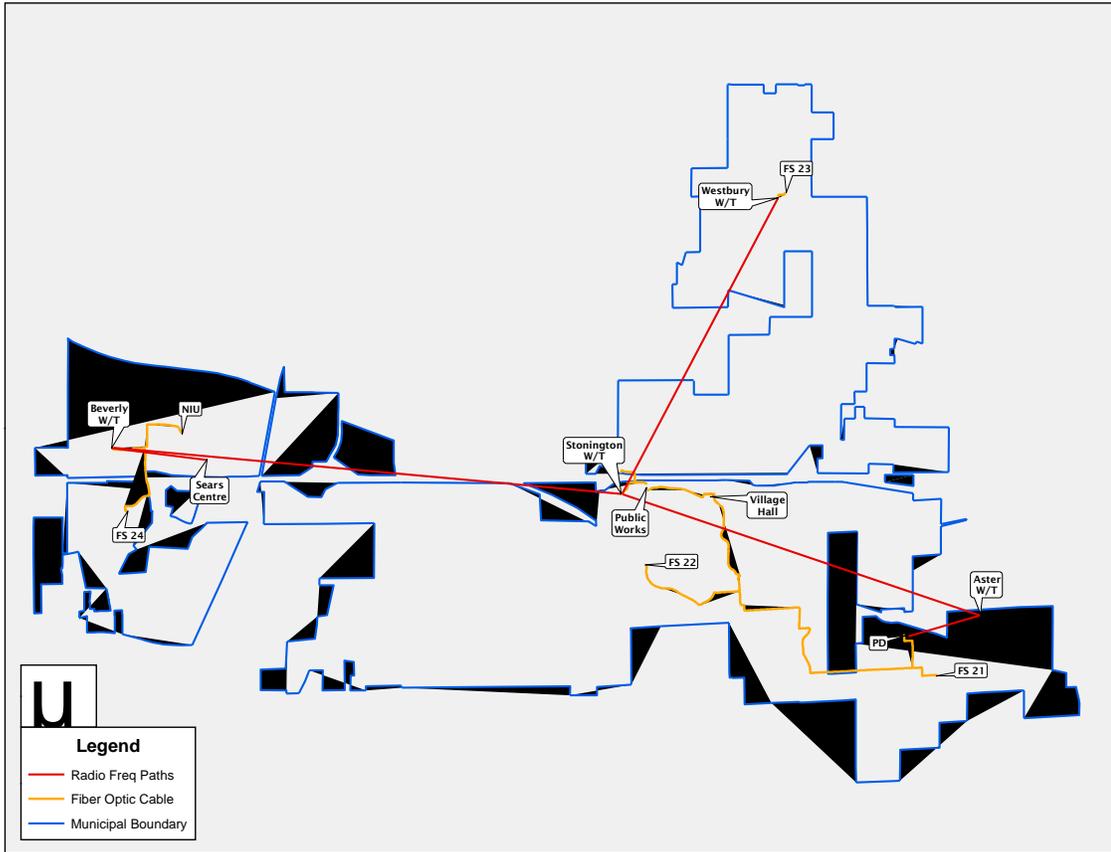


IS Department Highlights-2010

Network Infrastructure Upgrades



The Information Systems Department completed two important network infrastructure upgrades during 2010. The first was the installation of a Dragon Wave microwave link from our Aster Water Tower to the new Police Facility. This provides a redundant link to our Police Department and emergency services in case of a fiber optic outage. The second was a microwave link from our Beverly Water Tower to the Sears Centre Arena. This ties us into the Village Network and emergency services at the Arena.

Also, 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.

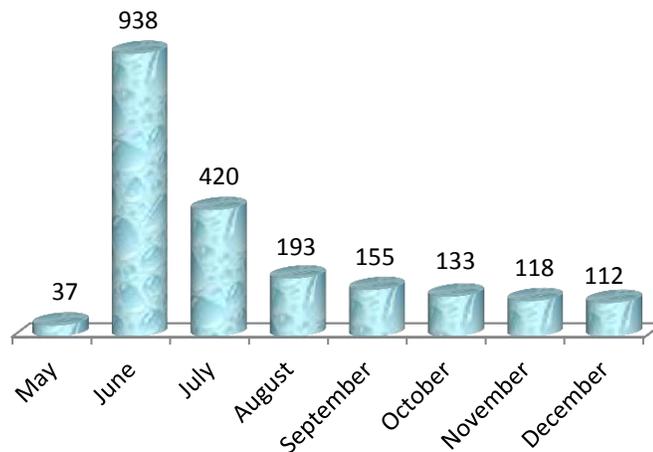


SunGard Public Sector Software

eGovPLUS

The constituent portal, eGovPLUS, was implemented at the end of May. The switch to this application for the processing of online Utility Bill payments went very smoothly. This was due to the care that was taken to ensure that it was as user-friendly as possible. By utilizing this online application, residents are able to obtain information on account balances, consumption and account history, as well as making payments on their accounts, thus reducing the necessity of calling the village for this information. As of the end of 2010, 2106 new eGov users had registered to access their accounts.

New eGov Users by Month



There are approximately 1,110 UB payments made each month through eGov, thereby eliminating the entry of their payment into the cash register by a village hall employee.

To provide help for residents interested in using this new application, we created common FAQs and requests for eGOV help, using Gov QA, the Citizen Support Center available from the Hoffman Estates website. Since its inception, there have been 158 requests for help and over 1000 hits on the eGov FAQs.

CommunityPLUS 8.4 Beta and Live Implementation

Simultaneously with the finalization of the eGovPLUS implementation project, we Beta-tested, trained and retested programming changes needed to prepare for the live implementation. All adjustments in the Cognos catalog and reports required for this upgrade were tested and implemented. We went live August 31st. By agreeing to be the Beta site for this upgrade, we were able to realize a \$6100 credit to our annual SunGard maintenance fees. There was minimal impact on staff time in other departments resulting from this upgrade, since all the Beta testing and resolution of issues was completed by IS Staff, unlike the previous Beta projects for SunGard, for which there was much involvement by non-IS staff.

FinancePLUS 4.3 Upgrade

Testing and implementation was completed in July and August and we went live in this new version simultaneously with the CommunityPLUS 8.4 upgrade.

While completing testing and implementation at the same time presented a challenge, it was a success and the few problems that occurred were minor and handled in a timely manner.

Training

Staff members were provided with 172 training contact hours for SunGard applications during 2010. This included, but was not limited to, training for staff assigned to help with applications they wouldn't normally

work in to help with backlogs in Citations, Permits and Utility Billing. We also had training for the eGov implementation, the upgrades for CommunityPLUS 8.4 and FinancePLUS 4.3, Alarm Billing and the Payroll and Finance Year-End Processing.

Geographic Information System (GIS)

Installed updated Freeance software to work with ArcGIS Server software. Using Freeance, created a new map of the Village on the Intranet. This map is oriented to the Village Hall employees and provides search capability by street number, street name, and Property Index Number. Clicking on a search result will cause the map to zoom to that location. The map area displayed on the monitor can be printed along with brief notes. A new, similar, map was created for the Emergency Operations Center use. This map has added features that will be useful for Emergency Management.

The fiber optic cable was pulled into the new Police Facility in the spring of 2010 and all strands were terminated in the demarcation room. Twelve fiber strands from the original cable at the former Police Facility were spliced into the new cable and the fiber optic infrastructure was live to the new facility. After the former facility was vacated, the remaining 24 fiber strands of the original cable were spliced into the new cable, and the Fiber Optic Infrastructure Extension project was complete.

Seven large wall maps (approximately 6 ½ feet by nine feet) were created and laminated for display in the front desk area, Emergency Operations Center, and other functional areas in the new Police facility. These maps will save time and make it easier for the various groups to visualize and analyze events and situations.

We received new orthophotographs from Northwest Central Dispatch System from a flyover in the spring of 2010. These aerial images were loaded into the GIS raster database and became available to the GIS users as well as for base images for all of the Intranet maps. The next flyover (and last for the current agreement) is expected to be completed sometime in 2013.

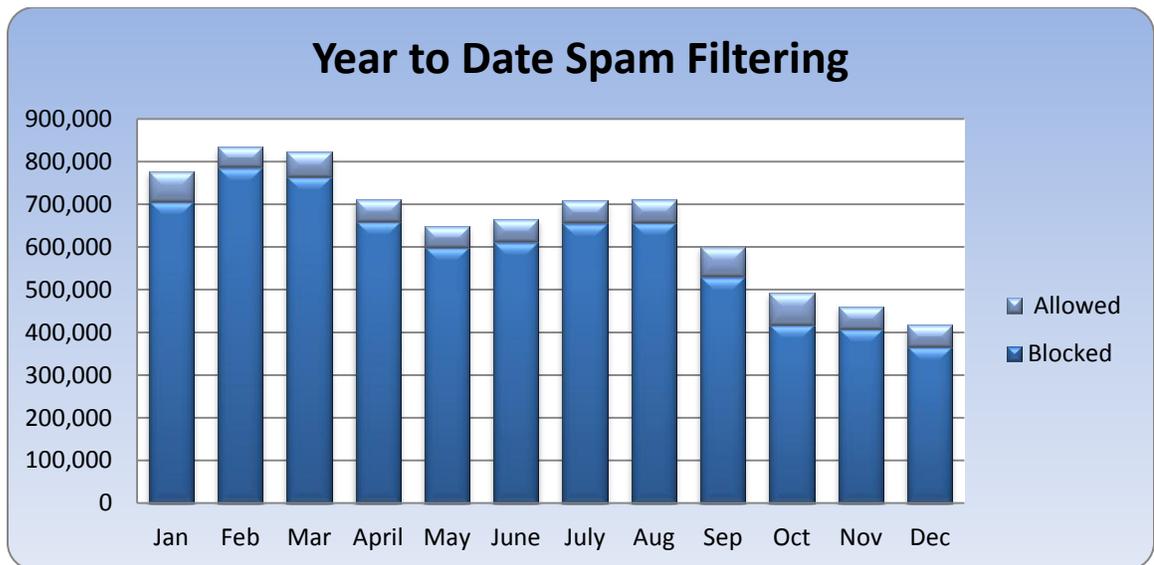
A new dataset was created to track the foreclosure notices that the Clerk's office receives each month. The data is available on three area maps of the Village and shows the data for the most recent month in red, with all prior months' data in black. A bar chart showing the number of notices for each month was added to one chart. The maps will be updated monthly.

The ArcGIS mapping software has been updated to the latest version (ver. 10.0 with service pack 1). These updates were applied to the servers where the GIS database is installed and also where the Intranet maps are hosted. The GIS desktop computers in Information Systems, Engineering and Transportation, and Public Works were also updated.

Anti Virus Annual Report

In 2010 the IS Department handled 7.8 million email messages. Of the email hitting our network, 91% 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.

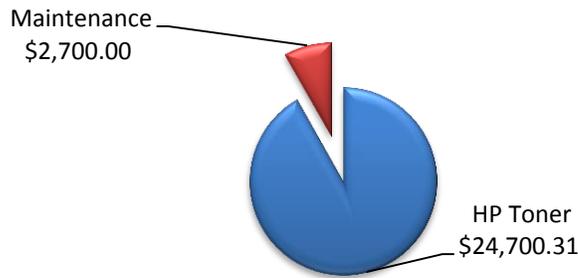


	Blocked	Allowed	Total Received
Jan	706,009	71,065	777,074
Feb	785,711	48,277	836,835
Mar	763,999	58,355	822,354
April	659,280	52,661	711,941
May	597,914	49,573	647,487
June	611,628	53,601	665,229
July	656,550	51,365	707,915
Aug	656,878	53,139	710,017
Sep	530,145	70,444	600,589
Oct	417,410	75,744	493,154
Nov	407,624	52,372	459,996
Dec	365,674	51,830	417,504
Total	7,158,822	688,426	7,850,095

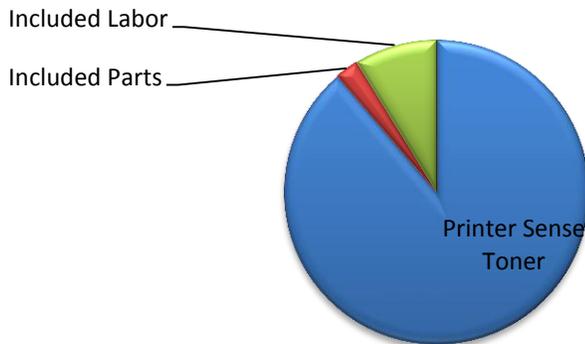
Printer Maintenance Program Costs Savings

The Village of Hoffman Estates currently participates in a program called Printer Sense. This program is 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 recorded toner and ink purchases made by the Village in 2010 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 \$1210.63 less than it would have to purchase them through HP. Had the Village not participated in this program during 2010, the cost of parts and labor would have added approximately \$2700 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 \$3910.63 in 2010. The results are depicted in the following charts.**

Estimated 2010 Toner and Maintenance Expenses While Not Participating in the Printer Sense Program \$27,400.31



2010 Toner and Maintenance Expenses While Participating in the Printer Sense Program Total \$23,489.68



Network Availability

Server/network, application and services (Email, Voice Mail, telephone, Firehouse RMS etc) up time was at 99.9%. With 6,832,800 minutes of potential server uptime, we only lost approximately 3000 minutes due to server failure (SQL breakdown) and biweekly server maintenance (biweekly restarts). This success can be attributed to an aggressive server replacement and maintenance policy implemented by the Information Systems department.

Wireless Access

The IS Department deployed a Cisco Wireless Control System (Cisco WCS) in order to manage the 18 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.

New Police Facility – Cost savings

The Information Systems department played an integral part in the smooth transition from the old police facility to its new location at 411 West Higgins Road. Our coordination with AT&T in adding new telephone lines, installing a new Public Rate Interchange (PRI) adding a new T1 line and coordinating the move of all existing Direct in Dial lines (DiD) with our telephone vendor resulted in virtually no downtime during the actual move. In addition, our involvement with logistical issues and new equipment purchases resulted in the savings of over \$150,000 or 84% of the total budgeted for network switching equipment.

on keywords) regardless if the user removes the email from his/her account.

Help Desk

The Information Systems Department Help Desk fielded 2002 calls for service this year, closing 1997 of them. This is consistent with previous years.

Enhancements continue to be made to our handling of email, virus protection and web surfing. There were no virus outbreaks recorded during the year and a sharp reduction in Spam email was documented. The addition of the Barracuda Web Filter adds to the level of protection by scanning for malicious websites and restricting access to inappropriate material.

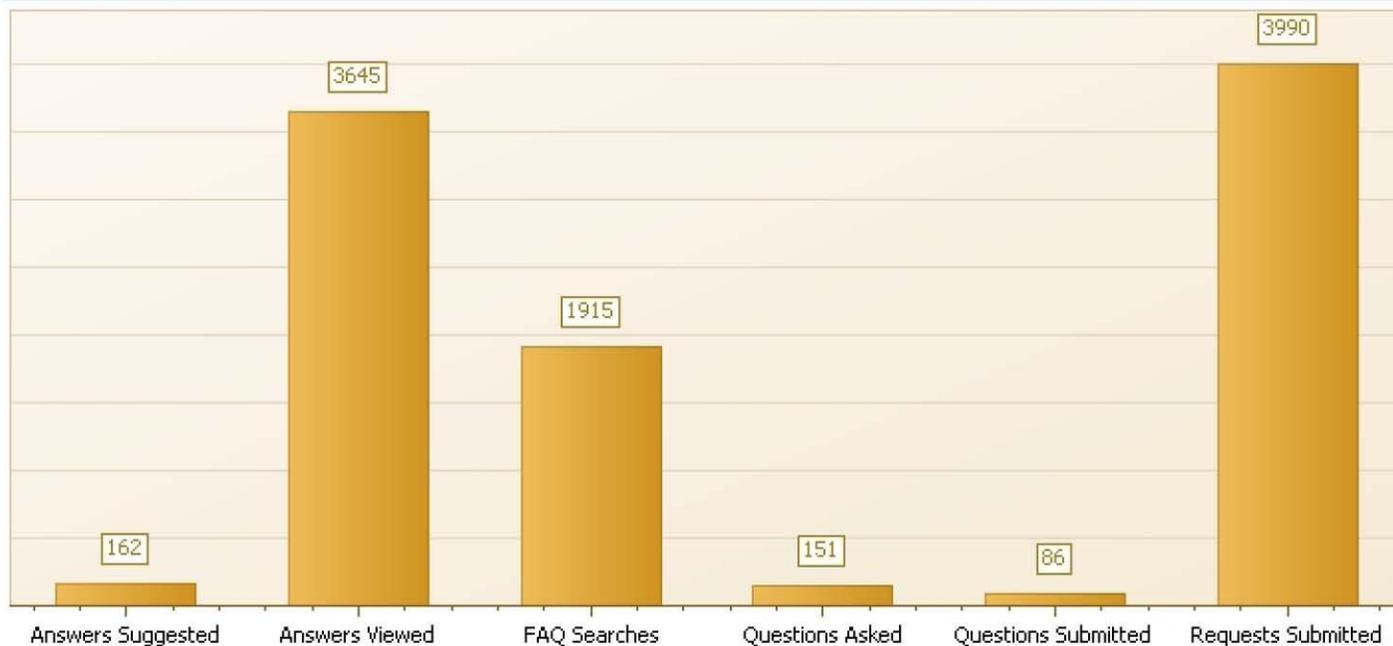
WEBQA Hoffman Estates, IL System Summary

Between 1/1/2010 and 12/31/2010, 6278 visitors to your WebQA Action Center viewed 38411 pages. They reviewed 3645 answers and submitted 86 questions and 3990 service requests. According to Gartner, email and phone inquiries cost an estimated \$4.50. Each request submitted online only costs \$.50. This results in a savings of \$4.00 for every question and request submitted online. Based on these statistics, your total savings for this period is \$32,706.50.

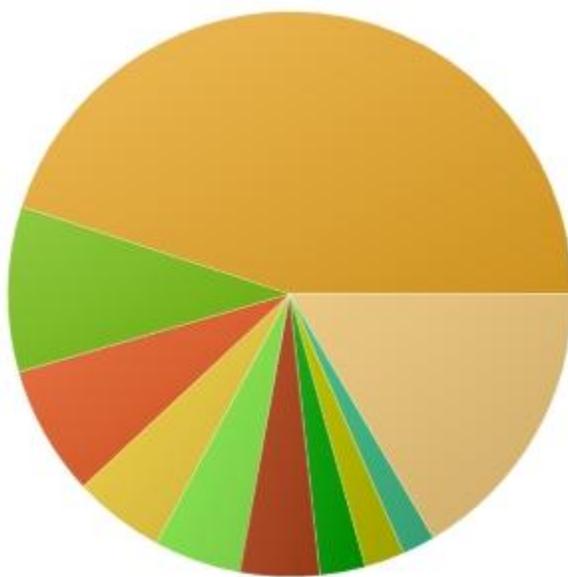
Savings Summary - 1/1/2010 - 12/31/2010

Answers Viewed - No Intervention:	\$16,402.50	Total Answers Viewed X \$4.50
Questions Submitted:	\$344.00	Questions Submitted X \$4.00
Service Requests Submitted:	\$15,960.00	Service Requests Submitted X \$4.00
Total Savings:	\$32,706.50	

System Activity



Top Pages



Support Home Page:	17280
Answer Detail Page:	3645
Service Request Login Page:	2854
Service Request Select Type Page:	2012
FAQ Page - Initial Screen:	1915
Find Answers Page - Search:	1751
Create Customer Account Page:	991
Customer Login Page:	888
Forgot Password Page:	720
All other pages:	6355