



**CITY OF KIRKLAND**  
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## MEMORANDUM

**To:** Kurt Triplett, City Manager  
**From:** Brenda Cooper, Chief Information Officer  
**Date:** October 5<sup>th</sup> 2011  
**Subject:** 2011 IT Study Session

### RECOMMENDATION

Council review this memo and let Brenda Cooper, CIO, know if there are any specific questions about technology that they would like to see addressed and which may not be included in the following memo or agenda for the study session.

### BACKGROUND DISCUSSION

The Information Technology department very much appreciates this annual opportunity to spend time with Council and explore technology. There is no action being required of Council at this Study session.

The study session will highlight a significant new opportunity for citizens and businesses to submit plans electronically via the regional website MyBuildingPermit.com, briefly showcase other IT successes, and move on to discussion of some future technologies that the city might consider.

The study session will not be long enough to talk about all of the technology topics that might interest Council, so a separate report has been attached that highlights work completed and in progress or starting soon from each of the Information Technology divisions. Only a few of the items in the report will also be highlighted in the presentation.

## City of Kirkland 2011 Information Technology Department Tour

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This report highlights some Information and Communications Technology accomplishments and work in progress or starting soon. For the sake of brevity, it focuses primarily on work that affects the community or the city as an enterprise.

### Department-wide activities:

#### ***Accomplishments:***

##### *Kirklandwa.gov*



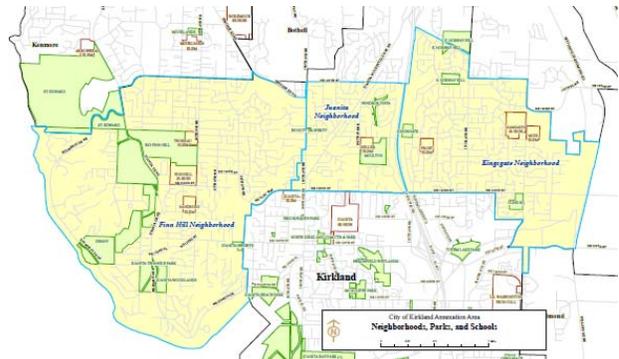
Successfully changed the city's email, internet address, and related materials from ci.kirkland.wa.us to kirklandwa.gov, which is easier to remember and to say. This required the Network and Operations division to change the email information and a numerous backend processes, the Digital Communications division to change the website and the addressing, update the business cards, and develop publicity to support the PIO in making the change known.

##### *New Service Desk Software*

Replaced aging help desk software with Assyst from Axios, which provides the IT department with an internationally accepted framework for IT operations and best practices. We expect to gain efficiency through the implementation of better processes, improved backlog management, and time tracking. This new system will be used department-wide when implementation is completed.

##### *Annexation Support*

The GIS Division responded proactively to numerous support calls, including extending the state-mandated Shoreline Management Plan, mapping and analyzing real property values in subsets of the annexation areas, supporting address notifications, and inventorying and classifying park and stormwater property swaps from King County. GIS also assisted Finance staff in locating/registering residential alarm customers and businesses, and coordinated with the U. S. Postal Service on realigning ZIP code boundaries in North Kirkland. Digital Communications managed a huge increase of work related to community information, new signage, website changes, and support for annexation-related events.



## Geographic Information Systems

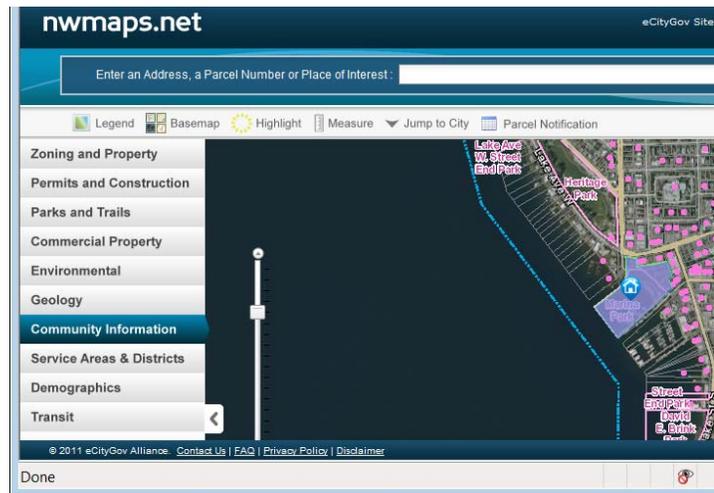
### ***Accomplishments:***

#### *GIS Browser Upgrade*

GIS staff and a local vendor successfully rolled out a new citywide internal GIS Browser application, an improved replacement for the previous product which is no longer supported by the software vendor. The city requested increased functionality in the new application, including tools to enhance staff productivity, and procedures for customizing the browser in-house without vendor involvement. Feedback from city staff users indicates the new GIS Browser is both effective and highly valued.

#### *Regional GIS Website launched*

The regional GIS website NWMaps.net was significantly upgraded to provide more information and make it easier to find. This website includes map-related information provided by common theme, including zoning and property information, parks and trails, environmental information, and more.



### ***In Progress or Starting Soon:***

#### *Street Infrastructure Mapping*

In support of city service levels in North Kirkland, the GIS Division will be extending existing GIS data layers for signs, streetlights, sidewalks, signals, and possibly street trees. This may be a joint effort with Public Works staff to reduce expenses. The project plan also calls for all street assets to be mapped in one pass, if practicable, to minimize visits to each neighborhood and save transportation expenses.

#### *Intelligent Map and Application Gallery*

Planning has begun for a web-based "gallery" portal for all city staff to easily access commonly requested maps and applications. For example, standard maps of zoning, parks and recreation, active and planned CIP, selected crime and fire statistics, census, and other themes of interest will be packaged and organized for easy reference, printing, and copying. This is seen as a streamlined approach to connecting a majority of requestors with resources, without significant e-mail, telephone, or in-person contact.

## Applications

### ***Accomplishments:***

#### *Utility Billing Application Upgrade*

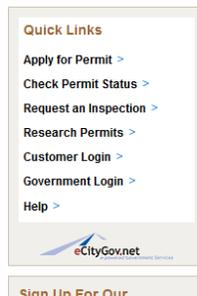
Worked with Utility Billing Staff to upgrade Springbrook to the latest version replacing an obsolete one. This was done in advance of Annexation activities to allow staff to prepare for billing to the new area and so that the city can bill for garbage.

#### *Video Parking Enforcement*

Helped police implement a new video parking enforcement application this year. This involved new hardware, software and numerous technical and procedural changes. We worked diligently with Parking Enforcement staff to understand the new system and ease their transition from the old chalk.

#### *E-Plan Permits thru eCity Gov Alliance*

Worked with the eCityGov Alliance to allow electronic submission of multiple plan types. This makes it easier for businesses, contractors and citizens to complete a building or permit application, especially if they interact with multiple Eastside cities.



#### **Welcome to MyBuildingPermit.com**



MyBuildingPermit.com is an easy-to-use permitting portal that makes it possible to apply for, pay for, and receive electrical, low voltage, mechanical, plumbing, and re-roof permits from each of the [participating jurisdictions](#). This is one-stop government service at its best.

**New! Plan Review Permits** Customers can submit applications, upload plans, pay for fees and receive permits electronically for permits that require plan review. Plan review applications are offered on a jurisdiction-by-jurisdiction basis. If you have questions regarding the availability of online permits for participating jurisdictions, please [contact the jurisdiction directly](#).

### ***In Progress or Starting Soon:***

#### *Energov Implementation*

We continue to work diligently on the Energov implementation. This is a huge project touching many aspects of the city's business, and the project has been challenged. We have entered the User Acceptance Testing (UAT) phase and plan to go-live with the system on January 3, 2012, which will be about a year behind the original anticipated implementation date.

#### *Timekeeping*

We are implementing a new timekeeping system to replace our aging timekeeping system. This was also an opportunity to consolidate and save money by using an existing module in our Finance system.

#### *Court Projects*

Court staff have been heavily impacted by Annexation and we are working with them to improve efficiency and provide them with better functionality in their applications. We are in the process of upgrading their Probation Management System and working on an interface with the Administration of the Court (AOC) to transfer ticket data directly to the state which eliminates Court staff data-entry of ticket information.

## Network and Operations

### ***Accomplishments:***

#### *Windows Deployment Services*

Network and Operations replaced the way we install operating systems and base city software on PCs, a process called imaging, with Windows Deployment Services (WDS). With this new method, we have reduced the time it takes to create a base image by 95%, reduced the per PC time it takes to install the operating system and base city software by 30% and reduced the required network disk space for images from 450 GB to 40 GB. WDS technology will play a primary automation role in our 2012 work plan for upgrading city computers to Windows 7 and Office 2010.

#### *Council iPad Pilot*

Ran a successful process to pilot the iPad for City Council use. Even though Council did not choose to use iPads at this time, the process was a valuable learning opportunity for IT Staff.

### ***In Progress or Starting Soon:***

#### *Upgrade City Email*

Upgraded city email. This upgrade provided a significant increase in performance. When fully completed, the city will have a redundant secondary server in the event the primary server fails, better support and security for smartphones/personal mobile devices and more options for email archiving.

#### *Upgrade City Computers to Windows 7 and Office 2010*

Network and Operations will upgrade city computers to Microsoft's Windows 7 operating system and Office 2010 suite. These two upgrades will provide improved security in the operating system and new process improvement features in the Office suite.

#### *Replace aging network infrastructure and equipment*

Much of our network and storage equipment is currently five to seven years old, and will need replacement over the next few years. We will develop a roadmap to replace aging infrastructure. Work is expected to start in 2011 and continue through 2012, and will provide more redundancy and fault tolerance to reduce single points of failure.

#### *IT Security Audit*

IT security is increasingly becoming expensive, complex, and mandated. Our last complete security audit was 2005. We expect to begin this audit in the next few months and have it completed before the end of 2012. Recent security-related accomplishments include providing security training and certification to one staff member and re-doing our security policy.

## Digital Communications (formerly Multimedia Services)

This group has undergone significant changes, and thus been re-named. The division's manager retired, the webmaster and web production assistant position have been moved into the division, some of the responsibility for television content has been moved to the PIO, and an intern has been hired to help with workload in graphics, video, and web production. They are all now direct reports to the Chief Information Officer.

### ***Accomplishments:***

#### *The Lifecycle of a Street Video*

Working with Public Works and the City Manager's Office, our team created an information video designed to help the citizens of Kirkland better understand the costs and challenges of street maintenance.



#### *Teen video: Distracted Driving*



In partnership with the Teen Council and the Parks and Recreation Department, the Digital Communications team created a video designed to warn teens about dangers inherent in driving while texting, talking on the phone, or otherwise being distracted.

#### *New Directional Signage*

Helping people find their way around is important. This year, Digital Communications re-designed the signage to help people find their way around City Hall, and also re-did the downtown signage.

### ***In Progress or Starting Soon:***

#### *Intranet Upgrade*

We will be upgrading our Microsoft SharePoint based intranet as part of our regular cycle of technology refreshes. We plan to use this upgrade to improve the project management tools available to city staff in all departments.

#### *Additional Informational Videos*

This year we will replace our usual senior and teen video projects with more video similar to *The Lifecycle of a Street*. This is to educate citizens about how the city supports them and to provide context for important issues as they arise.