	Email Searching	Information Technology	IT	IT	Daily	As Needed
Kronos	Time Force Central	Time Keeping	Information Technology	IT	IT	Daily	As Needed
PRTG	Network Monitoring	Network Monitoring	Information Technology	IT	IT	Daily	As Needed
Microsoft	Updates Services	Windows Updates	Information Technology	IT	IT	Daily	As Needed
GeoSpatial Technology	GST CrimeMap	Crime Mapping System	Information Technology	IT	IT	Daily	As Needed
Itron	Itron	Metering Reading System	Information Technology	VG&E Customer Service	VG&E Customer Service	Daily	As Needed
AutoCad	AutoCad	Drawing Creation Software	Information Technology	PW/VG&E	PW/VG&E	Daily	As Needed
Itron	MVRS	Metering Reading System	Information Technology	VG&E Customer Service	VG&E Customer Service	Daily	As Needed
Zoho	Desktop Central	Computer Management Software	Information Technology	IT	IT	Daily	As Needed
ESChat	ESChat	Mobile Phone Chat Software	Information Technology	PW/VG&E	PW/VG&E	Daily	As Needed
Exclaimer	Exclaimer	Email Disclaimer System	Information Technology	IT	IT	Daily	As Needed
Cisco	Cisco Switches & Routers	Computer Networking	Information Technology	IT	IT	Daily	As Needed
Netgear	Switches	Computer Networking	Information Technology	IT	IT	Daily	As Needed
Nobel	Nobel Systems	Hosted GIS System	Information Technology	All City Hall Departments	All City Hall Departments	Daily	As Needed

City of Industry

Disclosure of Enterprise System Information SB 272 (2015)/Government Code 6270.5						
System Vendor	System Product	System Purpose	Data Stored	Custodian	Frequency Collected	Frequency Updated
Tyler Technology	Logos	Financial Management	Accounts Receivable; Accounts Payable; General Ledger; Cash Management	Information Technology	Daily	As Needed
Laserfiche	Laserfiche	Document Management	Database - SQL, PDF	Information Technology	Daily	As Needed
Microsoft	Exchange	Corporate Mail and Calendar System	Email Database	Information Technology	Daily	Daily
Planetbids	Planetbids	Vendor Proposals and Bids	Vendor Cloud Database	Development Services	Daily	Daily
Method Technologies	Website	City Website	Agenda, Agenda Packets, Announcements	Information Technology	Daily	As Needed
Cartegraph	Cartegraph	Projects and GIS	Assets, Facilities, Materials, Equipment, Projects, Housing.	Development Services	Daily	Daily

Standardizing Reports

- First of its kind bill
- Disparity of reports
 - Makes difficult to utilize the data
- Some tools have been offered to assist
 - Input and data formats, details are different
 - Some easy to search
 - Some have little detail, some have quite a bit

Compliance Large City Model City: Santa Ana

Ana

City of Santa Ana

Enterprise Systems Catalog

Vendor	Product / Application	Purpose	Category / Type of Data	Custodian Dept.	Frequency Collected	Frequency Updated
In-house	Permit Parking	Permit Issuance Tracking	Permit System	Public Works	Daily	Daily
In-house	PGIS	Payroll General Ledger Interface & Reporting	Human Resources	Finance & Management Services	Semi-monthly	Semi-monthly
In-house	Public Records Requests	Public Records Requests Tracking	Public Records	Clerk of the Council	Daily	Daily
In-house	Rehab	Housing Rehab Loan / Cost Tracking	Housing	Community Development	As Needed	As Needed
In-house	Request for Service (RFS)	Traffic Service Request Management	Service Requests	Public Works	Daily	Daily
In-house	Santa Ana Property Information Network (SAPIN)	Property Information Tracking & Management, Permitting, Inspections, Occupancy, and Code Enforcement	Permit System	Planning & Building	Daily	Daily
In-House	Tobacco Retail License	Tobacco License Management	Business, Persons, Permits	Police	Daily	Daily
In-house	Training Voucher	Client Training & Training Provider Management	Community Development	Community Development	As Needed	As Needed
In-house	Utility Users Tax (UUT)	Utility Users Tax Processing & Management	Revenue	Finance & Management Services	Daily	Daily
In-house	Website	Communication with Public	Website	City Manager's Office	Daily	Daily
Integrated Law and Jus	PCDECS	Probable Cause Declarations (County)	Persons, Criminal Charges	Police	Daily	Daily
Laserfiche	Laserfiche	Document Management for Clerk, Treasury, Finance, Community Development, Public Works, Police, Jail, legacy Fire, and portions of Planning & Building	Document Management	Clerk of the Council Finance & Management Services Community Development Public Works Police	Daily	Daily
Lexis Nexis	CopLogic	Citizens' Online Crime Reporting System	Persons, Property, Locations, Crime Incidents	Police	Daily	Daily
Linear	DIMS	Digital Information/Evidence Management System	Images, Audio Recordings	Police	Daily	Daily
Microsoft	Exchange	Electronic Mail Communication	Email System	Information Technology	Daily	Daily
MillerMendel	Esoph	Applicant Management System	Persons	Police	Daily	Daily
Mindtouch	Mindtouch 2009	wikiPDa - Web Platform / Document Library / Knowledgebase / Training Platform / Collaboration Tool	Persons, Incidents, Vehicles	Police	Daily	Daily
Neogov	Insight	Online Job Applicant Tracking	Human Resources	Personnel Services	As Needed	As Needed
PlanetBids	Bid Management	Online Bid Processing & Management	Procurement	Finance & Management Services	As Needed	As Needed
SharePoint	Visitor Log	City Hall Information Desk Notification	Other	Information Technology	Daily	Daily
Spiceworks	Help Desk	IT Problem Reporting & Tracking	Service Requests	Information Technology	Daily	Daily
Systems & Software	enQuesta	Utility Billing & Customer Information Management	Utility Billing	Finance & Management Services	Daily	Daily
Systems Innovators	iNovah	Cashiering	Revenue	Finance & Management Services	Daily	Daily
Tab	Tab Fusion	Housing Records Management	Document Management	Community Development	As Needed	As Needed
Taser International	Taser Evidence	Body Worn Camera and Data Management	Video and related meta-data	Police	Daily	Daily
The Library Corporation	Integrated Library System	Library Management	Library	Parks, Rec, Com Svcs, & Library	Daily	Daily
Thomson Reuters	Concourse Matter Room	Legal Case & Document Management	Legal Cases	City Attorney's Office	As Needed	As Needed
Thomson Reuters Elite	ProLaw	Legal Case Management (legacy archive)	Legal Cases	City Attorney's Office	None	None
Tyler Technologies	Brazos	Electronic Citation System	Persons, Vehicles, Traffic Violations	Police	Daily	Daily
Ventiv	iVOS	Workers Comp & Liability Claims Processing & Management	Human Resources	Personnel Services	Daily	Daily
Vigilant	Vigilant LPR	License Plate Reader		Police	Daily	Daily
Yardi	Yardi	Housing Management	Housing	Community Development	Daily	Daily

- Excellent effort on detail/purpose
- One of very few agencies to list In House systems
- Listing of custodial departments
- This is one of the most detailed report we evaluated

Findings

- Vast disparity among reports (even when evaluating agencies of similar size/population)
- Standards for evaluation are needed to normalize results
- Standardization of report formats is vital moving forward
 - Most agencies missing numerous Enterprise Applications
 - May be due to lack of understanding by IT Leaders
 - Very few internal systems articulated, ghost systems (conglomerations of data that turn into de facto Systems of Record) are never listed
- Creating of agency vertical (city, county, water, etc.) would be of strong benefit
- Missing systems need further research
 - Dog licensing, some cities have it, some do not, which is correct?
- More leaders need to be aware of the requirement
 - Need to escalate through leaders communications

Benefits

- Many agencies (County/AQMD) have systems that are in-house developed, but are used only in that agency.
 - Goal is to facilitate sharing/best practices
 - Large opportunity for
- Improve community understanding of agencies
 - Especially those that are less well known
- Ghost systems need to be defined further, will make open data processes easier.