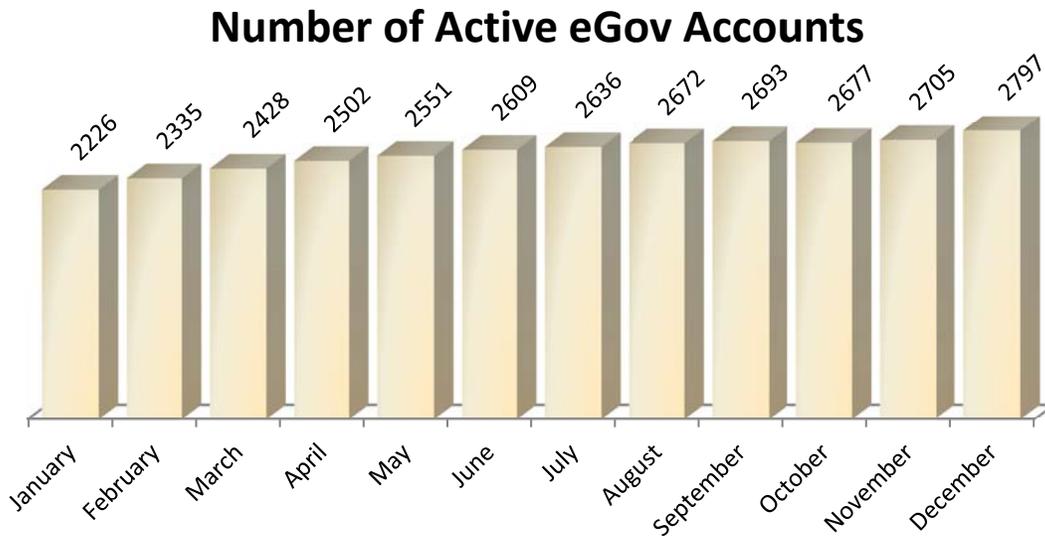


IS Department Highlights-2011

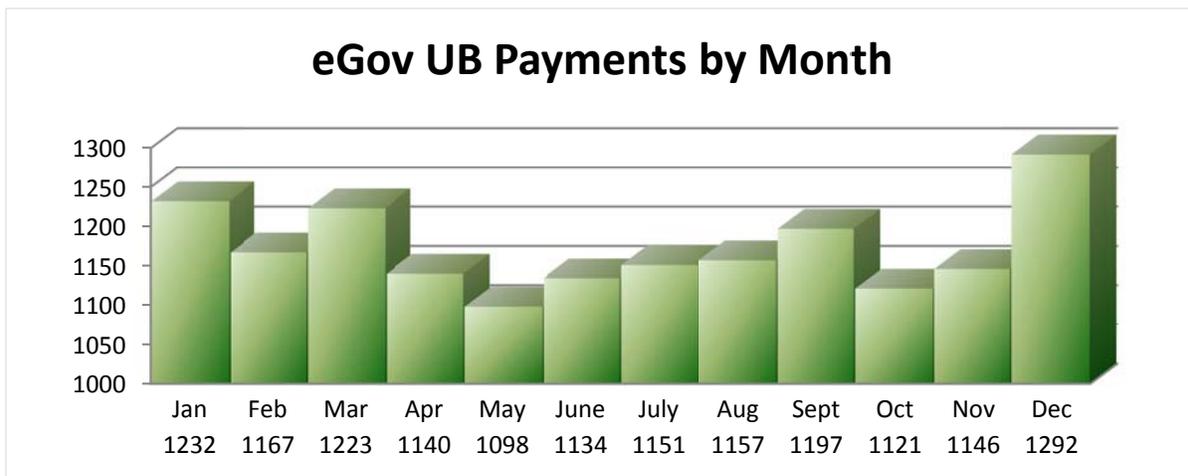
SunGard Public Sector Software

eGovPLUS

We have seen continued and steady growth in the use eGov by Hoffman Estates residents and businesses. By utilizing this online application, they are able to obtain information on account balances, consumption and account history, as well as providing access to make payments on their accounts, thus reducing the necessity of calling the village for this information and/or coming in or sending in their payment to be processed manually. As of the end of 2011, 2,797 Utility Billing accounts were registered as eGov users.



The average number of payments made through eGov each month for the past year was 1,171. This eliminated the need for village hall staff to enter over 14,000 payments during 2012. As you can see by the graph below, the quantity of payments each month is definitely trending upwards.



ASP Implementation

At the beginning of the 2nd Quarter of 2011, we began working with the SunGard ASP Team to install and test our databases and the new Cognos ReportNet report writer in their hosted environment. There are many challenges to this implementation and we have worked diligently over the past nine months to resolve them. The most time-consuming issues are related to the report writer. Early on, we identified a problem with the versions of the models, which are used

to select the data items in the database from which reports are written. We worked extensively with various SunGard staff members to develop models for each of the databases that include all of our custom fields and are at the same database versions that we currently have implemented in-house. During this time, we continued to provide training in the new report writer and to rewrite reports that included the missing data items.

Training

Staff members were provided with 146 training contact hours for SunGard applications during 2011. Training was provided for Citations, Entities, Year-End Processing, EFT Transactions, and several courses for Query Studio and Report Studio.

Geographic Information System (GIS)

A new GIS server was purchased, installed and configured with Windows Server 2008. The enhancements inherent in both the server hardware and server operating system platform allow for the increased loads being placed on the system with the installation of the new ArcSDE (version 10) and the ArcGIS mapping software upgrades as well as the increased use by Village staff.

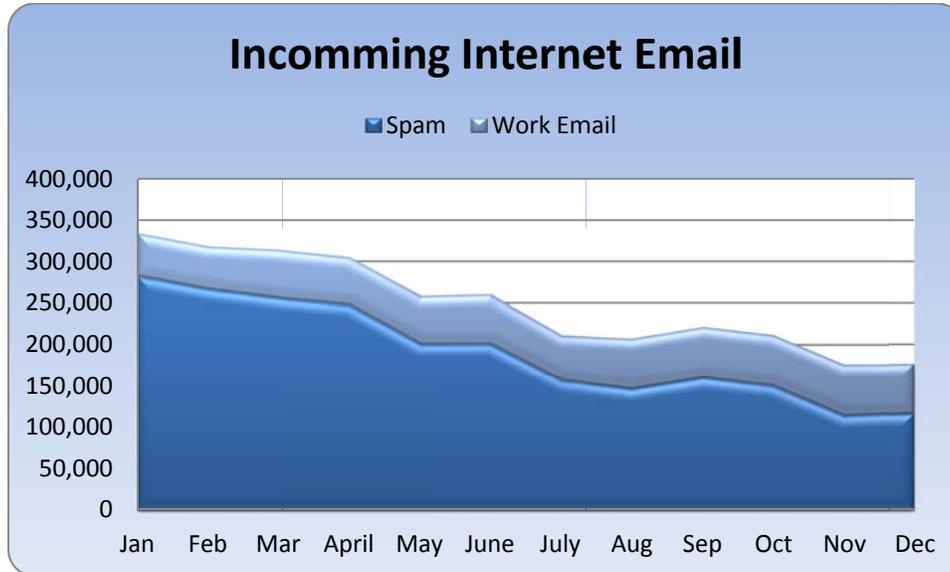
Public Works staff members were trained and are now capable of adding data collected while out in the field directly to the database. Previously, data collected by staff members had to be gathered, stored and entered by the GIS Specialist. This current process is more efficient, reduces the workload on the GIS Specialist allowing him to concentrate on other areas.

Completed the geocoding process for the eCommunityPlus locations by referencing the location addresses to the Address Points GIS data file. This process created point locations in GIS for nearly 19,000 addresses from eCommunityPlus. There were approximately 850 addresses that required manual creation of points for the addresses. The accuracy of these points was demonstrated by adding the new point location data layer to a Google map display. Finally, geographic coordinates (latitude & longitude) were added for each address in the new point file. The newly created file was exported to an Excel spreadsheet and ultimately sent to Neptune for inclusion in software to be used by the Village's water meter readers.

Anti-Virus Annual Report

In 2011 the IS Department handled 2.9 million email messages. Of the email hitting our network, 87% 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.

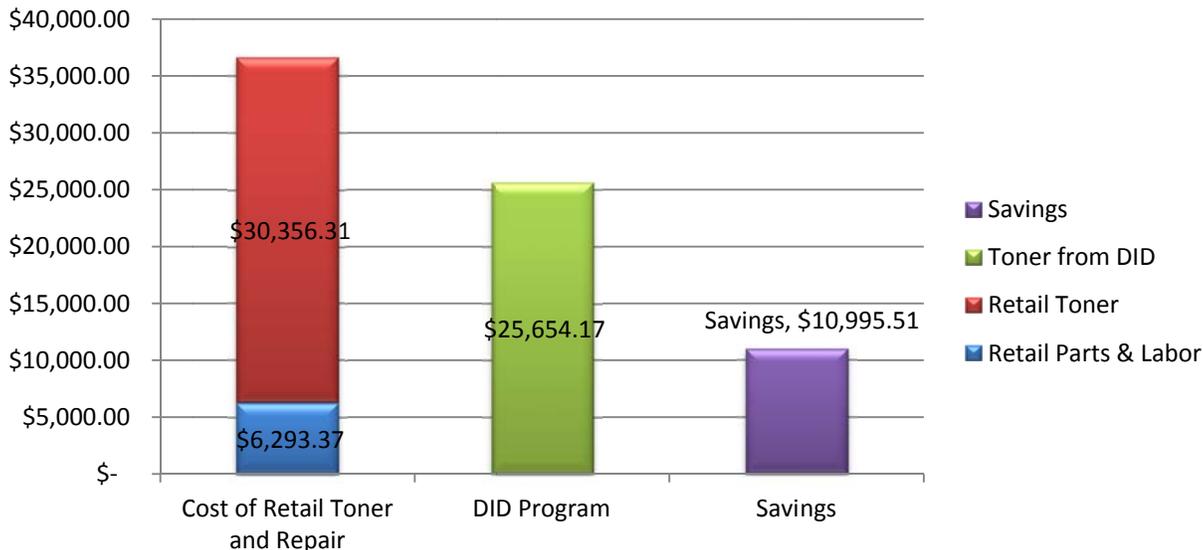


	<u>Spam</u>	<u>Work Email</u>	<u>Total Received</u>
Jan	282,691	51,544	334,235
Feb	266,614	51,303	318,282
Mar	255,919	58,121	314,040
April	247,809	57,329	305,138
May	200,628	57,923	258,551
June	200,895	59,893	260,788
July	156,809	54,746	211,555
Aug	146,341	61,235	207,576
Sep	159,951	61,661	221,612
Oct	150,090	62,088	212,178
Nov	113,949	62,439	176,388
Dec	117,001	59,714	176,715
Total	<u>2,298,697</u>	<u>697,996</u>	<u>2,997,058</u>

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 2011 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 \$4702.14 less than it would have to purchase them through HP. **Had the Village not participated in this program during 2011, the cost of parts and labor would have added approximately \$6293.37 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 \$10995.51 in 2011.** The results are depicted in the following charts.

Estimated 2011 difference between Retail costs of Toner, repair and DID Program. The graph depicts \$10995.51 of savings in 2011



Phones and iPads

iPhones were deployed to staff as a replacement for the RIM Blackberry device. The iPhone can function as a video camera, a camera phone, a portable media player, and an Internet client with email and web browsing capabilities, can send texts and receive visual voicemail, and has both Wi-Fi and 3G connectivity. The user interface is built around the device's multi-touch screen, including a virtual keyboard rather than a physical one. Users can also access third-party as well as Apple application software available from the App Store. By replacing the Blackberries with iPhones the need to go through a separate server for email and texting was no longer necessary and the Blackberry Enterprise Server shut down and removed from service.

The IS Department moved forward with testing iPads to elected officials as a productivity tool. The units ability to integrate with our Outlook email, calendaring and tasks coupled with the program iAnnotate (this application will allow for the download of Village Meeting Packets directly to the device in PDF format) make it a possible alternative to laptops in some cases.

Project E911 System Administrative Update

A review of the E911 system showed a number of areas that could be improved on. Prior to the completion of this project the system was broken down into non-descript zones that only provided the basic information required by law (building address, call back number). After meeting with Fire Chief Gorvett it was decided to rezone the system and add as much additional information as possible allowing first responders a better picture of where they needed to go. The system is now broken down by department, floor and compass direction.

Project EOC Inventory and Setup Documentation

The IS Department completed the documentation for the Emergency Operations Center (EOC) at the Police Department. This comprehensive document will allow emergency personnel/first responders to initialize the EOC in the event of an actual or simulated situation without the assistance from the ISDEPT staff members. The document includes a complete mapping of the EOC showing the setup of all network equipment. Data and voice ports are marked and broken down to show which piece of equipment may be plugged in to any of the available ports. All EOC laptops are configured for use on both the "wired" and wireless networks.

In addition, as this room is being utilized on greater basis for training, the computer system located in the podium has been configured to connect and function separately from the Village's network. This system is considered an "open" system for use by instructors from outside agencies.

Project – Video Conferencing

As part of an Emergency Operations Center grant the Village received a video conferencing system. The system consists of four individual units that have been placed in the Emergency Operation Center at the Police Department, the Chief's Conference Room at the Police Department, The Emergency Operations Center in the Public Works Department and the Training Room on the second floor of the Village Hall. IS Department staff configured and deployed the systems which offer video conferencing between each unit. Additionally, a number of agencies within the Northwest Municipal Conference also received the same units as part of a grant. The unit has been successfully tested during on August 10th 2011 during the full scale EOC event through Harper College. The Village was able to establish a full working session with the village of Palatine and maintained the connection through the duration of the exercise.

Project - VPN Access – School District 211

The IS Department completed the configuration and testing for the ability to connect Police vehicles to School District 211's internal networked camera system. This now gives responding officers the ability to connect into the camera system and view an incident in real time. Deployment to all vehicles is pending the writing of General Order in use of the system from police command staff.

Project – Public Safety Wireless

In response to the requirements for the new Mobile Computer Aided Dispatch (CAD) system being deployed by the Northwest Central Dispatch Center (NWCDC) in 2012 the IS Department designed and implemented a new network structure using Verizon air cards (cell cards). This network configuration allows the Police and Fire mobile computers (CF units at PD and Motorola units at Fire) to communicate with the NWCDC back through the Village high speed secure network. The current CAD system uses legacy Radio Frequency and modem technology which does not have the speed or capacity to transmit or receive the massive amounts of data that is intended to be pushed with the new CAD system.

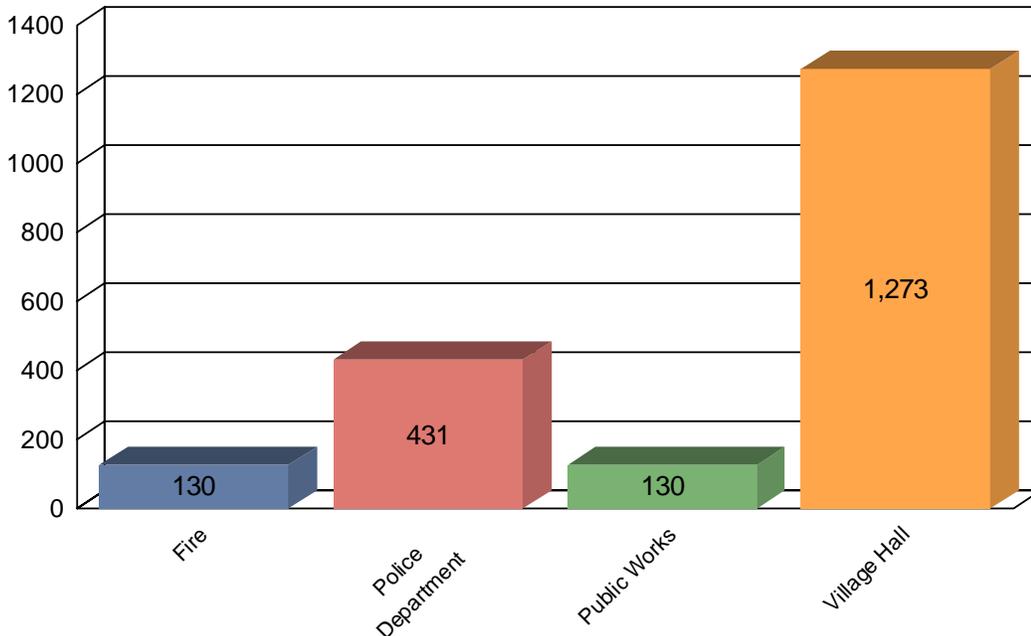
The system was tested from August through November, the "bugs" worked out and deployment on a whole began in December. In all, 35 units were ordered for Police and 19 units ordered for Fire

Help Desk

The Information Systems Department Help Desk fielded 1970 calls for service this year, closing 1964, a 99.6% closure rate. 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 another sharp reduction in Spam email was documented.

Completed Work Orders by Location from 01/01/2011 through 12/31/2011



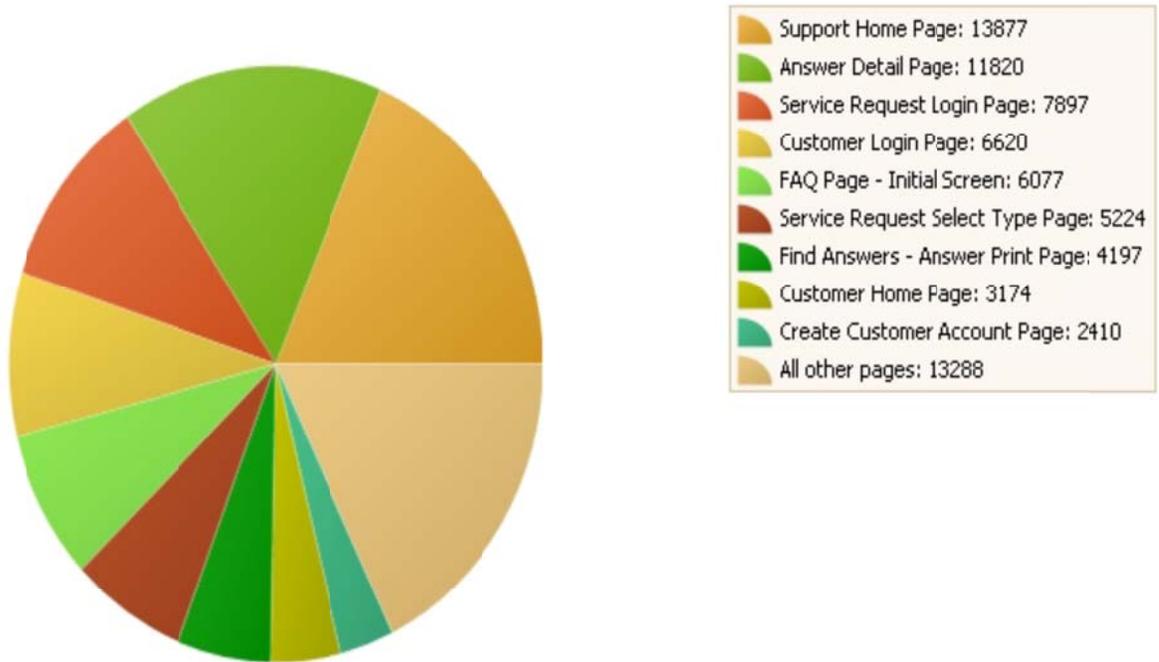
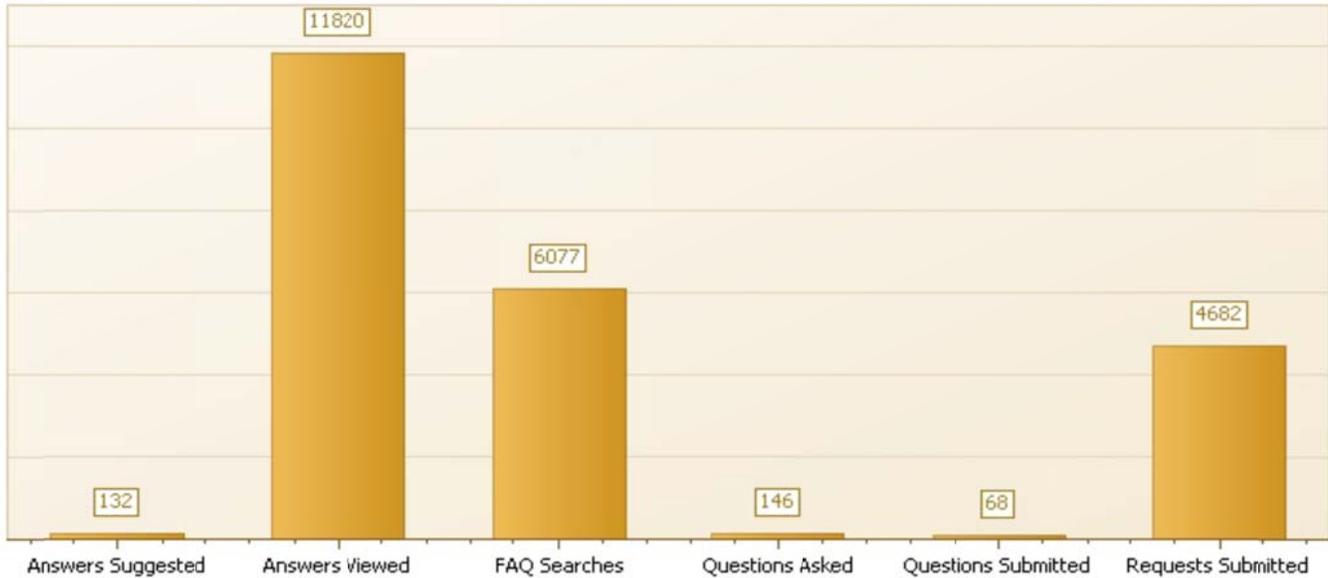
WEBQA Hoffman Estates, IL System 2011 Summary

Between 1/1/2011 and 12/31/2011, 6405 visitors to our WebQA Action Center viewed 74584 pages. They reviewed 11820 answers and submitted 68 questions and 4682 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, our total savings for this period is \$72,190.00.

Savings Summary - 1/1/2011 - 12/31/2011

Answers Viewed - No Intervention:	\$53,190.00	Total Answers Viewed X \$4.50
Questions Submitted:	\$272.00	Questions Submitted X \$4.00
Service Requests Submitted:	\$18,728.00	Service Requests Submitted X \$4.00
Total Savings:	\$72,190.00	

System Activity



Top Pages