Summary of Technology Related COVID-19 Response Projects:

The technology projects related to the COVID-19 pandemic can be divided into two significant areas. The first group of projects were completed in early March through April. These projects were directly related to the upgrades and changes necessary to move from an onsite workforce to a remote workforce. These changes were needed to assure that productivity was maintained and functionality was as consistent as possible.

The second group of projects, which began in August and will be completed by the end of the year, are related to ongoing efforts to combat the pandemic through CARES Act funding. And make improvements to the work that was completed in the beginning of the year.

Spring Ramp-up of Telework:

- Mobile Equipment Preparation and deployment
    - Review of all exiting equipment for readiness to facilitate telework.
    - Collection of reclaimed and pool equipment for deployment to staff without mobile equipment.
    - Evaluate Internet capacity, and network configuration for anticipated volumes of network traffic.
    - Facilitate group testing of all remote equipment to detect problems.
    - Modify procedures for providing technical assistance in a remote working environment.

- Mobile Connectivity Software acquisition and upgrades
    - Acquired additional licensing for remote connection software.
    - Updated more than 100 computers to resolve issues, and facilitate telework.
    - Developed method for staff without City laptops to connect to their PCs at work while at home.

- Network reconfiguration
    - Modify existing network to add opportunities for water staff to work at multiple locations.
    - Reprogram firewalls to accommodate direct PC to PC connections.
    - Monitoring of bandwidth utilization to assure of adequate capacity.
    - Modified access control as necessary to facilitate changes to visitor and employee access.

- Application improvements
    - Stand up permit payments through an online portal to minimize public/employee contact.
    - Configuration of VoIP phone system to facilitate remote access of call groups.

- Creating new online forms on the city website to maintain ability to submit requests, but doing so remotely.

Continued Improvements to Mitigate Pandemic Risks:

- Further expand telework capabilities and telework functionality.
    - Replacement of over 60 desktops with laptops to further facilitate telework by staff.
    - Acquisition of software necessary to connect new equipment.
    - Migration to a higher level of PC to PC connection solution.

- Improve LSTV capabilities
    - Add channels to production PC to allow for additional inputs like vote cast. Allowing for a more complete remote viewing experience during hybrid meetings.
    - Upgrading the servers for improved performance and message board content.

- Conference Room Teleconference upgrades
    - Improvements to the Emergency Operations Center (EOC) to facilitate remote and hybrid function during emergencies.
    - Improvements to the Council Chambers through improved projectors, and added screens to facilitate social distancing and effective hybrid meetings.
    - Improvements to Municipal Court audio visual capabilities to hold hearings in a virtual/hybrid environment. Including zoom hearings, and improved remote scheduling.
    - Improvements to city conference rooms to facilitate hybrid meetings with staff, vendors, and stakeholders. Additionally, these improvements will aid in distancing for closed sessions.

- Software to improve access and limit exposure
    - Acquisition of additional licensing for the document management system to facilitate access to public documents remotely. And have the added ability to submit forms from a public portal.
    - Acquisition of licenses for the document management system the will allow for additional city staff to access or upload documents remotely.
    - Acquisition of Call Center software to improve remote call takers to complete their work remotely.

- Device sanitization
    - Acquire equipment to safely disinfect mobile equipment.