Mission Statement
To provide leadership in information technology, with a focus on providing strategic direction on technology issues, leading technology innovation initiatives, while responsibly managing the City of Glendale's technology infrastructure, applications and maintaining the highest level of reliable service to the community we serve.

Department Description
Information Services is organized into three operating units: Applications Support, Technical Support and Wireless Communications.
The Applications Support unit is responsible for management of GIS, LIS, FileNet Records Management, PeopleSoft HR and Financials support, Help Desk and WEB development and applications support.
The Technical Support unit manages Systems Operations and Administration, Network support, PC support and Telephone support.
The Wireless Communications unit is responsible for Radio Equipment and Systems, Cellular Phones, Blackberry units, Wireless Data Devices, and all of the City's Communications and Interoperability Assets.

Relationship to City Strategic Goals
Trust in Government
The Information Services Department continually works to ensure that we conduct the business of government in the best interest of the public, with integrity, openness and inclusion. We strive to provide excellent customer service looking for multiple opportunities to create an informed community with a positive perception of City Government. It is our goal to provide all major "documents" on the web as allowed by

law via convenient and highly accessible technology available to the whole community. By providing a variety of e-government services on the City website, we enable a number of people to take advantage of a fully disclosed venue for information regarding City decisions and policies.

Technology
The Department continually searches for ways of improving services while reducing costs. Major systems that are mission critical to other departments are maintained within the guidelines of industry standards and protocols to ensure minimal downtime and reliability. Upgrades to these systems are constantly evaluated and cost-effective solutions are implemented. New technologies are evaluated annually according to industry best practices. Information Services consistently advocates for the use of proven and reliable technology to streamline processes and reduce operational costs. We also look for consolidation opportunities with interoperable technology systems such as the Fire/Police radios and PeopleSoft Financials that include Purchasing and Human Resources. Our goal is to enhance customer experience through effective technology services, resources and quality controlled data.

Safe Community
Information Services assists the two public safety departments in assuring a community that is physically safe, free of blight and prepared for emergencies, creating a sense of security for all by providing technology support and services. Community preparation

and capacity to respond to disasters is a high city priority which Information Services plays a significant role in by assuring mutual aid and communications interoperability is readily available.

Major Accomplishments
During fiscal year 2008, the Information Systems Department made significant progress on a number of key initiatives designed to enhance service and increase operational efficiencies. Most notable were:

Applications Support had a number of significant implementations including eBenefits on GEMS for Self Service, Filenet in GWP (Customer Service, Collections), Filenet in GWP (Customer Service, Billing), Filenet in Management Services, Filenet in Admin Services (Risk Management), Filenet in Finance (Payroll) and FileNet interface through GFS and Harris/Northstar. They also completed the 9.3 ArcGIS/ArcSDE Server Upgrade Project in preparation for the CSI project.

The Web & Applications team partnered with staff from Glendale Water & Power, Development Services, and the City Clerk's office over the year in developing web strategies. The partnerships between Information Services and other departments have yielded three high quality websites aimed at better serving the residents of Glendale. Information Services and Glendale Water and Power launched the new and improved glendalewaterandpower.com in August 2008. The usage patterns and statistics thus far have been significantly better than those of the old Glendale Water &

Power website. GlendaleVotes.org was launched by IS and the City Clerk's office in February 2008. The website is aimed at placing all election related information in one, easy to find location. The website has enjoyed immense success in a relatively short amount of time. Finally, IS and Development Services staff worked jointly to develop thinkglendale.com. The Think Glendale website serves as one of the many facets of the marketing efforts of the development Services department. Think Glendale is a one-stop website for highlighting prominent business sectors and attractions in Glendale.

The Technical Support team completed a number of upgrades to existing infrastructure and support operations including upgrading the GWP network in Water Engineering, the voice and data network cabling at Fire Stations 22, 23, 24, 25, 27, 28 and 29 as well as the Montrose, Grandview and Chevy Chase Library facilities, network cabling and switches within the Perkins Data Center, upgraded the network wiring to Category 6 for Building and Safety computers in PW Permit Center for the public counter area and provided fiber connectivity between GUSD's Clark Magnet High School and the district headquarters. They also provided fiber connectivity between GUSD's Clark Magnet High School and the district headquarters.

The Wireless Communications team achieved a number of significant accomplishments including the celebration of the five-year anniversary of the highly successful ICIS JPA, welcomed the City of Pasadena to the ICIS JPA, improved reliability of ICIS with DC power conversions and / or improvements at Mt. Lee, Mt. Thom, and Mt. Lukens, received $2.6 million in grant funds and contracted with Motorola to upgrade the core of the ICIS network to an interoperable Project 25 compliant architecture, successfully added the Montebello Fire Dept to the Verdugo Fire Communications System, replaced almost 100 portable radios for the Glendale Fire Department with new radios that are more capable and reliable, implemented backup dispatch radios for Verdugo Fire Communications to improve reliability, provided radio, phone and network services for the Glendale Police Substation in the Americana at Brand working extensively with Caruso Affiliated to ensure Police and Fire radio coverage throughout and moved all police patrol cars to a new data carrier to improve coverage and reduce costs.

Changes from Prior Year
Budget Changes: The change in the Department's budget from the fiscal year 2008-2009 revised budget is a net decrease attributable to the following:
3) Elimination of three vacant positions in office support, administration and wireless communication sections of the department.
4) Reduction to the M&O budget for contractual services, repairs to office equipment, travel, computer software, telephone and radio shop utility bill reduction.

Staffing Changes: There was a net decrease of three FTE's from the fiscal year 2009 revised budget. These positions were in the office support, administration and wireless communications sections of the department.

INFORMATION SERVICES - GENERAL FUND			
	Actual Expenditures 2007-08	Original Budget 2008-09	Proposed Budget 2009-10
Salaries & Benefits	3,939,012	4,209,947	3,880,329
Maintenance & Operations	1,007,305	781,386	768,571
Total Appropriations	4,946,317	4,991,333	4,648,900

INFORMATION SERVICES - OTHER FUNDS			
	Actual Expenditures 2007-08	Original Budget 2008-09	Proposed Budget 2009-10
Salaries & Benefits	1,324,786	1,657,262	1,743,360
Maintenance & Operations	2,656,667	4,334,006	5,891,888
Capital Outlay	389,980	-	-
Total Appropriations	4,371,433	5,991,268	7,635,248

Future Outlook

The Information Services Department is proactively working with other City departments and managers on multiple citywide initiatives designed to improve operational efficiency and effectiveness as well as cost reduction strategies. The department is actively involved with GWP to identify areas were the two departments can work collectively to assist in improving efficiencies, reducing overhead costs and responding to government mandates (NERC) as they relate to the utility. This effort is intended to help them meet their strategic goal to lower rates and increase revenues. The City's technological infrastructure status is continually monitored for reliability and performance. The department will continue to emphasize good customer service to internal and outside customers while continuing to identify ways to improve services. Continuing to work with the City and all departments on global cost reduction strategies is a priority for the Division. The Division continues to search for and identify areas of inefficiencies and recommend changes to enhance the City's operational effectiveness.