

IS Department Highlights-2008

Geographic Information System (GIS)

The zoning map was updated with the changes for 2008. The west area land-use map and the fire department map book were updated as required throughout the year. The village map was updated based on new information and comments from others. In addition, numerous requests for creation and printing of incidental maps and for scanning of large documents were fulfilled.

All ArcGIS server and desktop software was upgraded to the 9.3 release. ArcSDE on the SQL Server was updated and the GIS data migrated to the new version. Indexing, statistics, and data compression were performed on the updated databases. The GIS maps on the village's intranet are using the new ArcGIS Server 9.3 interface.

Individual maps and documentation of four possible routes for the installation of fiber optic cable between the current police building and the new building at 411 W Higgins Road were created. Preliminary identification of utility easements and rights-of-way for each route were completed. The Village of Schaumburg provided information and recommendations for the portion of the routes which crossed their village boundaries. All of this information was provided to the contractor who is preparing the bid proposal for the cable installation.

Following the annexation of nearly 17 acres, with boundaries on Golf Road, Berner Road, and Dale Drive, the Autumn Woods subdivision was added to the village maps. The data layers that were updated included individual parcels, street centerlines, municipal boundaries, fire protection districts, police beats, street address labels, and street name labels. The Autumn Woods subdivision will appear on virtually all village maps as new copies are printed.

Started creating large scale maps for the fire department's pre-plan documents. These maps identify the locations of emergency shutoffs, fire hydrants, and fire department connections for selected buildings such as schools, hospitals, and other multi-story buildings. The pre-plans facilitate the fire department's preparation for emergencies at such locations.

The GIS database security was updated to enable the Public Works GIS Technician to directly edit all of the village utility data layers. ArcEditor and MapLogic software were installed on the PW GIS computer to provide additional capabilities for their current and future mapping requirements.

We received new, 4 inch resolution, color orthophotos of the entire village through an agreement with Northwest Central Dispatch System. These photos are very crisp and show many new building developments, especially in the west area of the village. Also, as part of this agreement, we received a copy of Electronic Field Study software (Pictometry) along with a set of oblique aerial photos. These photos are also taken from a plane, but at a 45 degree angle from the north, east, south, and west. These photos include geographic coordinates, both horizontal and vertical. The Pictometry software and image library offer some unique measurement capabilities and can also utilize data layers from the GIS database.

SunGard Public Sector (SPI)

The implementation of the Local Adjudication process utilizing the Citations application was completed in the first quarter of 2008. This included entry of all local ordinance violations into Citations, creation of the Court Docket Reports for use at the biweekly hearings, modification of the penalty processing procedure, and creation of form letters to violators to be sent after each step of the hearing process.

An evaluation and streamlining of the Business forms and procedures for the Business License Renewal Process was performed throughout 2008. New data and informational forms were created, and all License forms were also evaluated and updated. The automation of the Liquor Licensing process was also accomplished this year so that now all licensing information is available in Business Licensing.

Beginning in January 2008, all food-related Business Health Inspections are now recorded in the Business Licensing application and, therefore, are a part of the overall electronic record of each business. This enables reporting, tracking and the tying of business renewals to the passing of required health inspections.

In the third quarter, all Code Inspectors were trained in the use of the Permit Inspection application for entering inspections, inputting results and closing completed inspections, freeing up the Customer Service staff for other tasks.

We installed, tested and implemented the custom programming necessary to allow the integration of the JP Morgan Chase Receiver Service program for electronic Utility Billing payments. This custom provides a way to interface these electronic payments with the CommunityPLUS Cash Receipts application as well as the recording of those payments in Utility Billing and, subsequently, the interface to FinancePLUS. This was accomplished in the third quarter. We also purchased and installed the SSL data-encryption portal necessary to download the payment data directly from the JPMC website.

The Village's implementation of the Alarm Monitoring equipment and services for commercial accounts began in 2008, and we created a billing process in the Utility Billing application that will bill each commercial account monthly for this monitoring service.

All SPI databases were converted from the Unix OS/Informix DB platform to MS Windows OS/SQL DB platform in the live environment on April 1st. This conversion went live after six months of testing the applications, making data format corrections, configuring the Active Directory-enhanced security, which eliminated any remaining generic login accounts, and the installation and configuration of new Genero clients/shortcuts on all 250+ village desktop pcs. All existing custom Cognos Impromptu reports (over 400) were rewritten for the new platform during this period. This conversion now brings all these databases into our disaster recovery plan, with the redundancy that multiple SANs provide.

The eGov constituent portal project was a major focus in 2008, beginning with the hiring and training of one full-time data analyst and two part-time data technicians, all of whom are devoted to the analysis of existing data and the corrections necessary to bring this to our constituents in 2009. Much progress was made in consolidating and correction of existing data, as well as adding missing location records. Nearly 104,000 individual corrections or consolidations were made to the entity data by IS staff during this time period. We also entered over 1000 new location records, mostly for commercial units and suites, and corrected nearly 5000 existing location records. This project has been showing very good progress, but the loss of the full-time Data Analyst position by the end of August 2008 will delay this implementation until later in 2009 than originally intended. This staff change occurred just when we were ramping up to get the hardware and software installed in the test environment. The server and software were installed in December and configuration and testing in the test environments will begin in January.

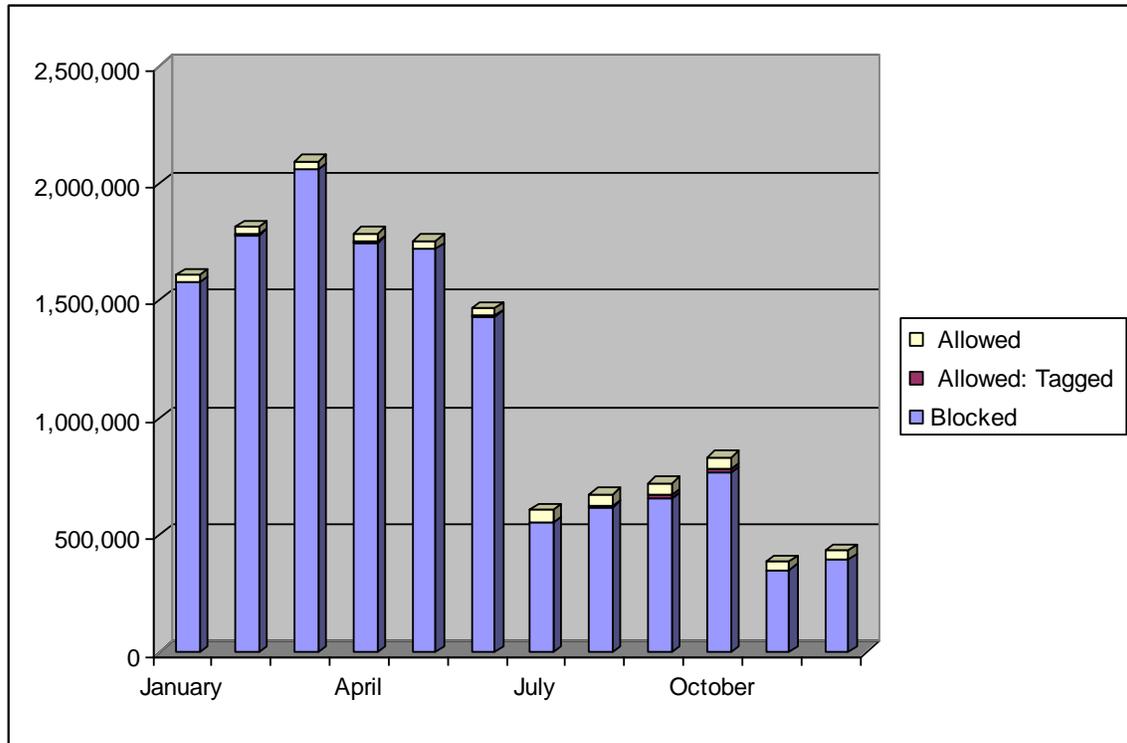
The necessity for staff retraining in CommunityPLUS applications was indicated by our analysis of the state of our existing data. All data entry of name and address information needs to follow the data entry standards that will be required for the software to be accessible over the web and we provided all users this training and documentation.

Training materials and programs for many CommunityPLUS applications were written and provided to users as a part of a retraining program for new staff, current users, as well as the training necessitated by the change in responsibilities for all Customer Service staff. This included training for Business Licensing, Citations, Permitting, Permit Inspections, Pet Licensing and Vehicle Licensing, as well as extensive Entity training given to all regular CommunityPLUS users.

Anti Virus Annual Report

In 2008 the IS Department handled 14,178,483 emails. In 2007 the IS Department handled 5,439,165 emails, this in an increase of 260%, with 94% of the total email being Spam and Viruses. Without our current security devices filtering out all this email, our Exchange Server would be severely hampered, creating instability in our email service to the Village of Hoffman Estates.

The Village of Hoffman Estates anti-spam, anti-virus and security policies have saved the IS Department time and money, overall made our Computer Network more secure and stable.



Total	Blocked	Allowed: Tagged	Allowed	Total Received
January	1,574,815	1,601	31,832	1,608,248
February	1,779,203	1,736	32,197	1,813,454
March	2,056,621	3,022	34,703	2,094,346
April	1,746,343	2,478	36,602	1,785,423
May	1,718,182	1,939	34,645	1,754,766
June	1,431,928	1,964	31,380	1,465,272
July	553,412	875	52,846	607,133
August	620,338	2,817	51,387	674,542
September	654,317	17,599	50,701	722,617
October	764,107	15,660	51,586	831,353
November	351,413	560	33,968	385,941
December	396,118	548	38,722	435,388
Total	13,646,797	50,799	480,569	14,178,483

Telephone System

The Information Systems Department completed the installation of a Voice over Internet Protocol (VoIP) telephone system.

- New blocks of DIDs were purchased for the Police Department, Village Hall and Public Works. All desk bound staff now have their own call back numbers eliminating issues with Privacy Manager and E911.

- The system is portable. Unlike the Coral PBX it replaced, the CISCO VoIP system can be easily relocated provided a PRI is in place.

- Each Fire station maintained their current analog/pots lines (for standard calling) and given internal extensions (calling between Village facilities). The Tie Line Circuits and their associated costs were eliminated.

- Departments were segmented with their own blocks of numbers and a main department number was given to each. This will ease traffic on the switchboard as departments can now give out their own numbers to customers.

Wireless System

The Information Systems Department configured and installed five wireless access points at various Village facilities. The department also configured the squad laptops with the necessary protocols to communicate with the access points.

In addition to building the foundation for applications such as in car report writing and the in car ticket printing program the department is interested in, it now makes it possible to deploy patches and updates to the squad laptops as well as allowing Help Desk personnel to troubleshoot issues remotely rather than having the laptop taken out of service.

System Security

The Information Systems Department researched, testing and implemented a new USB security and management application. Control Guard is used to block unauthorized devices on a computer.

Portable storage devices and removable media that connect to the network through USB, Wi-Fi, FireWire and as well as more common devices such as iPods, PDAs, thumb drives and even CDs pose a serious security threat because anyone with access to corporate PCs can download proprietary information or infect the network with malware or viruses. Control Guard will allow the Information Systems Department to manage, approve and audit these devices as they are used.

Help Desk

The Information Systems Department Help Desk fielded 2671 calls for service this year. This is an increase over last years 2580 calls. 73% of these called were resolved within 1 hour. These numbers do not reflect Projects Help Desk staff members were assigned and completed.

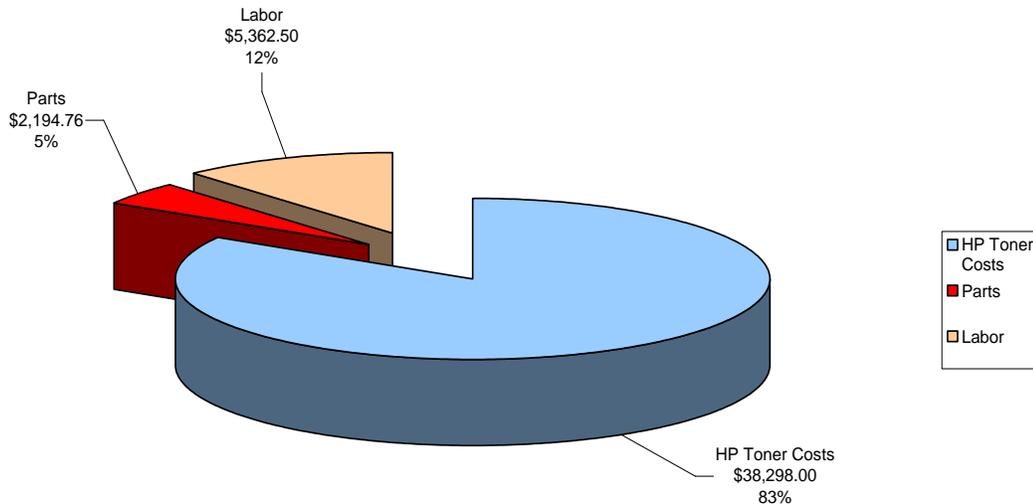
Disaster Recovery/Contingency Planning

As part of internal emergency operations planning process, the department has been developing contingency plans for disaster recovery situations. Imaging of our File Servers has begun, to allow a bare metal recovery scenario. The 2007 budget included the installation of a second SAN at the Police Department to enable complete replication of our critical data across the locations.

Printer Maintenance Program Costs Savings

The Village of Hoffman Estates currently participates in a program called PrinterSense. This program was offered by Document Imaging Dimensions, Inc. Participation in this program provides the Village with a maintenance contract that includes all applicable parts and labor for all covered printers while using toner purchased through D.I.D. The amount spent by the Village on toner in 2008 increased by \$5139.52 compared to 2007. The recorded toner and ink purchases made by the Village in 2008 were used to perform a cost comparison with the prices available for similar products at HP. Purchasing the toner through D.I.D. under the PrinterSense program cost approximately \$3382.98 less than it would have to purchase them through HP. Had the Village not participated in this program during 2007, the cost of parts and labor would have added approximately \$7557.26 to the amount spent on toner from sources other than D.I.D. **When considering all of these factors, participating in the Printer Sense program saved the Village \$10940.24 in 2008. The results are depicted in the following charts.**

2008 Estimated Expenses Total \$45855.26 Without the PrinterSense Program



**2008 Toner and Maintenance Expenses While Participating in the PrinterSense Program Total
\$34915.02**

