INFORMATION TECHNOLOGY

Service Catalog

FY 2016-2017

GREENSBORO

INFORMATION TECHNOLOGY

Service Catalog

FY 2016-2017

The IT Department has had an exciting year. In 2015-16 we completed two cloud implementations for our ERP and EAM systems, we began our pilot launch of Office 365, and we continued to expand on our network capacity. We also received national recognition as a leader in technology by being named one of the top-ranked Digital Cities by The Center for Digital Government (CDG), a national research and advisory institute focused on information technology policies and best practices in state and local government.

In the coming year we are looking forward to expanding our Cyber Security Program by initiating a Cyber Security Threat Sharing Chapter in NC. We are planning to launch an Open Access Data Portal and Open Data initiative for the City. We will continue to evaluate cloud services and we will work with local partners such as Code for Greensboro and local universities to look for ways to leverage technology to better serve our residents and provide Smart City innovations.

The IT Department strives to provide leading edge technical services to support the business needs of our internal departments. We provide services using a diverse selection of secure platforms and servers, with the latest sophisticated monitoring tools to ensure the highest availability for your business needs. We also employ an exceptionally responsive service desk to address customer concerns and troubleshoot any service-related issues.

Our staff of technology professionals is adept at supporting and recommending services and solutions for meeting each department's technology needs for enhanced service delivery. The IT staff will work closely with our customers to define, achieve, and measure their IT service goals.

I invite you to review our service offerings. Contact me if you would like more information about adding new services, service consultations, or technology solutions tailored to your business needs.
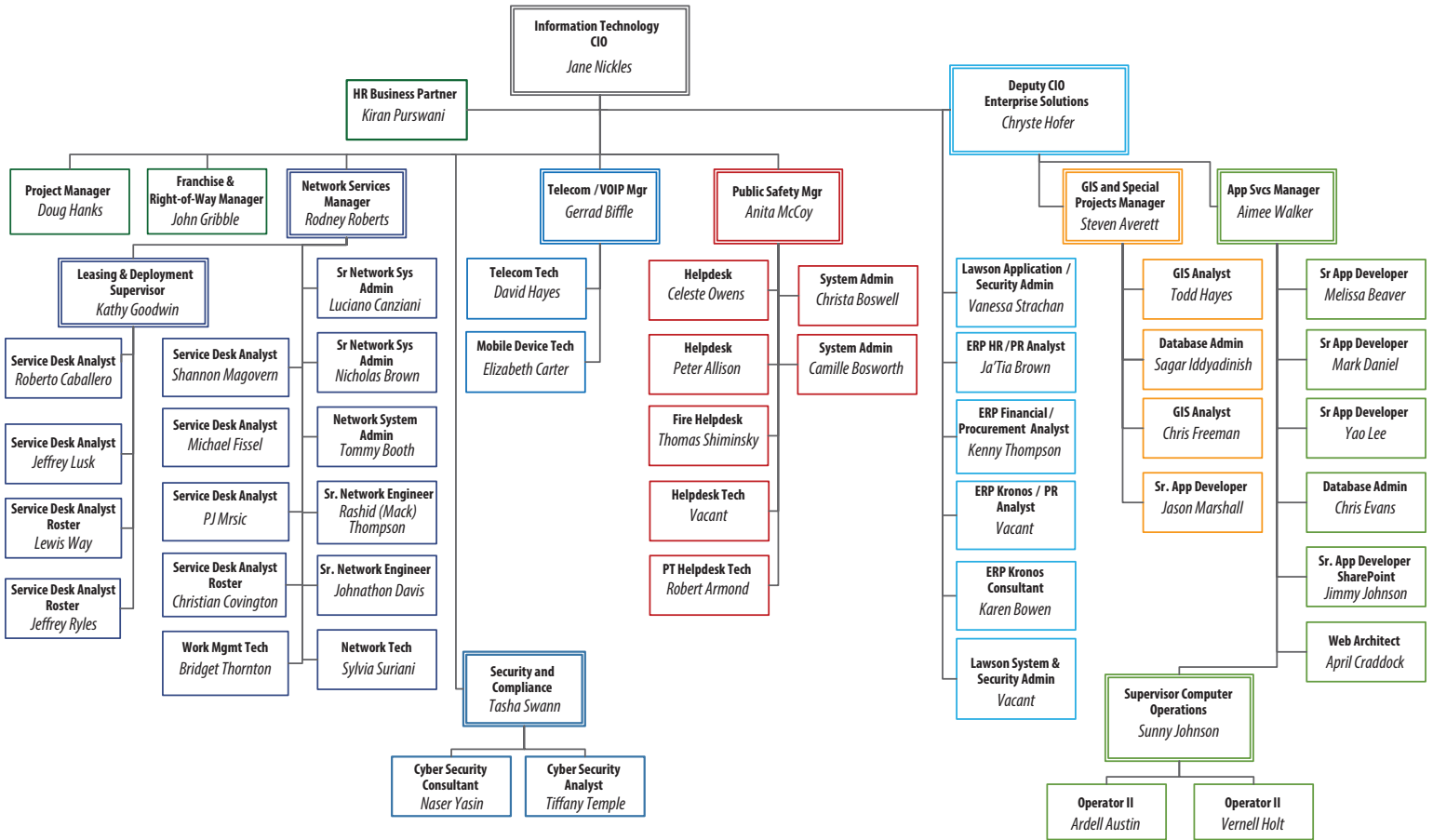
Jane Nickles, CIO
Information Technology Department
City of Greensboro
Phone: 336-373-2314

DIGITAL CITIES SURVEY
2015 WINNER

Solutions
AWARD

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Kiran Purswani

Deputy CIO Enterprise Solutions
Chryste Hofer

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Doug Hanks

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Aimee Walker

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Kathy Goodwin

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Christa Boswell

Lawson Application / Security Admin
Vanessa Strachan

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Todd Hayes

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Thomas Shiminsky

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Kenny Thompson

GIS Analyst
Chris Freeman

Sr App Developer
Yao Lee

Service Desk Analyst Roster
Lewis Way

Service Desk Analyst
PJ Mrsic

Sr. Network Engineer
Rashid (Mack) Thompson

Helpdesk Tech
Vacant

ERP Kronos / PR Analyst
Vacant

Sr. App Developer
Jason Marshall

Database Admin
Chris Evans

Service Desk Analyst Roster
Jeffrey Ryles

Service Desk Analyst Roster
Christian Covington

Sr. Network Engineer
Johnathon Davis

PT Helpdesk Tech
Robert Armond

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Karen Bowen

Sr. App Developer SharePoint
Jimmy Johnson

Work Mgmt Tech
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Vacant

Web Architect
April Craddock

Security and Compliance
Tasha Swann

Supervisor Computer Operations
Sunny Johnson

Cyber Security Consultant
Naser Yasin

Cyber Security Analyst
Tiffany Temple

Operator II
Ardell Austin

Operator II
Vernell Holt

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E-mail Service

Electronic messaging provides worldwide connectivity within and outside the organization. It refers to the ability to send, receive, and store email.

How do we charge?
Included in monthly Network charge (Appendix A)

Major cost drivers
- Number of accounts in use
- Hardware support
- Operations and engineering support
- Spam control
- Maintenance
- Storage management
- Mobile device management

What should you expect?
Service availability: 24/7 service availability
(maintenance windows will be scheduled during non-business hours)

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Contact:
Rodney Roberts
Network Services Manager
336-412-6158

How can you help?

1. Purge or archive e-mails every month

2. Refrain from forwarding large files to multiple users; instead, use shared storage drives

3. Do not attach graphics or backgrounds to your email signature, this requires additional storage space

Network Access

A network is a collection of computers and devices connected to each other. The network allows computers to communicate with each other and share resources and information.

How do we charge?
Included in monthly Network charge (Appendix A)

Major cost drivers
- Number of network devices in use
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance
- Internet filtering
- Bandwidth

What should you expect?
Service availability: 24/7 service availability
(maintenance windows will be scheduled during non-business hours)

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Contact:
Rodney Roberts
Network Services Manager
336-412-6158

How can you help?

1. Limit the number of devices connected to the network. Fewer devices such as network printers will reduce the amount of network equipment required.
2. Use fewer network ports by connecting your PC to your VOIP phone
3. Limit your access to streaming video to reduce the usage of network bandwidth.

INCLUDES:

- Network connectivity for PCs, laptops, printers, VOIP phones, mobile devices and enterprise storage

- Wireless access in designated areas *(Appendix B - Wireless Locations)*

- Remote access

- Network connectivity for building automation and card swipe systems

- Network connectivity for surveillance cameras

- Network account management services

- Internet access

- Network cabling *(additional charges may apply)*

- Fiber optic cabling *(additional charges may apply)*

FACT:

As a result of network upgrades, by the end of 2016 the average network connection between City facilities will be 10 times faster than in 2015.

BASIC SERVICES

- Inbound and outbound calls
- Audio-conferencing
- Voice mail
- Emergency responder
- Single line phone
- Multi line phone
- Multi line phone with voicemail
- Add-on module
- Analog (fax, modems, TTY, etc)
- Panic Button Installation

ENHANCED SERVICES

- Cell phones / Smartphone support for
- City devices
- Mobile air cards/ hotspots for laptops
- Cell phone stipend management *(Appendix X)*
- Support for iPads and Tablets

FACT:

IT Telecommuni-cations completed over 7,490,000 calls in 2015

Telecom/VOIP

Voice over Internet Protocol (VoIP) is a general term for a family of transmission technologies for delivery of voice communications over IP networks such as the Internet.

How do we charge?
Basic services:
  Fixed price per month (Appendix A)

Enhanced services:
- Cell phones: Monthly charge based on cell phone carrier rates
- Mobile air cards: Monthly charge based on carrier rates

Major cost drivers
- Number of devices in use
- Hardware acquisition
- Hardware support
- Operations and engineering support

Available Loaner Equipment
- Personal Wi-Fi jetpacks
- International phone
- Various phone charging accessories

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

What should you expect?
Service availability: 24/7 service availability *(maintenance windows will be scheduled during non-business hours)*

96% of phones installed within 5 days

96% of phone repairs complete within 3 days

Contact:
Gerrad Biffle
Telecommunications Manager
336-373-2333

How can you help?

1. Limit your long distance calls. Additional fees are charged for long distance.
2. Enter a Help Desk ticket online to have un-used phones picked up and taken off your account.

Skype for Business (Lync)

Microsoft Lync 2010 combines instant messaging, desktop sharing, application sharing, live meetings, audio conferencing and video conferencing.

How do we charge?
Included in monthly MS Office charge (Appendix A)

Major cost drivers
- Number of network devices in use
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance
- Internet filtering
- Bandwidth

What should you expect?
Service availability: 24/7 service availability
(maintenance windows will be scheduled during non-business hours)

99% of Lync troubles/issues repaired or completed within 3 days

RESPONSE TIME

Priority	Time
Critical	4 Hours
High	Same Day
Medium	3 Days
Low	5 Days

Contact:
Gerrad Biffle
Telecommunications Manager
336-373-2333

INCLUDES:

- Instant Messaging
- Audio-conferencing
- Video-conferencing
- Desktop Sharing
- Application Sharing
- Collaboration through whiteboard documents
- Collaboration through PowerPoint documents
- Polling lists

FACT:

In 2015, Microsoft rebranded Lync to Skype for Business. User interface elements are changing to look more like the Skype consumers are used to.

Desktop Support Services

Desktop Support is an information and assistance resource that troubleshoots problems with computers, printers, and similar products. Desktop Support can be requested by calling the **Service Desk line** or by entering a **Service Desk request** via CityNet.

How do we charge?

Tier I service:
Included in monthly Service Desk charges (Appendix A)

Tier II service:
Fixed price per computer technician per year (Appendix A)

Major cost drivers
- Software licenses
- Number of calls
- Time spent to resolve issue
- Non-return of loaner equipment

Available Loaner Equipment
- Tablets
- iPads
- Laptops
- Projector

What should you expect?
Service availability: 8 am - 5 pm, Monday - Friday

Contact:
Rodney Roberts
Network Services Manager
336-412-6158

SERVICE DESK LINES

Main Support Line
336-373-2322
Public Safety IT
336-373-3375
GM-911 Support
336-373-4350

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Tips for using this service

1. Enter the Help Desk request online.
2. Read FAQs on our webpage.

Digital Signage

Digital signage is a specialized form of content delivery in which video or multimedia content is displayed in public places for informational and/or advertising purposes.

How do we charge?
Dynamic Content Player License - one-time charge of $1,785

What should you expect?
Service availability: Digital sign should be available 24/7 or during normal business hours for that particular Department

99% of troubles/issues repaired or completed within 3-5 business days

Turnaround time from initial request is approximately 6 weeks for equipment procurement. Five business days once equipment arrives on-site to setup content player.

Contact:
Gerrad Biffle
Telecommunications Manager
336-373-2333

RESPONSE TIME

Priority	Time
Critical	1 Day
High	1-3 Days
Medium	3-5 Days
Low	5 Days

INCLUDES:

• Software required to display user provided content on TV/Monitor

• Department is responsible for providing CPU, TV or monitor

• Limited training on Content Manager software to create signage. Additional training is available through FourWinds Interactive, Inc.

FACT:

Experts predict that as digital signage continues to grow, you'll see it move from lobbies to places such as classrooms, meeting rooms and elevators.

Leasing Technology Service

Leasing provides the opportunity to refresh our technology, remain cost effective, and budget conscious. **Leasing Technology staff can be reached at 336-373-7938.**

INCLUDES:

- Equipment recommendations based on job duties, functions, and requirements

- Online ordering form

- Software compatibility is checked and the technicians ensure the software is properly licensed and in compliance

- Technical consulting at the time of deployment

- 48 hrs of technical service after the computer is deployed to end-user

How do we charge?
Equipment lease charges are based on a 36 or 48-month lease depending on equipment type (Appendix A)

Major cost drivers
- Equipment upgrades
- Equipment availability
- Dual Monitors and larger monitors
- Not returning equipment on time

What should you expect?
Service availability: 8 am - 5 pm, Monday - Friday

Contact:
Kathy Goodwin
Leasing Administrator
336-373-2828

RESPONSE TIME

Within 24 Hours	
Approval of Lease Request	
Within 30 Days of Delivery	
Computer Deployed	
48 Hours of Rollout Support	
For issues and concerns on a new deployment	

FACT:

The Leasing and Deployment staff processed 942 expired leases in 2015.

How can you help?

1. Technology liaisons working with the end-user to ensure that the proper equipment is requested.

2. End users should work with Leasing and Deployment staff to ensure the computer is built and deployed in a timely manner. Timing is based on end-user availability and software to be installed.

Project Management Service

Project Management addresses the requirements, needs, concerns, and expectations of multiple stakeholders to ensure delivery of services or products are achieved within cost, schedule, and desired performance.

How do we charge?

There are no fees associated with this service.
All projects must be approved by the IT Department CIO.

Major cost drivers

- Third party contracting/consulting fees
- Improper requirement validation
- Un-checked user/requestor changes to planned efforts
- Unknown risk realization
- Failure to seek Enterprise Solutions vs. independent fixes

What should you expect?

Service availability: 8 am - 5 pm, Monday - Friday

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Contact:
Doug Hanks
Project Manager
336-373-7739

How can you help?

1. Bring all changes, new projects, and initiatives to the Change Advisory Board for approval.

2. Contact the Project Manager routinely to provide updates to your current portfolio.

3. Do not implement solutions without following change management processes and procedures.

FACT:

The IT Department executes over 200 projects and initiatives per year to meet all MAP goals.

Franchise & Right-of-Way Management Service

Management of telecommunication franchise agreements, cell tower negotiations, and private right-of-way use for fiber optic cabling.

How do we charge?

- Fee for annual occupation of telecommunication encroachments and telecommunication franchisees is located in Greensboro Code of Ordinances, Chapter 28.1 Telecommunications
- Cell tower and water tank use by cellular companies is minimum of $30,000 per year for new co-location agreements

Major cost drivers

- Independent consultant performed Right-of-Way Cost Study and Fee Design to determine annual linear foot occupation fee for telecommunication encroachments and franchises
- Benchmarked with municipalities to determine cost for cellular companies to co-locate on City cell towers and water tanks

What should you expect?

Service availability: 8 am - 5 pm, Monday - Friday

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	1 Day
Low	2 Days

Contact:
John Gribble
Franchise & Right-of-Way Manager
336-373-2464

FACT:

In 2015, the most requested service was password reset, with this request being entered 1204 times.

How can you help?

1. Call 336-373-2464 when there is a resident concern that needs resolution

Storage Area Network

A storage area network (SAN) is an architecture that allows computers and servers to attach to remote data storage.

How do we charge?
Included in monthly Network charge (Appendix A)

Major cost drivers
- Storage management
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance

What should you expect?
Service availability: 24/7 service availability
(maintenance windows will be scheduled during non-business hours)

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Contact:
Rodney Roberts
Network Services Manager
336-412-6158

How can you help?

1. Purge unnecessary data from U: drive and department folders.
2. Save shared documents in department folders. Do not keep multiple copies.

FACT:

The IT Department manages 210 terabytes (TB) of storage.

210 TB =
210,000 GB
gigabytes

210,000 GB =
210,000,000 MB
megabytes

210,000,000 MB =
210,000,000,000,000 KB
kilobytes

Enterprise Server Support

A server is a device on the network that manages network resources. For example a *print server* is a computer that manages one or more printers and an *application server* is a computer that manages one or more software applications. A *database server* is a computer that processes database queries.

How do we charge?
Included in monthly Network charge (Appendix A)

Major cost drivers
- Licensing
- Hardware acquisition
- Hardware support
- Operations and engineering support
- Maintenance

What should you expect?
Service availability: 24/7 service availability
(maintenance windows will be scheduled during non-business hours)

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

Contact:
Rodney Roberts
Network Services Manager
336-412-6158

FACT:

In the City's data center there are over 200 virtual servers housing software and databases which manage City operations.

IP Video Surveillance

IP Video Surveillance provides access to real-time or archived video at any time from any network location, allowing remote monitoring, investigation, and incident response by security staff, law enforcement or approved City of Greensboro personnel.

How do we charge?
$15 per month per camera maintenance fee.
This fee pays for video storage and any needed or required maintenance.

What should you expect?
Service availability: 24/7 service availability *(maintenance windows will be scheduled with every effort to reduce negative impact to the organization)*

99% of IP Surveillance troubles/issues repaired or completed within 5 days

Contact:
Gerrad Biffle
Telecommunications Manager
336-373-2333

RESPONSE TIME

Priority	Time
Critical	2 Days
High	3 Days
Medium	5 Days
Low	10 Days

IT Cyber Security

IT Cyber Security develops and implements information security controls to protect the confidentiality, integrity, and availability of City of Greensboro systems and information and ensures compliance with data privacy laws and industry regulations. In addition, IT Cyber Security develops and implements frameworks for categorizing data collected, stored, and managed by the City of Greensboro, and securing this data from risks including unauthorized access, modification, disclosure and use.

How do we charge?
Included in monthly Network charge (Appendix A)

Major cost drivers
- Vulnerabilities
- Advanced Persistent Threats (APTs)
- Malware
- HIPPA Compliance
- PCI Compliance

What should you expect?
Service availability: 8 am - 5 pm, Monday - Friday

Contact:
Tasha Swann
Security Compliance Officer
336-412-6158

SERVICE DESK LINES

Main Support Line
336-373-2322
Public Safety IT
336-373-3375
GM-911 Support
336-373-4350

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	Same Day
Medium	2 Days
Low	3 Days

How can you help?

1. Never click links or open attachments in emails from people or businesses you don't recognize.

2. Check to make sure the company that sent the email is legitimate.

3. Hover over the link to see if it points to the company's website.

4. Contact the company directly – Do not use the contact information in the email.

5. Ask your colleague to help you verify.

6. Contact IT Security for assistance if you're still unsure at securityincidents@ greensboro-nc.gov.

7. **If you did happen to click on a link or an attachment within an unwelcome email, to take precautionary matters, contact the IT Service Desk for your support area to reset your password "immediately" and have your PC scanned for Malware.**

Public Safety Technology Support

The Public Safety Information Technology (PSIT) Division is the support for both Police and Fire Department technology, including but not limited to assistance with desktops, laptops, mobile devices, department specific applications, and daily user support. Assistance can be requested via telephone at 336-373-3375 or through a Help Desk request, which is linked on CityNet, GPDNet, and CentralStation.

How do we charge?
There is no Help Desk fee charged back to either the Police or Fire Departments. They are solely supported by PSIT. Lease fees and software fees are in accordance with City standards.

Systems support
- Maintenance and updates of servers
- Development and support of Departmental intranet sites
- Configuration and support of Departmental records systems

What should you expect?
Service availability:
Office support: 7 am - 5 pm, Monday - Friday
Phone support: 24/7/365 at 336-373-3375
Emergency support : Call-outs whenever necessary

SERVICE DESK LINES

Public Safety IT
336-373-3375
GM-911 Support
336-373-4350

RESPONSE TIME

Priority	Time
Critical	2 Hours
High	8 Hours
Medium	Same Day
Low	2 Days

Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

INCLUDES:

- 24/7/365 Help Desk call in support
- Desktop computer support for IT standard desktops and specialized units
- Laptop support for IT standard laptops and specialized laptops
- Mobile device support (Toughbooks, laptops, tablets)
- Mobile printer support
- Network printer support
- Application support for standard image software and Department specific applications
- Telephone and vendor support for all cell phones

FACT:

The PSIT Division answered 1,029 after-hours calls in 2015. That is an average of 3 calls every night between 5 pm and 7 am, with most calls coming in between 10 pm and 3 am.

How can you help?

1. Call 336-373-3375 when there is an issue that needs to be resolved quickly.
2. Place routine issues and non-critical issues on the Help Desk.
3. Do not wait to report a problem.

Custom Software Development

Custom software development services include introducing, replacing, or enhancing software that no longer adequately meets a customer's needs. Data driven web based applications are provided as well as interfaces for data processing. Custom software and data processes are integrated with other city systems where feasible. Additionally, data automation, data manipulation, data processing, and reporting services are provided.

What is this service?
See Appendix E Application Services Supported Applications

How do we charge?
There is no charge for in house application development.

What you should know
- The needs of the larger organization are met by scaling up smaller requests where feasible.
- Automation is built into business processes to increase organizational efficiency and effectiveness.
- Application uptime of 24x7.

Contact:
Aimee Walker
Application Services Manager
336-373-2016

Web Services

Web Services offer a continuum of services supporting the greensboro-nc.gov web site, CityNet and various internal websites. The Web Architect is responsible for providing guidance to departments on building, creating, designing and maintaining a strong web presence. Web Services is also charged with the continuous improvement of the City's overall web presence; including multimedia integration, mobile capabilities, usability and social media promotion. Web Services is a part of the Application Services Division and works closely with a dedicated Senior Systems Developer and the Communications Department.

What is this service?
Supported websites include:
- External City Website
- Community Idea Sharing Site
- CityNet SharePoint Site
- Guilford Metro GM911 SharePoint Site
- Fire Central Station SharePoint Site
- Police GPDNet SharePoint Site

How do we charge?
Included in monthly Network charge (Appendix A)

What should you expect?
24x7 Web Server Up Time

Contact:
Aimee Walker
Application Services Manager
336-373-2016

INCLUDES:

- Implementation, design, and maintenance to manage Intranet sites such as CityNet.

- Implementation, design, maintenance and platform upgrades for the www. greensboro-nc.gov web site

- Web Design/ Graphic services

- HTML coding

- Web consulting services

- Web Training

- Web administration and workflow

- Google Analytic Reporting

- MySidewalk Support

- Web surveys (Survey Monkey & SharePoint)

- Web forms

FACT:

The 3rd major platform in IT to move to the cloud will be greensboro-nc.gov. This transition will happen in 2016 and will include a website redesign that will bring new innovative features.

FACT:

Some say that more than 80% of the info maintained by municipal organizations is "geographically referenced," meaning that information is tied to a location on the earth's surface by a street address, a depiction on a map, or through some similar technique.

Geographic Information Systems

Geographic Information Systems (GIS) integrates spatial data (maps) and tabular data (informational databases) through computer technology. In doing so, it revolutionizes the way that information can be used.

GIS is one of the basic building blocks of the City's technology offerings. The goal is to deploy GIS throughout the organization, improving the way services are delivered to residents and businesses. To this end, GIS supports databases, develops applications, and provides technical assistance to a growing base of users.

How do we charge?

Each department is charged a percentage of the annual GIS software maintenance fees based on the number of ArcGIS desktop users in that department. This is calculated annually at the beginning of a maintenance billing cycle, typically in July.

What should you expect?

Service availability:
Office support: 7 am - 5 pm, Monday - Friday
Emergency support : Call-outs whenever necessary

RESPONSE TIME

Projects are prioritized based on the overall goals and objectives of the organization and available resources. *Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.*

Contact:
Steve Averett
GIS Manager
336-373-2057

How can you help?

1. Place routine issues and non-critical issues on the Help Desk.
2. Do not wait to report a problem.

Enterprise Asset Management

The delivery of municipal services to residents rests on complex systems of public infrastructure that are both varied and extensive. Through the use of asset management technology, it is possible to track repair histories and coordinate service delivery of infrastructure involving multiple departments. It enables the City to provide speedy service delivery and minimize costs to its customers.

The City uses Infor's Enterprise Asset Management (EAM) software to manage the work necessary to sustain and enhance this infrastructure. Beginning in 2004, departments have been migrating to EAM.

EAM manages maintenance of:

- Facilities management
- Fire station logistics
- Parks and athletic fields
- Right-of-way
- maintenance
- Solid waste collection and recycling
- Streets
- Street cleaning
- Stormwater infrastructure
- Traffic signs and signals
- Wastewater treatment
- Water treatment

How do we charge?

Each department that utilizes EAM is charged a percentage of the annual EAM software maintenance based on pre-existing agreements related to the amount of usage. This is calculated annually at the beginning of a maintenance billing cycle, typically in July.

What should you expect?

Service availability:
Office support: 7 am - 5 pm, Monday - Friday
Emergency support : Call-outs whenever necessary

Contact:
Steve Averett
GIS Manager
336-373-2057

RESPONSE TIME

Projects are prioritized based on the overall goals and objectives of the organization and available resources.
Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.

How can you help?

1. Look to your departmental EAM administrator for immediate assistance
2. Place routine issues and non-critical issues on the Help Desk
3. Do not wait to report a problem

INCLUDES:

- Administration and maintenance of servers and software related to EAM

- Creation and maintenance of regulatory, administrative, and operational reports

- User support for EAM software

- Develop and maintain system interfaces with EAM (Lawson, Call Center, etc.)

- Custom configurations of EAM software

- Database administration related to data storage and performance

FACT:

Over 500,000 City assets are tracked and managed in the EAM system.

Enterprise Solutions

The City uses Infor's Lawson software as the system of record to manage the enterprise. Today, the following applications create an integrated footprint in which we manage all the administrative operations of the organization.

The role of the Enterprise Solutions team is to maintain the software on current support release levels, and ensure that users within the departments are able to leverage the functionality of the systems to resolve business issues and streamline processes. This team serves as both a vendor liaison as well as a support to the departments.

What is this service?

- Lawson Applications (HR/Payroll, Finance, Inventory, Purchasing)
- Lawson Dashboards
- Lawson Strategic Sourcing Portal (GePS)
- BSI Regulatory Tax Software
- Questica Budget Software
- Perceptive Document Imaging
- MHC Paycheck and W-2 on-line forms
- Kronos Workforce Central
- Kronos Teletime
- SAP Business Objects Crystal Report Server
- Microsoft Add-ins Query tool

How do we charge?

Annual maintenance and subscription fees are appropriated through the Capital Leasing Fund. This fund can sustain the maintenance fees as well as the consulting fees required to maintain the software. *Professional consulting that is unique to a specific department may be the responsibility of the requesting department depending on the availability of fund resources.*

What should you expect?

Service availability:
Office support: 8 am - 6 pm, Monday - Friday
Emergency support : Call-outs whenever necessary

RESPONSE TIME

Projects are prioritized based on the overall goals and objectives of the organization and available resources. *Calls placed on the Help Desk are handled according to criticality and the time needed for resolution.*

FACT:

Roughly 80,000 transactions run through Lawson per month. 50% of those are in Purchasing, General Ledger and HR Training.

Contact:
Chryste Hofer
Deputy CIO
336-373-4650

Enterprise Solutions *(continued)*

The Enterprise Solutions team is subject to the following Incident Management Model which includes four main areas:
- Incident entry
- Qualifying
- Research
- Resolution

Resolution time

Response time

Incident management
- Update of the incident
- Request for information
- Prioritization of incident
- Detailed documentation throughout lifecycle of incident

Incident entry	Qualifying	Research	Resolution
• Via portal • Via phone	• Validate Issue • Collect necessary data • Search knowledge base	• In-depth troubleshooting • Issue reproduction • Root cause analysis	• Issue fix if applicable • Recommendations • Workarounds

Severity levels:

Each incident must have a severity level assigned to it and the severity level must be provided as part of the information provided to log an incident. You should use the following table of definitions as a guide for assigning a severity level.

Severity Level	Description	Examples
1	Production System Down	Your production system or database is available, but a critical application failure has occurred and business processes are halted. There are no workarounds available.
2	High	A critical business process or Subscription Software is impaired, causing a serious disruption of a major business function and is causing a serious impact on daily functions or processing, and there is no reasonable workaround.
3	Medium	Non-critical issue occurs with the Subscription Software. You are able to run the Subscription Software, and there is an acceptable workaround for the issue.
4	Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of the Subscription Software.
5	Suggestion for Enhancement	A suggestion is made for enhancing the Subscription Software by adding new features or improving existing features.

How can you help?

1. Place routine issues and non-critical requests on the Help Desk. (i.e., security requests, login issues, requests for desktop client software, request for reports).

2. Look to your functional ERP business analyst in IT for enhancements, set-up configurations, and business process reviews.
   - » Financial/Purchasing Analyst: Kenny Thompson, 336-373-7630
   - » Human Resource Analyst: Ja'Tia Brown, 336-373-2129
   - » Kronos/Payroll Analyst: TBD, 336-373-3768

3. Do not wait to report an incident and report it using the incident response guidelines on the following page.

Tier I Monthly Charges

Standard Equipment: Any CHANGES the the standard set up will change the monthly lease charge amount.

Type of Equipment	Lease Term*	Monthly Lease Charge	Monthly Help Desk Charge	Primary Network Charge**	Monthly Microsoft Office/Core CAL & AV	Monthly Total Tier I	Additional Information
Standard Desktop with one 22" monitor	36 months	$38.00	$53.33	$87.00	$21.52	$195.85	includes 4 GB of RAM and a 128 GB Solid State Hard Drive
Standard Desktop with two 22" monitors	36 months	$45.00	$53.33	$87.00	$21.52	$197.85	includes 4GB of RAM and a 128 GB Solid State Hard Drive
Standard Laptop ONLY	36 months	$47.00	$53.33	$87.00	$21.52	$157.85	includes 4GB of RAM and a 128 GB Solid State Hard Drive
Standard Laptop with dock and one 22" monitor	36 months	$60.00	$53.33	$87.00	$21.52	$168.85	includes 4GB of RAM and a 128 GB Solid State Hard Drive
Standard Workstation with one 22" monitor	36 months	$72.00	$53.33	$87.00	$21.52	$229.85	includes 8 GB of RAM and a 300 GB Hard Drive
Thin Client	36 Months	$20.00	$53.33	$87.00	$21.52	$188.85*	*Includes monthly $7.00 Virtual Desktop License Fee
Apple IPAD with 64GB and Verizon service	24 months	$54.00	$25.00	$20.00	n/a	$99.00	Verizon service is an additional charge.
Apple iPAD with 64 GB and WiFi only	24 months	$35.00	$25.00	$20.00	n/a	$80.00	

*A 15% service charge will be added to "one-time" lease payments.

**Network fees will be billed based on device status; Primary device $87.00 per month, Secondary device $39.00 per month

**Surface devices will billed for network fees at the desktop Primary rate, Non personal devices such as CPUs for TVs will be billed as Primary devices

Help Desk TIER I consists of all City departments with the exception of the following TIER II groups:
- Finance, Equipment Services Division
- Coliseum
- Libraries, Public Equipment Only
- Guilford-Metro 911

TIER II groups pay a flat $5000 per year/per IT staff person charge.

NOTE: These figures are for budget purposes only. The actual monthly lease charge will be based on the configuration of equipment. Equipment prices are subject to change. Increases or decreases will be passed on to the customer. These charges apply to all machines.

Additional Fees

These fees are the same for all departments/divisions regardless of TIER I or TIER II Status:

VoIP/Telecom Charges	Monthly Rate
Multi Line set	$30.50
Multi Line set with Voicemail	$32.50
Single Line set	$27.50
Single Line set with Voicemail	$29.50
Add-on module (7914)	$7.50
Analog Line	$20.00
Headset (Corded)	$3.50
Cordless Phone	$5.25
Ringdown Circuit	$34.00
One Time Charge	
Software Change	$10.00
Change with Visit	$40.00

Service Desk Loaner Late Fees	Daily Rate
Loaner Desktop	$5.00
Loaner Laptop	$5.00
Loaner Monitor	$5.00
Loaner Printer	$5.00
Loaner Projector	$5.00

Virtual Server	
Amount of Storage	Monthly Rate Per Server
Virtual Server	$150.00

SAN Network Storage	
Amount of Storage	Monthly Rate
500 GB or less	$100.00
501GB to 1TB	$200.00

IP Surveillance Camera Maintenance & Storage	
Amount of Storage	Monthly Rate Per Camera
15 to 30 days	$15.00

Social Media Archiving	Monthly Rate
Smarsh	$20.00
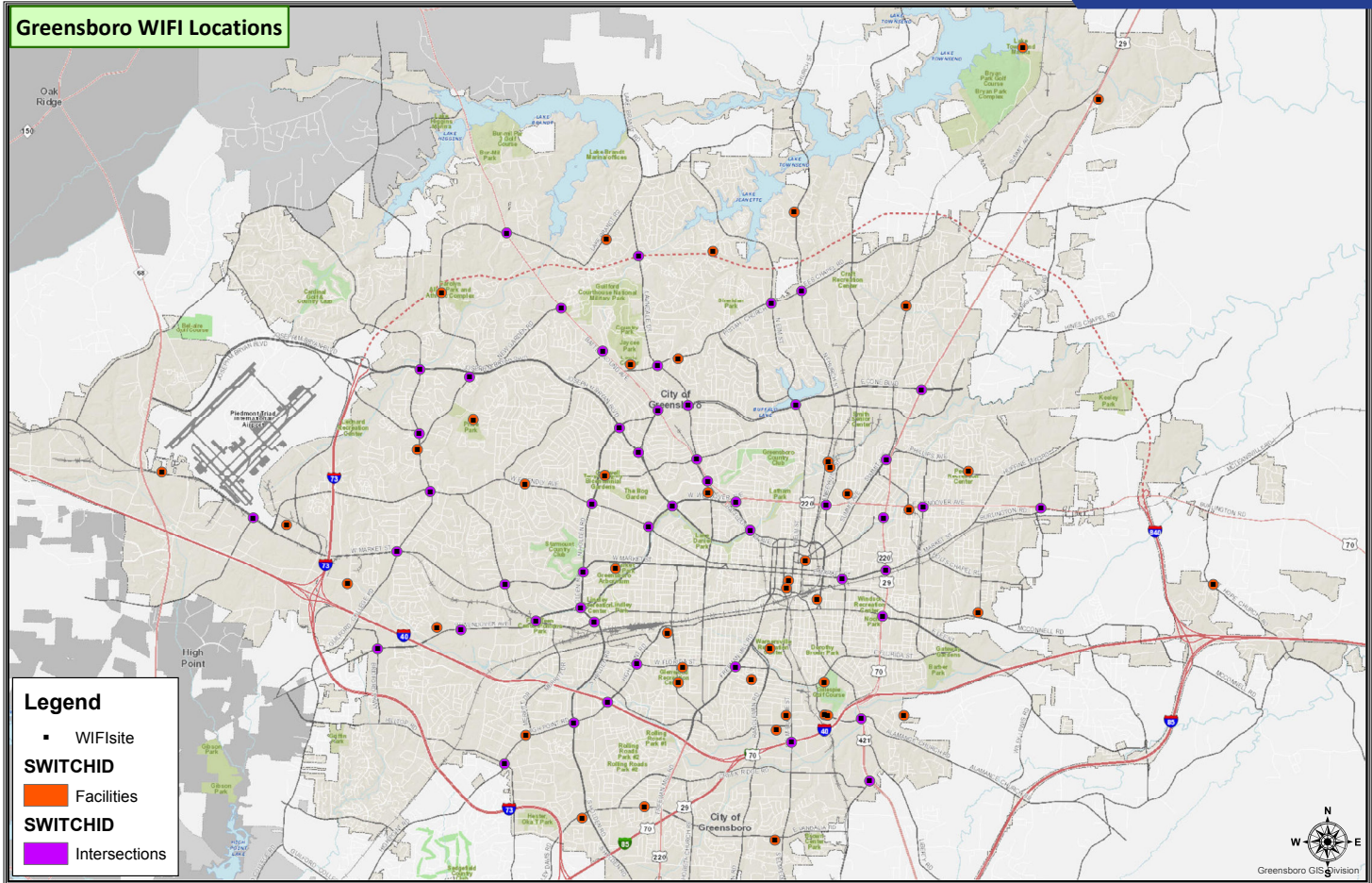
Digital Signage	One Time Charge
Digital Signage License Fee	$1,785.00

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Secured & Public Wireless Locations

Greensboro WIFI Locations

Legend
- WIFIsite

SWITCHID
- ■ Facilities

SWITCHID
- ■ Intersections

Generally, each wireless Access Point (AP) can handle between 12 and 25 devices depending on bandwidth requirements.

City Facility	Area of Coverage	City Facility	Area of Coverage
Arboretum	Conference Room	First Tee	Inside
Botanical Gardens	Picnic Areas	Gateway Garden	Front Entrance
Brown Rec Center	Gym, Classrooms	Gillespie Golf Course	Golf Shop
Caldcleugh	Parking Lot Area	Glenwood Library	Parking Lot
Caldwell House	Picnic Area	Griffin Rec Center	Basketball Area, Gym, Lobby
Center City Park	General Coverage	Hemphill Library	Parking Lot
Coliseum	Admin Area, Special Events	Historical Museum	Main Lobby & Auditorium
Cone Training Center	Office Area, Classrooms	Homeland Ave	Office Area
Cultural Arts Center	Office Area	Job Link	Classroom
Curb Market	Farmers Market, Offices, Parking Lot	Justice Center	Office Area
DAV Building	Admin Area	Kathleen Clay Library	Parking Lot
Depot	Ticketing Areas	Kitchen Building	Conference Rooms, Offices
Family Justice Center	Admin Area	LeBauer Park	General Coverage

Secured & Public Wireless Locations

Generally, each wireless Access Point (AP) can handle between 12 and 25 devices depending on bandwidth requirements.

City Facility	Area of Coverage	City Facility	Area of Coverage
Lake Townsend	Plant Area	Sanford Smith Building	Office Area
Lewis Rec center	Parking Lot Area	Service Center Signal Shop	Building Wide
McGirt Horton Library	Parking Lot Area	Service Center Admin Building	Training Rooms
Medical Center at Patton Ave	Office Area	Smith Senior Center	Front & Back Areas of Building
Mitchell Plant	Plant Area	Swing Road Police Stations	Parking Lot Area, Training Rooms
MMOB	Office Area, Conference Rooms	TZO	Lobby, Office Area
Police HQ	Office Area	Warnersville Rec Center	Common Areas, Parking Lot Area
Peeler Rec Center	Inside Lobby	Water Resources Warehouse	Warehouse Area
PSTF	Common Area, Conference Rooms	Workforce Development Center	Admin Area, Classrooms

Fire Facility	Area of Coverage	Fire Facility	Area of Coverage
Fire Station 1	Office, Truck Bays, Sleeping Quarters	Fire Station 20	Office, Truck Bays, Sleeping Quarters
Fire Station 2	Office, Truck Bays, Sleeping Quarters	Fire Station 21	Office, Truck Bays, Sleeping Quarters
Fire Station 4	Office, Truck Bays, Sleeping Quarters	Fire Station 40	Office, Truck Bays, Sleeping Quarters
Fire Station 5	Office, Truck Bays, Sleeping Quarters	Fire Station 41	Office, Truck Bays, Sleeping Quarters
Fire Station 7	Office, Truck Bays, Sleeping Quarters	Fire Station 43	Office, Truck Bays, Sleeping Quarters
Fire Station 8	Office, Truck Bays, Sleeping Quarters	Fire Station 48	Office, Truck Bays, Sleeping Quarters
Fire Station 10	Office, Truck Bays, Sleeping Quarters	Fire Station 49	Office, Truck Bays, Sleeping Quarters
Fire Station 11	Office, Truck Bays, Sleeping Quarters	Fire Station 52	Office, Truck Bays, Sleeping Quarters
Fire Station 14	Office, Truck Bays, Sleeping Quarters	Fire Station 53	Office, Truck Bays, Sleeping Quarters
Fire Station 15	Office, Truck Bays, Sleeping Quarters	Fire Station 56	Office, Truck Bays, Sleeping Quarters
Fire Station 17	Office, Truck Bays, Sleeping Quarters	Fire Station 57	Office, Truck Bays, Sleeping Quarters
Fire Station 18	Office, Truck Bays, Sleeping Quarters	Fire Station 59	Office, Truck Bays, Sleeping Quarters
Fire Station 19	Office, Truck Bays, Sleeping Quarters	Fire Station 61	Office, Truck Bays, Sleeping Quarters

Secured Wireless Locations - Intersections

Generally, each wireless Access Point (AP) can handle between 12 and 25 devices depending on bandwidth requirements.

Intersection	
Corner of US 29 and Phillips Ave	Corner of W Wendover Ave and N Church St
Corner of North Holden Rd and Spring Garden St	Corner of Bryan Blvd and Fleming Rd
Corner of Cone Blvd and N Elm street	Corner of Ballinger and Fleming Rd
Corner of US 29 and East Cone Blvd	Corner of Bryan Blvd and New Garden Rd
Corner of Battleground and Old Battleground	Corner of W Cone Blvd and Lawndale Dr
Corner of Florida and Freeman Mill Rd	Corner of Battleground and W Cornwallis
Corner of Battleground and Benjamin Parkway	Corner of Gate City Blvd and S Holden
Corner of W. Market St and Muirs Chapel Rd	Corner of Gate City Blvd and Florida
Corner of Benjamin Parkway and Bryan Blvd	Corner of I-40 and Gate City Blvd
Corner of US 29 and Market St	Corner of Battleground and New Garden
Corner of Battleground and Pembroke Rd	Corner of Bennett and Dudley
Corner of Battleground and W Wendover	Corner of US 29 and Lee
Corner of Holden Rd and W Market st	Corner of Wendover and Penny
Corner of Lawndale Dr and Pisgah Church Rd	Corner of US 29 and Wendover
Corner of Battleground and Horse Pen Creek	Corner of Summit and Wendover
Corner of N Elm St and Pisgah Church Rd	Corner of Bryan Blvd and Holden Rd
Corner of N Church and Lees Chapel	Corner of US 421 and Pleasant Garden

Severity Level Definitions

Severity Level	Examples
Critical	A critical failure affecting many such as A Production System Down or A Network Outage affecting multiple locations. Processes are halted. There are no workarounds available.
High	A critical business process is impaired, causing a serious disruption of a major business function and causing a serious impact on daily functions or processing. There is no reasonable workaround.
Medium	Non-critical issue occurs. Business processes are not disrupted and work can be completed. There is an acceptable workaround for the issue.
Low	An inquiry or low impact issue that does not require immediate attention. This includes cosmetic issues on screens, errors in documentation, or a request regarding use of Software or a service.

IT Policies

The Information Technology Department offers the following policies and guidelines for each City employee's review and compliance. Find these online at *http://citynet/MyTools/Pages/Document-Central.aspx* and click on Library: Policies & Procedures.

Policy Number	Control Number
Acceptable Use Policy	GSO-ITAUP-001
Cell Phone Policy	GSO-ITOPS-PM001
Employee Use Of Social Networks Policy	GSO-ITOPS-PM012
File Access Guidelines	GSO-ITOPS-PM005
Loaner Equipment Checkout/Return Policy	GSO-ITAUP-001
Mobile Device Policy	GSO-ITOPS-PM001
Network Access Policy	GSO-ITOPS-PM012
One Connect Policy	GSO-ITOPS-PM005
Printer Policy	GSO-ITAUP-001
Remote Access Policy	GSO-ITOPS-PM001
Surveillance Camera Monitoring And Auditing Policy	GSO-ITOPS-PM012
Third Party Access Policy	GSO-ITOPS-PM005

Application Name	Description	Department
Assessments	An application for the public to determine the status of an assessment, water lien, or abeyance on a property. This application integrates with the Water Customer Information System and the Collections Construction and Loan Control system.	**Water**
Bankruptcy Tracking	An application for entering and tracking debtors who have gone into bankruptcy.	**Finance**
Budget Requests	An application for departments to make a formal request to Budget when money is requested to move between accounts.	**Budget**
Building Inspections Suite	This is suite of 16 separate applications that handles the entire permitting process for building, electrical, mechanical, plumbing and driveway permits. It includes applications for office staff to manage permits and accounts, inspectors to perform inspections while out in the field, and contractors to request inspections online. Additionally, there are administrative back ends for applying payments made at the collections window to the system, for sending contractor balances to accounting through Lawson, and for physically billing contractors once each month. Additionally, building inspection account balances can be paid online, inspectors are provided a map route of daily inspections, and building inspection data is sent to the county for more accurate tax collection, etc.	**Engineering**
Business Permit System	An application to track business permits issued to businesses that meet certain criteria. It features a main application for tracking the status of the business permit and also the associated information including financials. It creates physical business permits, generates letters for businesses as they move through the permitting process, sends financials to accounting, renews and un-licenses businesses who meet certain criteria, etc.	**Finance**
Capital Improvement Projects	An application that tracks capital improvement projects across the city organization. It has data entry and reporting features.	**Budget**
Case Property	An application for police to manage property related to cases. Can add/delete and change the disposition of property related to a case.	**Public Safety**
Case Query	An application for Police to look up information on old cases.	**Public Safety**
Cashier Window	An application for cashiers to pull up Lawson invoices.	**Finance**
Cemetery	An application that tracks the status of plots in city cemeteries. It has a data entry and reporting features.	**Parks and Recreation**
CLCS Homeowners Insurance Letters	An application that allows Neighborhood Development to print insurance letters from CLCS (Construction Loan Control System) data.	**Neighborhood Development**
Coliseum Roster Payroll Processing	An application for processing coliseum roster employee data provided by the coliseum for the eventual printing of paychecks.	**Coliseum**
Collections Inquiry	An application to look up invoices, credits, debits, and dispute information from Lawson. It also prints invoices.	**Finance**
Community Case Management System	An application that enables Community Relations to track issues for follow up that are reported to them from residents. It has data entry and reporting features.	**Executive**

Application Name	Description	Department
Contact Center	An application for the Contact Center to track and route resident requests to the appropriate department for follow up. Features Enterprise Asset Management and Lawson integration as well as integration with SeeClickFix (online citizen request tracking tool) and an extensive knowledge base.	**Communications & Marketing**
Contract Approval & Routing System	An application that tracks a contract as it progresses from the originating department to the other required departments for signatures. It has data entry and reporting features.	**Executive**
Council Index	An application that helps the executive office enter and retrieve ImageNow documents that are related to council meetings.	**Executive**
Crystal Enterprise Software	Third party software that provides a centralized hosting location for custom developed reports (600+) distributed across the organization and within associated applications.	**Enterprise**
Debt Set Off	An application that tracks debt owed by individuals and the status of the debt over time. It pushes and pulls data from the North Carolina Five Star Clearing House. It also applies debt payments to the collections system for further payment processing for accounting.	**Finance**
Delta Dental Coverage	An application that builds a custom electronic file to transfer employees with dental insurance coverage to Delta Dental.	**Human Resources**
Deposit Tracking	An application that reads deposit information from Lawson and allows for new deposits to be entered for tracking purposes.	**Finance**
Ecommerce Online Payments	An application that provides a payment portal for residents to pay balances due online for privilege licenses, business permits, building inspections, lane closures, and parking payments.	**Finance**
Employee Finder	An application for looking up basic employee information including phone numbers, work locations, departmental assignments, and what manager they report to.	**Enterprise**
Encumbrance History	An application for looking up encumbrance information in Lawson.	**Finance**
Greensboro Television Network Video Tracking	An application that enables videos and all associated information to be tracked.	**Communications & Marketing**
HR Processing	An application that provides verification of data for new hires, functionality for uploading time worked into Lawson for Police special events, pension number updates, and Mark III reporting data processing.	**Human Resources**
Cashier Payment Extraction	An application that takes all payments Collections has received for a specified day and puts them in a place for further processing by other custom applications and eventual upload into Lawson for accounting purposes.	**Finance**
Cashier Web Batch	An application that allows Collections to open and close batches in the cashier system each day.	**Finance**
IT Billing	An application that enables the tracking and billing of non-leased items.	**Information Technology**
Landfill Billing	An application that processes landfill data that is uploaded into Lawson.	**Finance**

Application Name	Description	Department
Lane Closure	An application that enables contractors to request lane closures. It also features an administrative tool for tracking the status of lane closure requests and payments.	**Transportation**
Leasing Application	An application that handles the leasing of IT equipment across the City. It has many features for different types of users including lease order entry, lease item transfer, receiver information updates, monthly billing reports, attachment of quotes to lease requests, tracking accessories, multi-stage order approval, etc.	**Enterprise**
Local Ordinance Enforcement (LOE)	An application for the Local Ordinance division to track LOE cases and alert people on the status of the cases. It includes tracking on housing, nuisance, and vehicle violations and it also generates letters for communication from the City to residents. There is a public facing side to this application that allows residents to look up information related to LOE cases.	**Engineering**
MAP	An application for Management, Accountability, and Performance tracking initiatives across the city. It has tracking and reporting features.	**Budget**
Merit Compensation System	An application that enables the City to enter employee merits for approval and further processing.	**Human Resources**
Miscellaneous Cash Processing	An application that calculates, displays, and processes miscellaneous cash, bus ticket payments, and convenience fees into Lawson for accounting.	**Finance**
Non Profit Payments	An application that that tracks contracts for nonprofit organizations. It holds contract data and prints the notifications that are sent to organizations. It also produces reports needed by budget.	**Budget**
Non-Sufficient Fund Tracking	An application for tracking non-sufficient funds related to checks. It tracks customers, communicates via email to different departments on NSF details, and generates letters for customers and the magistrate.	**Finance**
Pension Processing	An application that processes data in a specific electronic format for electronic submission to the ORBIT system.	**Finance**
Plan Review	A comprehensive suite of 11 applications to enable plan review tracking across the city. It has features such as displaying days in process, plan versions, plan comments, email notifications, internal and external plan upload portals, plan review history lookup, plan review approval letter, etc.	**Planning**
Police Off-Duty	An application that allows for historical look up of police off duty work hours from Lawson.	**Public Safety**
Policy Tracker	An application that tracks information related to City network policy agreement. It also enables the Service Desk staff to confirm the network policy has been signed before starting certain processes.	**Information Technology**
Positive Pay Totals	An application that calculates positive pay totals for Collections.	**Finance**
Print Shop Billing and Processing	An application that enables the print shop to track, report, and print billing information for jobs completed. It includes a utility for processing print shop billing data and sending it to Lawson for accounting purposes.	**Communications & Marketing**

Application Name	Description	Department
Privilege License System	An application to track privilege licenses issued to businesses that meet certain criteria. It features a main application for tracking the status of the privilege license and also the associated information including financials. It creates physical privilege licenses, generates letters for businesses as they move through the licensing process, sends financials to accounting, renews and un-licenses businesses who meet certain criteria, etc.	**Finance**
Public Information Request Tracking (PIRT)	An application that tracks PIRT requests, provides PIRT transparency, and assists with the collection of PIRT related information across the city.	**Communications & Marketing**
Recycle First	A mobile application that provides information related to recycling that is available for both Apple and Android devices.	**Transportation**
Restructure AP 146	An program that processes data downloaded from Lawson and transforms it into the specific electronic format required for 1099 electronic submission to the state and federal agencies.	**Finance**
Retiree Cost of Health and Dental Benefits	An application that processes data to provide information on the retiree cost of health and dental insurance benefits.	**Finance**
Service Desk	An application that enables users across the City to enter service desk requests. It has internal service desk features that enable call tracking, call lookup, knowledge base entry and lookup, email alerts, reporting functionality, etc.	**Enterprise**
Solid Waste History	An application that enables Field Operations to see the status of old solid waste calls, routes, can assignments and work order history. This includes work orders that were entered on the old mainframe. It also reads data from EAM and Lawson.	**Field Operations**
Surplus Inventory	An application that tracks surplus items as they are transferred between departments or go to city sale.	**Finance**
Test Center	An application that allows for administering and tracking tests for Greensboro employees.	**Human Resources**
Ticket Tracker	An application that maintains parking ticket inventory when tickets rolls are added, assigned to, and returned from events.	**Transportation**
UHC Employee COBRA Coverage	An application that provides a customized transfer of employees COBRA Health Care coverage to UHC in a specific electronic format.	**Human Resources**
UHC Employee Insurance Coverage	An application that provides a customized transfer of employees Health Care coverage to UHC in a specific electronic format.	**Human Resources**
Utility Payments	An application to enter water, electric, gas, and other utility payments owed by the City for Lawson processing. The application uploads amounts owed into Lawson for checks to be distributed.	**Finance**
Water Customer Lookup	An application that provides a way to look up water billing customer information.	**Public Safety**

Notes

Notes

GREENSBORO

INFORMATION TECHNOLOGY

300 W WASHINGTON STREET
GREENSBORO NC 27401