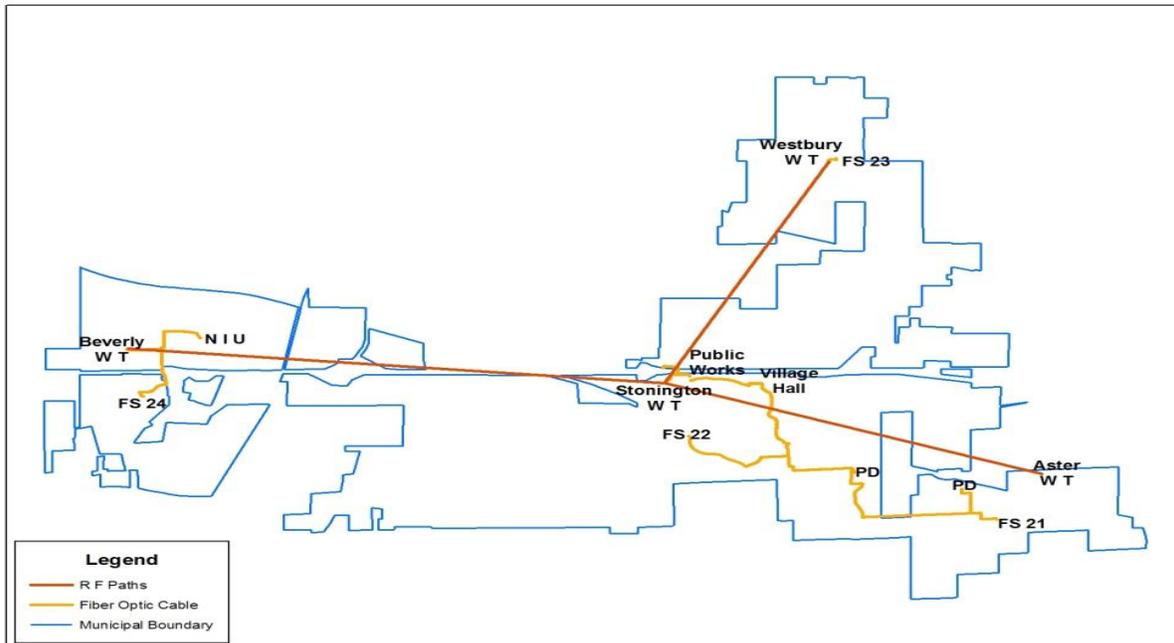


IS Department Highlights-2009

Network Infrastructure Upgrades



The Information Systems Department completed a number of critical network infrastructure upgrades during 2009. The first was the upgrade of the point to point wireless system connecting three of the outlying fire stations to the center of our network via our Water Towers. Second, fiber optic cable was then run between the Westbury water tower and Fire Station 23, from the Beverly Water Tower to the new Fire Station 24 on Beacon Pointe, and under I-90 at two locations to access the Tollway fiber optics. Third was the creation of the Northwest Municipal Broadband Authority. NMBA members include Hoffman Estates, Elgin, and School District 300 to jointly lease 26 miles of Illinois Tollway fiber optics. Fourth, the NMBA then partnered with Northern Illinois University as NIUnet to bring high-speed Internet Access to the area. Lastly, as part of the new Police Facility project, fiber optic cable was pulled to Fire Station 21. As a result of these several projects, Hoffman Estates now has high speed fiber or wireless connectivity to all Village Facilities. These links provide for efficient daily communications among our sites and also serve as a backup dispatch call distribution method for our Fire Stations.

Finally, existing Wi-Fi access points were upgraded and where necessary, new ones installed, to provide coverage in and around our Village Facilities for both employees and guests.



Citizen Portal Project

A major focus of our software efforts in 2009 was on the eGovPLUS constituent portal. This application provides web-based access to those people doing business with the village utilizing many of SunGard's CommunityPLUS applications. Initially, we will be implementing the Utility Billing portion of eGov. This will enable a resident to view their account information details, account history and consumption on-line, as well as provide an integrated method of bill payment.

We performed extensive application testing with our village data throughout the year. This led to the customization of most of the web pages the users will access. Testing also identified many areas which needed further development by SunGard to meet the expectations we have for security and ease of use. Most of these changes were completed by the end of 2009. We also worked extensively with Illinois State Treasurer's office and SunGard to develop and test a custom payment gateway that utilizes the Illinois e-Pay system as our payment method in eGov. This part of the eGov project was nearing completion at the end of 2009. The final part of the pre-implementation process will be completed in the first quarter of 2010 during which time we anticipate going live to our constituents.

The screenshot shows the eGovPLUS login page for the Village of Hoffman Estates. The page has a blue header with the village name and a 50th anniversary seal. Below the header is a navigation bar with links for Forms, Help, Contact Us, Home, and Log In. The main content area is divided into two columns. The left column contains a welcome message and a list of services: Utility Billing Accounts and Make payments. The right column is titled 'LOG IN' and contains a login form with fields for Username and Password, a 'Log In' button, and a link for 'I forgot my password'. At the bottom of the page, there is a footer with a disclaimer and copyright information.

Welcome to eGovPLUS - Login

February 10, 2010 - 4:18 PM My Account Summary

VILLAGE OF
Hoffman Estates

I Want To ... Forms Help Contact Us Home Log In

Welcome to the Village of Hoffman Estates
eGovPLUS
A Citizen's Gateway to Government Services.

This portal provides a single access point to:

- **Utility Billing Accounts**
- **Make payments**

eGovPLUS - Connecting People and Public Services.

LOG IN

Username:

Password:

[I forgot my password](#)

If you are a new user and already receive a bill from the Village of Hoffman Estates [activate your account here.](#)

Use of this website constitutes your acceptance of the [website disclaimer](#) and [terms of use.](#)
Your privacy is important to us, for more information see our [privacy policy.](#)

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During the process of testing eGovPLUS, it became evident that we could benefit from an upgrade of the CommunityPLUS database, which flows into eGov. After evaluating our options, we decided to become the Beta site for the latest version in development, CommunityPLUS 8.4. That Beta testing and implementation will take place in the 1st quarter of 2010. At that time, we will also be upgrading to the most current version of FinancePLUS, version 4.3. Both of these upgrades will enhance the applications we already have and provide us with additional features.

Staff members were provided with 115 training contact hours for SunGard applications 2009. This included training for new employees, training for newly implemented applications, retraining to enhance skills, and training for Payroll and Fund Accounting Year-End Processes.

Geographic Information System (GIS)

After months of research, developing documentation, and preparing a Request for Proposal (RFP) for the extension of the Village's fiber optic infrastructure from the current Police facility to the new Police facility under construction, the RFP was made released for bids. The contract for the project was awarded to PirTano Construction Co., Inc.

The installation of the fiber optic extension was started at the very end of August 2009, and by the end of September the conduit for the fiber optic cable had been buried (by directional boring) between the two facilities. In October, the fiber optic cable was pulled through the conduit to the new facility. In the spring of 2010, the cable will be pulled into the new building where it will be terminated for connection to the building's network infrastructure.

As part of the project, conduit was buried, and cable pulled, from a splice point at Bode Road and Spring Mill Drive to Fire Station 21. Some of the fiber optic strands were spliced into the cable that was pulled to the new Police facility, and a similar splice was made to the existing fiber optic cable at 1200 Gannon Drive. Fire Station 21 was connected to the infrastructure in late October 2009.

The installation of the conduit was completed with a minimum of disruption to the community and the residents along the route. Cable location and depths were plotted at frequent intervals along the route and added to the GIS database.



Census 2010

The Local Update of Census Addresses (LUCA) for the 2010 Decennial Census is a geographic partnership program which allows local governments to provide input to the Census Bureau's Master Address File for the 2010 Census. Part one involved appealing addresses that had been submitted and denied as well as addresses that were on file and had been removed. We supplied documentation with appeals for 406 addresses to be reinstated. Part two was for homes under construction that would be completely enclosed by April 1, 2010. For this we submitted 5 new addresses.

Updates to the address, zoning, western area land-use, and Fire Department map book maps were completed as required throughout the year as required. Additionally, numerous requests for custom maps and mailing lists were fulfilled as were requests for scanning of individual large documents.

Sungard Public Sector Software

Our UNIX server was taken out of service in the last quarter of 2009. In order to provide access to the archived permits only available on that server, a series of searchable PDFs were created for each year from 1999-2002. The end of this server's life also marked the end of access to the archived ACTion!! items from 1999-2003 for Public Works, and we also created a searchable history of all Public Works ACTion!! items.

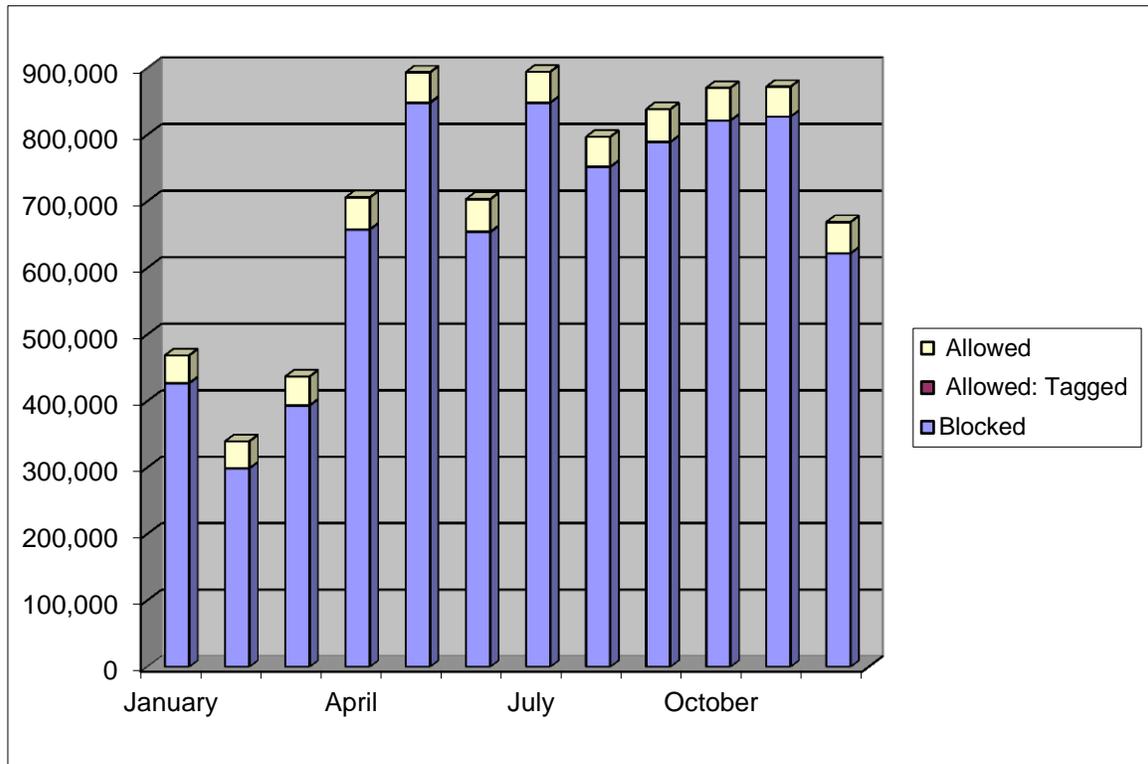
Other major projects:

- New sections were added to Citations for Fire and Park District violations, which included the addition of more than 40 violation codes.
- Implemented the Plan Reviews application for use by the Fire Prevention Bureau to track the preliminary review process for new projects.
- Created Cognos form letters for use by Code Enforcement Inspectors. These are the letters that are sent during all stages of the notification of a violation, from initial identification of the violation to the Final Notice stage.
- Restructured the Boards and Commissions Database that tracks membership information on all boards and commissions.
- Extensive development assistance and evaluation of the data structure and flow of the APS Ticket Writer program was provided to the APS and the Police Department implementation team.
- Evaluated and assisted with the implementation of the new Neptune Meter Reading software.
- Created a customization of the notes in UB to assist in the Village's compliance with the Red Flag Rules for Identity Theft Prevention of the Fair Trade Reporting Act.
- Assisted with the implementation and trouble-shooting of the new Remittance Processor.
- Evaluated, streamlined and categorized the nearly 100 Permit Types currently used by the village. This will enable us to provide relevant reports related to permits, and to provide a much more detailed revenue analysis in this area.

Anti Virus Annual Report

In 2009 the IS Department handled 8,491,402 emails. Of the email hitting our network, 94% of the total was 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.

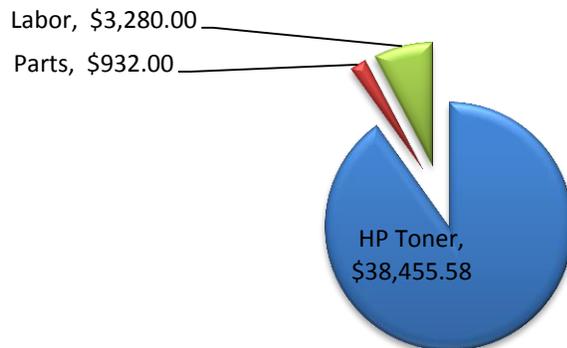


Column1	Blocked	Allowed: Tagged	Allowed	Total Received
January	426,924	609	41,297	468,830
February	298,899	367	40,243	339,615
March	393,514	446	43,088	437,048
April	657,852	632	47,543	706,027
May	848,014	1,163	44,703	893,880
June	653,778	1,016	48,528	703,322
July	848,379	668	45,737	894,784
August	752,022	654	44,527	797,203
September	789,321	588	48,765	838,674
October	821,469	536	48,625	870,630
November	827,373	176	44,783	872,332
December	622,130	198	46,730	669,058
Total	7,939,675	7,053	544,569	8,491,403

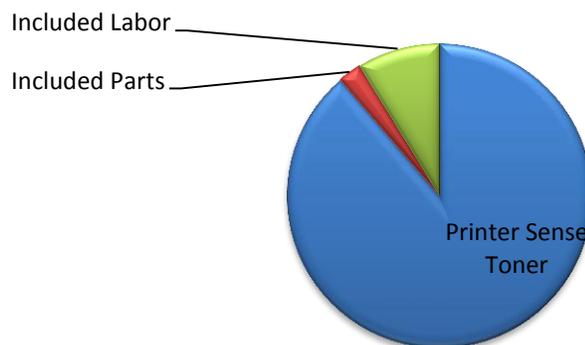
Printer Maintenance Program Costs Savings

The Village of Hoffman Estates currently participates in a program called Printer Sense. 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 2009 decreased by \$1583.69 compared to 2008. The recorded toner and ink purchases made by the Village in 2009 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 Printer Sense program cost approximately \$5124.25 less than it would have to purchase them through HP. Had the Village not participated in this program during 2008, the cost of parts and labor would have added approximately \$4212 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 \$9336.25 in 2009.** The results are depicted in the following charts.

Estimated 2009 Toner and Maintenance Expenses While Not Participating in the Printer Sense Program \$42667.58



2009 Toner and Maintenance Expenses While Participating in the Printer Sense Program Total \$33,331.33



Wireless Access

The IS Department deployed a Cisco Wireless Control System (Cisco WCS) in order to manage the 16 wireless access points currently deployed throughout the Village facilities. The Cisco Wireless Control System (Cisco WCS) is a Cisco Wireless network management tool that adds to the capabilities of the Web user interface and the Command Line Interface, moving from an individual controller to a network of controllers.

The Cisco WCS includes the same configuration, performance monitoring, security, fault management, and accounting options used at the controller level (Access Points), and in addition adds a graphical view of multiple controllers and managed access points. The Cisco WCS Base unit includes wireless client data access, rogue access point containment functions, Cisco WLAN Solution monitoring and control, and which allows client and rogue access point location to the nearest access point.

Network Optimization (FatPipe)

The IS Department deployed a network optimization appliance known as The "FatPipe". The appliance is designed to help optimize the efficiency of the network by providing total control of congestion and prioritize data flow up. The FatPipe gives granular control over how IP traffic transmits across the network and reduces bandwidth requirements and bottlenecking issues when bandwidth is allocated to specific business applications. However, the FatPipe gives us the ability to load balance our Internet connections. This will ensure that rules are applied to additional or secondary lines when a failure occurs to your primary WAN line, providing redundancy for your WAN infrastructure data transmissions. Important traffic passing through the box is categorized into its correct bandwidth, and quality metric. Traffic going to the Internet is managed so that applications like VoIP, video and other applications work properly without over-provisioning bandwidth.

FOIA Compliance – Email Archive Appliance

The IS Department completed the setup and configuration of an email archive device in preparation for the new 2010 Freedom of Information Act regulations. The new appliance is designed to capture and store all inbound, outbound or internal email, tasks, calendar items etc. prior to being delivered to an individual's email inbox. These emails can then be searched (based on keywords) regardless if the user removes the email from his/her account.

FOIA Compliance – Blackberry Text Messaging

The IS Department completed the setup and configuration of a system designed to capture all text messages sent to and from Blackberry devices. The software is designed to capture, catalog and make searchable the messages based on keyword or user account.

Help Desk

The Information Systems Department Help Desk fielded 2331 calls for service this year. This is consistent with previous years.

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 Servers has begun, to allow a bare metal recovery scenario. Furthermore, encryption of our backups has been implemented in case of loss of our backup tapes. The encryption being used is AES-256bit compatible with the T-10 standard and it's the most widely used encryption in the industry.