

SECTION I

Current Technology by Department

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CURRENT TECHNOLOGY OVERVIEW

All departments use personal computers running the Windows 95, Windows 98, or Windows NT operating system. The personal computers are connected on a citywide Windows NT network. The network consists of multiple servers located throughout City facilities. Personal computers are also connected to multiple Unix servers and the mainframe computer to meet specific user needs.

The departments use parts or all of Office 97 Professional Edition that exists on the Network but is also loaded locally on each computer for faster access and for availability should the Network be down. That suite of programs includes:

- Word - word processing

- Excel - spreadsheet

- Access - database

- PowerPoint - presentation

- Outlook - e-mail, calendar, tasks, notes

- Internet Explorer - Internet access

- Other utilities for miscellaneous computing needs

All departments use the SCT Banner system for financial applications and for payroll. They use the Budget Technology (BTI) system for entering their budgets.

Voice mail is used by all departments, but not all telephones have been specified to have voice mail. Some telephones need to have only direct communication to the citizens.

All departments have access to both the Internet and the Intranet.

OFFICE OF THE CITY SECRETARY

Microsoft Word is heavily used for general office work while Excel is used to create spreadsheet applications for the department (tracking purchases and departmental request through Banner). Retention schedules are done in Microsoft Word. The department keeps track of its budget in Excel. Laptops are used at the office and council meetings. Email is highly patronized by all personnel. The City Secretary uses it to contact other cities for information. Many of the phones in this department have voice mail. Other equipment the department has includes a fax machine, color laser printer, desktop copier machines, digital cameras, microfilm equipment, pagers (council pagers) and a scanner. The department uses after hours auto attendant menus. Outlook is used to create the council calendar (needs bigger cell). Microfilm is used to create and keep permanent records for the city especially the following departments. Police, Fire, Building Inspection and special projects that a department may want to keep.

The Internet is mainly used for monitoring the Codes of Ordinances. Zoning and Deeds and Easements are kept on paper (manual).

Technology Plan Sheet:

Technology	Yes	No	User(s)	Low	High
1. E-mail	X		Employees/Vendors		X
2. Voice mail	X		Administrative positions		X
3. Voice mail-auto attendant menus ext. #		X			
4. Voice mail-auto attendant menus (after hour's ext.)	X				
5. ACD Group		X			
6. Fax Machines	X		All		X
7. Color Laser Printer	X		All	X	
8. Copier Machine		X	Desktop printers	X	
9. Projection Panel		X			
10. Website	X				
11. Digital Cameras	X		Employees		
12. Pagers (via the Internet)	X		Council/Dept Dir.		
13. Cellular Phones		X			
14. Internet	X		Admin/Not Secretaries		X
15. Intranet					
16. Scanner	X		Small projects	X	
17. Telecommuting /Dial-in		X			
18. PC *laptops	X		Meetings	X	
19. Audio recorders	X		Employees		

SOFTWARE:

Versatile Records Management System

Purpose: It is set up for the various departments where each department can request a document, inactive record, through a PC.

It generates:

1. Series titles
2. Location number for easy accessibility
3. Date of document and
4. Creates reports
5. Box/Container labels

MuniMetrix Indexing Tool

Purpose: Minutes of council meetings are scanned into the software. Employees can search by word, access, etc.

Retention Schedules (Word)

Purpose: Required by state. All schedules are currently word documents, which are formatted to print out on the state form.

Employee Phone Listing (Access)

Purpose: List of all employees' extension numbers and department. It also lists non-city phone numbers that are frequently requested by callers.

OFFICE OF THE CITY MANAGER

Microsoft Word is heavily used for general office work while Excel is used to create spreadsheet applications for the department (tracking purchases and departmental request through Banner). The department keeps track of its budget in Excel. Laptops are used at the office and council meetings. All staff members use MS Outlook. All the phones in this department have voice mail. Other equipment the department has includes a fax machine, desktop copier machines, pagers and a Television with built-in VCR. The Internet is mainly used for research purposes.

Technology Plan Sheet:

Technology	Yes	No	User(s)	Low	High
1. E-mail	X		All Employees		
2. Voice mail	X		All Employees		
3. Voice mail-auto attendant menus ext. #		X			
4. Voice mail-auto attendant menus (after hours)		X			
5. ACD Group		X			
6. Fax Machines	X		All		
7. Color Laser Printer	X		Fourth floor		
8. Copier Machine	X		Connected to the network.		
9. Projection Panel		X			
10. Website	X				
11. Digital Cameras		X			
12. Pagers (via the Internet)	X		All (numeric & alphanumeric)		
13. Cellular Phones	X		6 cell phones		
14. Internet	X		All, for research		
15. Intranet	X				
16. Scanner		X			
17. Telecommuting /Dial-in	X		Jane Card		
18. PC *laptops	X		6 laptops		
19. Overhead Projector	X				
20. TV/VCR	X		2		
21. Desktop Printers	X		All users have printer.		

SOFTWARE:

MS Office Suite

PageMaker

Purpose: Used for Transportation summit and also for printing documents from Community Affairs on color printer.

SPSS

Purpose: Statistical Package. David Cardenas is the only person with SPSS.

Corel Draw

Purpose: Graphics software.

Main Frame

Purpose: Darlene Jenkins has mainframe access, but never uses it. She is not sure why Jane Card wanted her to have mainframe access.

Access Databases:

1. Citizen Complaint Database—Tracks citizen inquiries/complaints. This is the same database used by Kathleen Farrell. (Kim Sutter and Darlene Jenkins have access to the database and are able to make updates to the Citizen Compliant Database.)
2. Council Pending System—This has not been implemented yet; however, it will be used to track requests made by council members at council meetings/work sessions.

Excel Spreadsheets:

1. Budget
2. Ten Year Bond Projections/Capital Improvements

RISK MANAGEMENT

Microsoft Word is used for general office work and Excel is used to create spreadsheet applications. All personnel use e-mail. Phones in this area have voice mail.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group			
6. Fax Machines	X		
7. Color Laser Printer		X	Ink Jet
8. Copier Machine	X		Common Area
9. Projection Panel		X	
10. Web site	X		
11. Digital Cameras			
12. Pagers (via the Internet) Numeric pagers	X		
13. Cellular Phones		X	
14. Internet	X		Research, Comm.
15. Intranet	X		
16. Scanner	X		
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		
19. Projector, Television and VCR	X		
20. Time Stamp machine	X		
21. External Modem	X		
22. Digital Video Camera	X		

SOFTWARE:

Proprietary Bank One Software

Purpose: Used to transmit financial information to the bank.

Keller Safety Suite

Purpose: Contains material safety data sheets.

Fast

Purpose: Software used to edit video

PGP

Purpose: Encryption software (communicate about litigation via the Internet)

Acrobat Writer

Purpose: Used to create reports and post information on the Intranet

Photo Editor and Unilead

Purpose: Imaging software

Norton's Anti-Ware

Purpose: Anti-virus program

Microsoft Publisher

Purpose: Used to generate reports.

Banner

Brass

Mainframe

Purpose: Invoice information.

Also has proprietary software for modem access. It is used for insurance information exchanges (driver license information).

Access Database:

1. Property listings

Excel Spreadsheets:

1. Checks issued
2. Also used for calculating, projecting, and modeling.

POLICE DEPARTMENT

Police is transitioning from WordPerfect and Lotus to MS Word and Excel. Most of the department's databases have already been converted to Access. Equipment used by the department premise info, inquires, etc.), and inquiries and laptop reporting in RMS. The laptops fully interface with CAD,RMS and TLETS (DPSAustin)

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		Except remote sites
2. Voice mail	X		Patrol & Admin.
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hours)	X		
5. ACD Group		X	
6. Fax Machines	X		Setting up a fax/modem server
7. Color Laser Printer	X		
8. Copier Machine	X		Additional copier in 99-00 budget.
9. Projection Panel	X		
10. Website	X		
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		Alphanumeric
13. Cellular Phones	X		
14. Internet	X		
15. Intranet		X	Webcasts
16. Scanner	X		
17. Telecommuting /Dial-in	X		
18. PC *laptops	X		
19. In Car Video Cameras	X		
20. Fax Board	X		
21. Conferencing Board	X		
22. Teleconferencing	X		
23. Cable Interface	X		
24. Radar Trailer	X		
25. Video Digital Camera	X		
26. Phone Tree	X		
27. Mobile Command Post	X		
28. Audio Intelligence Devices	X		
29. Starlight Scopes (night vision)	X		
30. Chemical Delivery Systems	X		
31. Weapons Technology			Tazers, beanbag guns, tear gas guns, etc.
32. Robots	X		Community Services
33. Security System	X		Touch Pad
34. DBI (live scan finger printing machine)	X		Will download info to the state in the future.
35. Picasso Phone (digitized view phone)	X		
36. PolyLight (digitized light spectrum)	X		Used for investigation of crime scenes.
37. Video Imaging System			In the process of purchasing this.

includes a color laser printer, digital camera, projection panel, pagers, cellular phones, in-car video cameras, and a video imaging system. The department also uses laptops extensively.

The police department currently has about 80 laptops in cars and has ordered 35 more laptops. Officers run TLETS, CAD dispatch and the functions that go with CAD (address verification, notes,

SOFTWARE:

Jail Control System

Purpose: Used to open and close doors in the jail and monitor activity. There is a separate PC that logs this information.

Sokia

Purpose: It is a drawing program (on laser disk) that integrates forms. Used for the investigation/recreation of hit-and-run accidents.

Message Soft

Purpose: Used to page employees of the Police Department.

CAD (Computer Aided Dispatch)

Purpose: Used for live dispatch in the Police Dispatch Center. They enter new calls, look up call history, premise information, notes, access TLETS for criminal justice information and keep up with units in the field.

Anything that happens, or has happened, is recorded in calls for service, whether an officer or a citizen originates it. Used for entry, query, and reports. Interfaces with MAARS (9-1-1), TLETS (NCIC, TCIC, and Regional), the city IBM, Cerulean laptop dispatch and laptop TLETS, TIBURON laptop reporting, Dallas County (via TLETS), 9-1-1 Line Logger, 9-1-1 Dictaphone, and RMS.

PRISM

Purpose: Fire arms training software.

RMS (Records Management System)

Purpose: RMS contains the index of Police Department reports by names (and corresponding physical description), address, vehicle license plates, property, and report numbers. It contains all of the arrest, incident, field interview, and offense reports maintained by the Police Department since November 1991. The system has the capability of accessing TLETS, NLETS, T.C.I.C., N.C.I.C., motor vehicle information, drivers license information, and city mainframe information. The RMS system houses all juvenile arrest reports as well as cases filed on juveniles. The RMS system is the basis for our crime analysis statistics as well as the Unformed Crime Reports submitted to the FBI and DPS. It provides the process for transferring tapes to COM. It enables the tracking of approved and unapproved reports through our department. The System also allows for information to be pulled from the CAD System to verify information for the report as well as for missing reports. The System also entwines with the Laptop system used by the officers.

AFIS

Purpose: Finger printing system--interfaces with Dallas.

Mainframe

Purpose: Used to access the court system, tax and water files.

Twin

Purpose: Payroll tracking software. Tracks the holiday information and used to data enter time sheets. The information will eventually be tracked in Excel-in the process of converting data.

Lotus Notes

Purpose: Used by the sex offender and gang units to share data with other agencies.

Lotus

Purpose: Used to create spreadsheets.

PowerPoint

Purpose: Used for presentations.

Harvard Graphics

Purpose: Used to create graphics and presentations

Mavis Beacon Typing Tutor

Purpose: Used to improve typing proficiency.

Corel Paint

Purpose: Graphics program.

Corel Draw

Purpose: Graphics program.

Rider

Purpose: This is a database program used by the patrol division.

PageMaker 6.5

Purpose: Used to create various publications.

Word Perfect 6.1

Purpose: Word processing.

- The Irving Youth and Family Counseling Unit has several counseling programs (purchased with grant funds). These do not reside on the network.
- There is a stand-alone system used to record traffic accidents.
- The department is currently testing Bastille. This software allows you to enter crime information and cross reference information about crimes with other agencies.

Access Databases:

1. *Accounting program* created for Administrative Secretary Marla Jorgensen. Tracks purchase requisitions, DDR's, petty cash, and warehouse stores purchases. Prints the DDR and the Warehouse Stores form in the approved format. Numerous reports

on command. Being tested by Marla to determine additions or modifications.

2. *Squad Car Inventory* created for the Patrol Sergeants. Used to enter the results of daily inspections of police vehicles. Tracks information on mileage and proper stocking of mandatory vehicle inventory items (shotguns, cones, etc.). Produce reports for Commanders.
3. *Dispatch Training* created for Dispatch supervisors. Tracks internal and external training of Communications personnel. Used to evaluate future training needs, provide a record of T.E.C.L.O.S.E. and IPD mandated training. Produce department and external reports.
4. *Domestic Violence* converted from Paradox to Access for the Domestic Violence Counselors. Tracks current and past domestic violence information. Used for counseling, legal action, and to produce mandatory local, state and federal reports.
5. *Emergency Call Out* created for Police Administration. Enter and edit current employee address, phone, pager, division, and notified-by information. Special Operations is responsible for daily updates and producing a monthly emergency call out list. Reports and/or inquiries by individual, person responsible for notification, division, unit, etc.
6. *Emergency Management Project* created for Pat McMacken. Project management tool (status, percent completed, etc).
7. *CompSys Projects* created for Computer Section. Modified previously created Emergency Management Project program for computer specific projects.
8. *Gas & Oil* converted from Paradox to Access for IA Secretary Gloria Sears. Calculated record of Police gas and oil purchases. Monthly report goes to Finance, and diskette to Information Services for entry into the mainframe. Usage pending IS acceptance of data format.
9. *Five individual IA databases* created for Internal Affairs. Confidential databases relating to Internal Affairs functions.
10. *NCIC* created for Terminal Agency Coordinator Bonnie Pollock. Used to schedule/track employee and instructor information for state mandated NCIC training. Produces a mandatory state report.
11. *Computer Inventory* created for Computer Section. Track computer equipment by model, serial, components, user, answerback, jack, location, etc. Used for inventory and inquiry purposes.
12. *Shift Activity* created for Patrol and Gang Unit. Individual and section activity based on predetermined criteria. Used for evaluation and planning.
13. *Sick Leave Usage* created for Dispatch & Jail to track sick leave usage by

personnel.

14. *Pawn Shop Detail* tracks pawned property that is on hold, built queries for items with DDE link to Word for hold letters, release letters and court hearings.

15. Converted DOS Paradox tables into Access tables at Auto Pound. Built queries for DDE for letters, purchase sheets, inventory lists in Word for Purchasing.

16. Converted Paradox tables into Access tables for Alarm Permit Section. Built queries for DDE link for letters and envelopes on Word to mail to the public and track activity.

17. *Contributors to Police Charities* for DDE link with Word for mail outs.

Excel Spreadsheets:

1. Tracks monthly activity in dispatch.
 2. Used for daily entry of morning reports to keep running total of month-to-date and year-to-date figures as well as incrementing report numbers (Dispatch).
 3. Tracks monthly activity of the Jail.
 4. Tracks and publishes the monthly activity for the Property Room.
- Formatted muster sheets in Word for Dispatch and Jail. Eliminated Word Perfect.

FIRE

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications for the department (tracking purchases and departmental requests through Banner). Laptops are used at the office and council meetings. All administrative personnel use MS Outlook, but the fire stations do not have access to e-mail. Many of the phones in this department have voice mail. Other equipment the department has includes a fax machine, desktop copier machines, digital cameras, pagers and scanner. Fire also uses after hour's auto-attendant menus. The department expects to supply all fire engines with notebook computers in three months time.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		Most fire stations have e-mail.
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		Training, administration, battalion chiefs, & alarm offic
7. Color Laser Printer		X	
8. Copier Machine	X		2
9. Projection Panel	X		
10. Website	X		
11. Digital Cameras	X		1
12. Pagers (via the Internet)	X		Alphanumeric, do not page via the Internet.
13. Cellular Phones	X		
14. Internet	X		
15. Intranet	X		Work session webcasts only.
16. Scanner	X		
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		All fire engines soon to have notebook computers.
19. TV/VCR	X		
20. Hand Held PCs			These are in this years budget and will be used for the input of paramedic patient forms and to record fire inspection information

SOFTWARE:

TOAMS

Purpose: Hazmat uses this software to look up information regarding hazardous materials. This software is essentially a database that Hazmat queries.

Cameo

Purpose: Hazmat uses this program to formulate projections and develop evacuation plans. Once a hazardous material incident has been pin pointed in Cameo it will tell which parts of the city/area will need to be evacuated.

ANI-ALI

Purpose: Used by the alarm office to identify addresses.

Fire CAD System

Purpose: This system interfaces with ANI-ALI, Mobile Comm, city servers, records

management, and eventually it will interface with the fire stations.

GIS

Purpose: Information is downloaded to CD-ROM from the GIS system and enriched with additional information pertinent to firefighters. This allows them to use the information in field (e.g. find the location of fire hydrants on the way to a call, etc.). These CDs need to be updated about every six months, so they have accurate information. They would like this information updated very soon.

MS Publisher

Purpose: Used to create reports and publications (e.g., fire department annual report).

Corel Draw

Purpose: Graphics program.

- Use PowerPoint extensively, especially EMS and Hazmat.
- In the future (next year, hopefully) the department would like to utilize AVL (Automatic Vehicle Locations).

FoxPro Database:

1. Information from the paramedic patient forms is entered into the database.

Paradox Databases:

1. Monthly Fire Synopsis (number of runs, dollar amount of losses, etc.)
2. Fire Inspection Results (Use this to generate monthly reports.)
3. Overtime Hours
4. Monthly Statistics

PUBLIC HEALTH AND ENVIRONMENTAL SERVICES

Microsoft Word is heavily used for general office work while Excel is used to create spreadsheet applications for the department (tracking purchases and departmental requests through Banner). Retention schedules are done in Microsoft Word. In spite the presence of Banner, the department keeps track of its budget in Excel. The department has only one laptop. All personnel use e-mail. Many of the phones in this department have voice mail. Other equipment the department has includes a fax machine, desktop copier machines, digital cameras, pagers (landfill, Sanitation, Health and Administration) and a scanner. Public Health & Environmental Services also uses after hours auto attendant menus. The Internet is used for research by the animal shelter, sanitation and administration.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		Admin, Landfill, Animal shelter and Sanitation.
2. Voice mail	X		All except landfill.
3. Voice mail-auto attendant menus ext. #	X		
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group			
6. Fax Machines	X		No Fax machine at Landfill
7. Color Laser Printer		X	
8. Copier Machine	X		Briery Rd.
9. Projection Panel		X	Borrows from IS
10. Web site			
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		Landfill, Sanitation, Health and Admin.
13. Cellular Phones	X		
14. Internet	X		
15. Intranet	X	X	
16. Scanner	X		
17. Telecommuting /Dial-in		X	Sanitation, Admin (Kay)
18. PC *laptops	X		
19. Projector, Television and VCR	X		
20. Animal Shelter still has analog telephones	X		

SOFTWARE:

LANDFILL

AutoScale

Purpose: Scale software customized by Automation Services Inc. It tracks incoming and outgoing items from the landfill (e.g., type of items, grid/location, license plate information of all vehicles entering or leaving the landfill, calculates fees and can interface with the mainframe for invoicing--this option is not currently used).

AutoCAD/EaglePoint

Purpose: Landfill support software. It is a geometric package that can perform volumetric valuations (calculates landfill capacity used in a 12 month period). This information is shared with the Engineers and TNRCC.

MS Project

Purpose: Used for scheduling.

SANITATION

Mainframe water and tax files

Purpose: Dial into the mainframe using FT term to view the files and make updates to sanitation rates.

Corel Draw

Purpose: Graphics program used to create brochures and flyers.

Financial I.Q.

Purpose: This software uses the information from the budget and calculates cost per unit.

WasteBuster and WastePro

Purpose: Both are used to track data about the city's sanitation routes.

PUBLIC HEALTH

Pet-Where

Purpose: Free pet registration program that provides data to help link owners with their lost pets. Pet, Inc provides this service.

MISCELLANEOUS

Snapgraphics:

Purpose: Flow charting software created by Micrografix.

Access Databases:

1. Landfill/Sanitation Program: tracks vehicle data, weights, crew/route data and collection profiles.
2. Safety awards (Sanitation)
3. Vehicle accidents (Sanitation)
4. On-the-job injuries (Sanitation)
5. Billing anomalies (Sanitation)
6. Container inventory (Sanitation)
7. Commercial customers (Sanitation)
8. Volume of goods dropped off at the city's recycling centers (Sanitation)
9. Tracks address where animals have been picked up running at large (Public Health)

Excel/Lotus Spreadsheets:

1. Daily tonnage for the landfill
2. Employee information (this information may also be in Access)
3. Employee spreadsheet (Landfill)
4. Bond accounting data (Landfill)--includes consultant services and contract budgets
5. Regulatory compliance schedules--waste tonnage reports (Landfill)
6. Tracking reports--manpower, equipment, etc. (Landfill)
7. Methane gas levels--quarterly report for the city's 13 gas wells (Landfill)
8. Budget
9. Monthly, quarterly, and annual reports (Public Health)

PARKS AND RECREATION

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. All personnel use e-mail except for the recreation centers and every phone has voice mail. Other equipment the department has includes a fax machine, cellular phones, photo ID machine, P/A system security system, audio tape recorder, television, VCR, digital cameras and pagers. The department does not have a color laser printer or copier machine.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		All except rec. centers
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	Budgeted for FY 00
8. Copier Machine		X	Desktops Copiers
9. Projection Panel	X		
10. Website			
11. Digital Cameras	X		For field work
12. Pagers (via the Internet)	X		Both digital and analog
13. Cellular Phones	X		Admin & field workers
14. Internet	X		
15. Intranet		X	
16. Scanner	X		
17. Telecommuting /Dial-in			
18. PC *laptops			
19. Photo ID Machine	X		
20. Public Address System	X		
21. TV/VCR	X		
22. Security System	X		
23. Tape Recorder (Audio)	X		

SOFTWARE:

AutoCAD

Purpose: Mapping and construction planning

LandCAD

Purpose: Designing plans and construction.

Microsoft Publisher

Purpose: Brochures, and flyers

Class-Escom

Purpose: Tracks facility rentals and scheduling

Outlook

Purpose: Used to schedule meetings in the conference room.

PageMaker

Purpose: Designing brochures, flyers etc.

FrontPage

Purpose: Website development

Laser Link

Purpose: Prepares tax (1099) forms and small incomes

Spanish Translator

Purpose: Translates documents from English to Spanish

Calendar Creator Plus

Purpose: Creates calendars

Access Databases:

1. Mailing lists (building rentals, softball registration, boards and commissions, etc)
2. Staff tracking (merit raise information, date of hire, etc.)

Excel Spreadsheets:

1. Budget preparation and tracking
2. Cash reports (used for quarterly reports)

FINANCIAL SERVICES

Microsoft Word is used for general office work, while Excel is used to create spreadsheet applications for the department (tracking purchases and departmental requests through Banner). The department has laptops for auditors. All personnel patronize E-mail. Phones in this department have voice mail. Other equipment the department has includes a fax machine, desktop copier machines, time stamp machine, and pagers (numeric).

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group			
6. Fax Machines	X		
7. Color Laser Printer		X	Ink Jet
8. Copier Machine	X		Common Area
9. Projection Panel		X	
10. Web site	X		
11. Digital Cameras			
12. Pagers (via the Internet) Numeric pagers	X		Cathy
13. Cellular Phones		X	
14. Internet	X		Research, Comm.
15. Intranet	X		
16. Scanner	X		
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		Auditors
19. Projector, Television and VCR	X		
20. Time Stamp machine	X		
21. External Modem	X		

SOFTWARE:

Proprietary software from Bank One: APP direct and ACH direct.

Purpose: Used to transmit payroll and financial information to the bank.

Corel Draw

Purpose: Graphics program

Mainframe Legacy Programs

Banner

Brass

Access Databases: (Access is the reporting mechanism for Banner.)

1. Cleared checks
2. Activity codes
3. Journal entry information

- Paradox is used for the utility bill program; it is used as a distribution spreadsheet

Excel Spreadsheets:

1. Financial spreadsheets and Analysis
2. Employee information

- Some financial spreadsheets are still in Lotus.

CUSTOMER SERVICE

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications. The Tax/Customer Service Division also has laptops. All staff use email. All employees have voice mail except for the cashiers and field employees. The ACD line has auto attendant, which allows callers to leave messages or transfer to the pump station. Other equipment the department has includes a fax machine, desktop copier machines, and a pager.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)			
5. ACD Group	X		
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine		X	
9. Projection Panel		X	
10. Web site	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		Harry Huson
13. Cellular Phones		X	
14. Internet	X		Research
15. Intranet		X	
16. Scanner		X	
17. Telecommuting /Dial-in		X	
18. Hand-held PC			
19. PC *laptops		X	
20. Mini mobile (for radio reads of water meters)	X		
21. Scanners for the water bills	X		
22. Microfilm Machine	X		
23. External Modem	X		
24. ACD Telephone hardware	X		
25. Remittance Processing--Process payments	X		

SOFTWARE:

RouteStar

Purpose: Used to download data (water meter readings) from the hand held computers to the Billing System Operator's computer.

Mainframe Tax and Water Files

Purpose: This information is shared with Sanitation, Engineering, and Inspections. (The division uses many of the same programs used by Building Inspections-- building permit information, GEO [tax information], and the contractor lists.)

Automatic Dialer Software

Purpose: Used to call customers and notify them of probable cut off of water service.

GIS

Purpose: Currently have only read access to GIS, but in the near future Shelley Hoya will have the full version.

Banner

Purpose: Purchasing and Human Resource functions

Scotland Yard

Purpose: Employees use this software to sign in and out of the office.

ACD software

Purpose: Provided by GTE for the ACD line used by customer service.

- Shelley Hoya also has software that is used to transmit draft payments to Bank One and software that calculates the tax rate.

Access Databases:

1. Time Sheets
2. Use Access to process tax refunds
3. Track Handicap Stickers issued.

Excel/Lotus Spreadsheets:

1. Water Billing
2. Track the wait time of customers using the ACD line.
3. Track cut off counts from cycle to cycle

The Tax/Customer Service Division uses Microsoft Word to prepare the budget information.

INSPECTIONS

BUILDING INSPECTIONS (11BI):

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. All personnel use e-mail and every phone has voice mail, except for the clerks. Other equipment the department has includes a fax machine, cellular phones, copier machine (small one), audio tape recorder, digital camera and pagers. Building Inspections also has cameras (35-millimeter & Polaroid), radios, and desk jet printers. Hand-held radios are used in cars. The department does not have a color laser printer, copier machine or projection panel.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		Except for the clerks.
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		Alphanumeric
13. Cellular Phones	X		
14. Internet	X		Research
15. Intranet	X		For webcasts/news
16. Scanner	X		
17. Telecommuting /Dial-in	X		Not Routinely
18. PC *laptops	X		
19. TV/VCR	X		
20. Tape Recorder (Audio)	X		

SOFTWARE:

Building Inspections Application (Mainframe)

Purpose: It is used for permitting and licensing (for contractor registration). It generates certificate of occupancy and also uses tax and water files to research property ownership.

Irving Geographic Information (IGGI): Viewer for the GIS data.

Purpose: Allows end-users access to GIS information in the field.

AutoCAD LT 98 (This is not a complete version of the software).

MS Office: Word, Access, Excel and PowerPoint

Word

Correspondence and templates

Access Databases:

- 1. Databases for Certificate of Occupancy (CO)
- 2. Building List (zoning, parking spaces, building address, etc.)

Excel Spreadsheets:

- 1. Monthly Plan Review Reports
- 2. Housing Reports

CODE ENFORCEMENT (11CE):

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. All personnel use e-mail and every phone has voice mail except clerks. Other equipment the division has includes a fax machine, cellular phones, copier machine (small one), audio tape recorder for minutes, digital camera and pagers. There are also cameras (35-millimeter & Polaroid), radios, and desk jet printers. Hand-held radios are used in cars.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		Except for the clerks.
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group			
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine		X	
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		Alphanumeric (29)
13. Cellular Phones	X		
14. Internet	X		Research/Inquiries
15. Intranet	X		
16. Scanner		X	
17. Telecommuting /Dial-in	X		
18. PC *laptops	X		
19. TV/VCR	X		
20. Tape Recorder (Audio)	X		
21. Video cameras (3)	X		

SOFTWARE:

Mainframe

Purpose:

1. Housing Group (record inspections, status, violations, etc.)
2. Tax and water files: tracks delinquent tax accounts and used to determine property owners and residents.
3. Permitting and licensing for daycare, pool, environmental and health services.

Irving Geographic Information (IGGI): Viewer for the GIS data.

Purpose: Allows end-user access to GIS information in the field.

Word

Correspondence and templates.

Access Databases:

1. Housing
2. Pools
3. Restaurants
4. Hotel/Motel
5. City Manager's Office Inquiries
6. Inspector Log
7. Daycare

Excel Spreadsheet:

1. Automotive repair history

HUMAN RESOURCES

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications for the department. Banner data is shared with other departments. Laptops are used at the office and meetings. All staff members use e-mail. Many of the phones in this department have voice mail. Other equipment used by the department includes a fax machine, color laser printer, desktop copier machines, pagers, and cellular phones. Human Resources also uses auto attendant menus and ACD group for telephones.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #			
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		All
7. Color Laser Printer	X		All
8. Copier Machine	X		Staff
9. Projection Panel/ LCD	X		
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		JoAnn Brewosar
13. Cellular Phones	X		"
14. Internet	X		Used for research
15. Intranet			
16. Scanner		X	
17. Telecommuting /Dial-in			
18. PC *laptops	X		
19. Recording Equipment			
20. TV/VCR			
21. Microfilm Reader			

SOFTWARE:

SIGMA

Purpose: Applicant tracking system (name, address, SS#, etc.).

Registrar

Purpose: Tracks the training classes employees have completed (customer service classes, FMLA, etc.).

Tap-dance (Clerical Testing Software)

Purpose: Tapdance is used only for typing tests.

CorelDraw

Purpose: Graphics program used for reports and publications.

PageMaker:

Purpose: Brochures, forms, and other publications.

Banner

Some of this data is shared with other departments.

Microsoft Office

Access Databases:

1. Cardex Database--tracks various employee information and history such as promotions and position changes.
2. FMLA case tracking.
3. Retiree Medical Information.

Excel Spreadsheets:

1. Budget
 2. Benefit Analysis/Compensation Analysis
 3. Modified Case Tracking (Employee Relations Activities)
- Ike Obi uses SPSS from the network.
 - HR receives information (payroll, benefits, etc.) from CCH on tape each month.

MUNICIPAL COURT

The department uses Microsoft Word heavily for all correspondence including the Attorney Plea Docket (APD) and Excel for cash reports. The mainframe is also highly used by the Irving Municipal Court, which generates complaints, bonds, warrants and juvenile notices. It provides general reports, Trial before the Courts (TBC) and Trail Dockets. The word processor is used to generate notices (e.g., defensive driving and deferred adjudication). Docket schedules are completed manually.

The department has digital pagers and cellular phones (used by administrators), fax machines, PC's, scanner, recording equipment (audio), and copy machines. The Municipal Court uses the Internet heavily for research purposes.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		All, mostly admin.
2. Voice mail	X		Not on all phones
3. Voice mail-auto attendant menus ext. #	X		Used 24 hours a day
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group			
6. Fax Machines	X		
7. Color Laser Printer			
8. Copier Machine			
9. Projection Panel/ LCD			
10. Website	X		
11. Digital Cameras			
12. Pagers (via the Internet)			
13. Cellular Phones			
14. Internet	X		
15. Intranet			
16. Scanner			
17. Telecommuting /Dial-in			
18. PC *laptops			
19. Alarm system	X		
20. Metal Detector	X		
21. Video Equipment	X		Monitor visitors movements
22. X-ray	X		

SOFTWARE:

Mainframe

Purpose: The system generates complaints, warrants, warrant notices, bond notices and monthly and daily reports. It also keeps track of cases. However, payment and schedule tracking, docket schedules, community services are done manually.

Jury Management Software (Omni Tech)

Purpose: This software basically creates and manages the jury pool. It allows personnel to send jury notices out and scans them when the notices are returned. It facilitates the selection of people who qualify to be on jury. It also reshuffles jurors.

Microsoft Word

Purpose: Correspondence

Access Databases:

There is no information in Access at this time.

Excel Spreadsheets:

1. Budget
2. Cash Reports

The department shares data with the police department, ticket, jail arraignment and the City Attorney's office. Municipal courts electronically reports information to juvenile court and DPS.

LIBRARY

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications for the department (budget and statistics). Banner is used for finance and HR purposes. Laptops are used at the office and meetings. To communicate via e-mail within the department, staff members use DYNIX. However, administrative staff also uses Outlook. Many of the phones at this department have voice mail. Other equipment the department has includes a fax machine, color laser printer, desktop copiers, pagers (administration) and a scanner. The Library uses auto attendant menus and ACD group for telephones.

Both staff and the public use the Internet. The Library has no cellular phones, digital cameras or projection panel.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		Administration
2. Voice mail	X		Administrative positions
3. Voice mail-auto attendant menus ext. #			
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		All
7. Color Laser Printer	X		All
8. Copier Machine	X		Staff/Public
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		Administration
13. Cellular Phones		X	
14. Internet	X		Staff/Public
15. Intranet		X	
16. Scanner	X		
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		Office/ meetings
19. Poster Machine	X		
20. Sign Making Machine	X		
21. Satellite Dish	X		
22. Kiosk	X		Runs announcements in Children's corner

SOFTWARE:

DYNIX

Purpose: Online catalog, acquisitions, circulation, community resources, serials and departmental e-mail.

DYNIX ENS

Purpose: This component dials the phone numbers of those people with overdue books and provides a recorded message.

Additionally, there is also a collection agency software (used when a balance is over \$50) that interfaces with DYNIX.

Fortress

Purpose: This is sort of a "lock out" system that limits the public's access to the system.

IKiosk:

Purpose: Helps to protect files and hard drives by limiting public access.

Access Databases:

1. Computer Inventory
2. Budget
3. Track the number of hours worked by part-time employees.
4. Various statistics

Excel Spreadsheets:

1. Budget
2. Statistics

COMMUNITY DEVELOPMENT

Microsoft Word is used for general office work and Excel is used to create spreadsheet applications. The department continues to use Lotus 123 and Paradox. Data in Lotus and Paradox are being converted to Excel and Access respectively. Laptops are used at the office and meetings (field).

All personnel use e-mail and every phone has voice mail. Other equipment the department has includes fax machine, digital cameras, cellular phones, pagers and scanner. The department does not have a projection panel or color laser printer.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		General use for personnel
2. Voice mail	X		Administrative positions
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machine	X		All
7. Color Laser Printer		X	
8. Copier Machine	X		All
9. Projection Panel		X	Borrows from IS
10. Website			
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		
13. Cellular Phones	X		
14. Internet	X		Research resource
15. Intranet		X	
16. Scanner	X		2 Color and 1 B/W
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		Meetings & presentations
19. Audio Recorder (Hand Held)	X		
20. Slide projector	X		
21. Plotter	X		

SOFTWARE:

GIS

Purpose: Research and mapping, also for public access.

PageMaker

Purpose: Used for newsletter and brochure.

AutoCAD 14

Purpose: Mapping projects

Adobe PageMaker

Purpose: Used to create publications and reports.

Microsoft FrontPage

Purpose: Used to build web pages.

Harvard Graphics

Purpose: Used to create charts and data sets (part of Consolidated Plan).

Access/Paradox Databases:

1. Subdivision Index (This information is shared with Public Works and Traffic and Transportation.)
2. Census and demographic information

Excel/Lotus Spreadsheets:

1. Data Sheets
2. Listing of approved development plans

OFFICE OF THE CITY ATTORNEY

Microsoft Word is heavily used for general office work, and Excel and PowerPoint are used for spreadsheets and presentations. Laptops are used both at the office and meetings. Though all staff members use e-mail, the office does not make use of voice mail. This office also lacks a projection panel, digital cameras, cellular phones and pagers. Other equipment such as fax machines, copier machines and scanners are also used.

Another important piece of equipment for this office is the CD-ROM Tower. About eighty-five percent of the legal references the office uses are on CD's, that reside in the CD ROM Tower. The Internet is another source of research for the office. It gives instant legislative research results. The City Attorney's Office also subscribes to West Law's Internet access

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		General use for personnel
2. Voice mail		X	Court Prosecutors
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		Network copier
9. Projection Panel		X	
10. Website	X		
11. Digital Camera		X	
12. Pagers (via the Internet)		X	
13. Cellular Phones			
14. Internet	X		Research
15. Intranet			
16. Scanner	X		
17. Telecommuting/Dial-in			
18. PC *laptops	X		Laptops for meetings

SOFTWARE:

FCC-Regulations Software

Purpose: Updates telecommunication and right of way laws

GalleryWatch

Purpose: For state legislation also provides legislative committee reports.

Access Database

1. Legal Services Request (Access). The requests for Legal Services forms that are submitted by departments are entered in Access for tracking assignments.

PUBLIC WORKS

Microsoft Word is heavily used for general office work while Excel is used to create spreadsheets for the department. PowerPoint is mostly used for presentations. Laptops are used at the office, home and meetings. All personnel use MS Outlook; however, all phones do not have voice mail. Other equipment the department has includes a fax machine, copier machine, digital cameras (for tracking complaints), cellular phones (not digital), pagers and a scanner.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		General use for personnel
2. Voice mail	X		Administrative positions
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		All
7. Color Laser Printer		X	All
8. Copier Machine	X		All
9. Projection Panel		X	
10. Website			
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		
13. Cellular Phones	X		Few, not digital
14. Internet	X		Research resource
15. Intranet			
16. Scanner	X		
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		For meetings & home

SOFTWARE:

GIS (through ArcView)

Mostly used by the engineers but not everyone is licensed to use it.

Purpose:

1. Planning
2. To examine existing condition (information)
3. Design applications
4. To facilitate the work of survey crew
5. Council presentations

AutoCAD

Purpose: Currently, the department is using AutoCAD 14, but wants to use 2000. This software is for graphic design. It is used in designing plans for all the draftsmen, technicians and engineers.

EaglePoint

Purpose: This software runs inside AutoCAD and assists in civil engineering designs. Its main purpose applies to the civil engineering application, which makes graphic designing easier for streets and drainage systems. It also makes drafting of all projects easier. It is the primary software used to download surveyed field data.

Global Positioning Stationing (GPS)

Vendor: Trimble, GPS Equipment

Purpose: To establish horizontal and vertical positional accuracy for public works infrastructure development. It is again used as GIS database with horizontal, vertical information for future development, master water and sanitary sewer plans and flood plain information.

Mainframe (IRMA) Storm Water Management

Purpose: Used jointly with Customer Service to calculate payments.

Access Databases:

1. Inventory of plans and plats
2. Bid items
3. In-house contracts and projects
4. To track private development projects

Excel Spreadsheets:

1. Inspectors
2. Projects
3. Tracks cost, payments, date of completion and progress of contracts.

Engineering shares information (design) with Water Utilities, Street Maintenance, Building Inspections and several other departments.

STREET MAINTENANCE

Microsoft Word is used for general office work. The department is in the process of converting most of its documents from Paradox to Excel. Data in Lotus and Paradox are being transferred to Excel and Access respectively. Banner is used for time entry and purchasing. All personnel use in e-mail and every phone has voice mail. Other equipment the department has includes a fax machine, cellular phones, radios, television, VCR and pagers. The department does not have a projection panel, color laser printer, or digital cameras.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		Administration
2. Voice mail	X		All phones
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine		X	Budgeted
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		
13. Cellular Phones	X		Field Workers (5)
14. Internet	X		Purchasing (vendors)
15. Intranet	X		
16. Scanner		X	
17. Telecommuting /Dial-in		X	
18. PC *laptops		X	
19. Radios	X		
20. Television and VCR	X		

SOFTWARE:

Street Index

Purpose: Used for the street inventory (e.g. concrete, asphalt and street conditions).

Databases:

1. Pavement Inventory
2. Work Order System (e.g., number of work orders (jobs), start date, materials used for a particular job, number man-hours, mileage and date of completion)
3. Work Response
4. Vehicle Listings
5. Sweeper Reports
6. Payments made to contractor (concrete repairs).

WATER UTILITIES

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications. PowerPoint is used for presentations. Laptops are used mainly for fieldwork. All staff members use e-mail for internal and inter-departmental correspondence. Other equipment the department has includes a fax machine, copier machine, digital cameras (for field work, inspections, citations and general complaints), cellular phones (about 38) and pagers. The Internet is used for research to monitor Federal and State regulations.

Technology Plan Sheet:

Technology	Yes	No	User(s)	Low	High
1. E-mail	X		General use for personnel		X
2. Voice mail	X		Administrative positions	X	
3. Voice mail-auto attendant menus ext. #		X			
4. Voice mail-auto attendant menus (after hour's ext.)		X			
5. ACD Group		X			
6. Fax Machines	X		All		X
7. Color Laser Printer		X			
8. Copier Machine	X		All		X
9. Projection Panel		X			
10. Website		X			
11. Digital Cameras	X		Field trips and inspections		
12. Pagers (via the Internet)	X				
13. Cellular Phones	X		Field crew, inspectors		X
14. Internet	X		Research resource		X
15. Intranet					
16. Scanner		X		X	
17. Telecommuting /Dial-in	X				
18. PC *laptops	X		Field work	X	

SOFTWARE:

Scada System

Vendor: WonderWare/Water/Waste

Purpose: The scaling system is for database collection while the work order tracking system and water work order systems basically function as reporting systems that break down codes. There is also the complaint/request, which is used for complaints/requests from clients. Permitted Industrial Pre-treatment program monitors Federal and State regional monitoring of industries. Other applications are for environmental assessments, which help to detect where the crew has been and the quality of water.

Irving Geographic Information (IGGI) Viewer for the GIS data

Purpose: It allows end-user access to GIS information.

Water Utilities shares a database with streets on concrete cuts and holes to be patched.

TRAFFIC AND TRANSPORTATION

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. All personnel use e-mail and every phone has voice mail. Other equipment the department has includes a fax machine, cellular phones, and pagers. There are also video detectors and microwave detectors at road intersections, conflict monitors and controllers to monitor light timings. The department does not have a color laser printer, copier machine, scanner, projection panel, or digital cameras. (The last two items are included in FY 99-00 budget.)

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		All
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group			
6. Fax Machines	X		Not at sign shop
7. Color Laser Printer		X	
8. Copier Machine		X	
9. Projection Panel			99-00 Budget
10. Website	X		
11. Digital Cameras	X		
12. Pagers (via the Internet)	X		Alphanumeric (12)
13. Cellular Phones	X		
14. Internet	X		Research/Inquiries
15. Intranet	X		Webcast only
16. Scanner		X	
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		
19. Video detectors	X		
20. Microwave detectors	X		
21. Conflict monitors and controllers (light timings)	X		
22. Paint machine	X		
23. Thermoplastic permanent marking machine	X		
24. Communications tower (3)	X		
25. Sign fabrication unit	X		
26. Plotter	X		
27. Time clock (Svnsynchronized with clock in Denver)	X		

SOFTWARE:

AutoCAD

Purpose: It provides detailed topography (mapping).

VisioIntelliCAD

Purpose: Expands the capabilities of AutoCAD.

SynchroPro

Purpose: Monitors signalization timing of traffic lights.

AutoTurn

Purpose: Vehicle turn simulation.

Softright

Purpose: Monitors local frequencies to eliminate frequency jamming with other frequency users (e.g. DFW Airport).

MS Office: Word, Access, Excel and Power Point

- There is a workstation at the sign shop that has software used to make street signs. This is a stand-alone machine (IS does not maintain this equipment).

BUDGETED IN FY 99-00:

PC Warrants (Signal)

Purpose: Counts the turning movements of vehicles. It is also for analysis and tabulation.

Progression Diagram Generator

Purpose: Signal timing

Translation Software (English to Spanish)

Purpose: Traffic operations will use this to translate documents from English to Spanish.

EDACS Software

Purpose: This is the software for the new 800 MHz system, it will help connect departments and the radios.

Access Databases:

1. Work/Trouble orders
2. Intersection information (share intersection traffic counts with realtors).
3. Employee information/time sheets

Excel Spreadsheets:

1. Budget
2. Rough proportionality studies
3. DART information
4. In money/out money

GENERAL SERVICES

The department has digital pagers, e-mail, fax machines, and copy machines. However, the department has no Projection Panel, no digital camera, and no cellular phones and does not utilize ACD-group telephone technology.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		
13. Cellular Phones		X	
14. Internet	X		
15. Intranet	x		Webcasts
16. Scanner		X	
17. Telecommuting /Dial-in	X		
18. PC *laptops	X		
19. Mail meter			Weekly/monthly reports sent to Finance.
20. Envelope stuffer (Tax statements and water bill)			Print Shop
21. GBC Machine (Book Binder)			Print Shop
22. Folder Collator (Standard Burg)			Print Shop
23. High Speed Copy Machine			Print Shop

SOFTWARE:

Microsoft Word

Purpose: Internal and external correspondence.

Banner

PRINT SHOP

Pitney Bowes Postage by Phone computerized Meter Resetting System

Created In-house: Used only by the mail clerk

Purpose: To meter (stamp) all official city outgoing mail (e.g. water bills). The meter machine is electronically reset without the mail clerk physically going to the Post Office.

HVAC

Energy Management System

Created In-house: Used by HVAC personnel

Purpose: Employees can dial-in from home or their offices to access the Criminal Justice Center and control the temperature or access a problem.

FLEET MAINTENANCE

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. All personnel use e-mail and every phone has voice mail. Other equipment includes a fax machine, and pagers. Fleet Maintenance does not have a color laser printer, scanner, projection panel, or digital camera.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)		X	
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		
9. Projection Panel		X	
10. Website		X	
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		
13. Cellular Phones		X	
14. Internet	X		
15. Intranet		X	
16. Scanner		X	
17. Telecommuting /Dial-in	X		
18. PC *laptops			
19. Vehicle diagnosis machine (detects mechanical problems)	X		

SOFTWARE:

Fuel Management System (FMS)

Vendor: Tech Services Group

Purpose: This helps to record the date, time and quantity of fuel used by all vehicles. Fuel consumption by vehicle is uploaded to Fleet Maintenance Application.

Tank Management System (TMS)

Purpose: Shows fuel level at any give time to enable personnel to reorder more fuel. It also detects fuel leakage from tanks. The EPA is very strict on fuel leakage to prevent possible underground water contamination.

Fleet Maintenance Application

Purpose: Manual work orders are entered into the database application. This database provides a detailed vehicle history of mileage, gasoline consumption, general maintenance expenses, and depreciation. Monthly reports are generated for the garage and finance.

COMMUNITY AFFAIRS

Microsoft Word is used for general office work while Excel is used to create spreadsheet applications. Banner is used for departmental supply requests. Laptops are used for fieldwork. E-mail is used by all staff members and every phone has voice mail. Other equipment the department has includes a fax machine, copier machine, cellular phones and Macintosh computer, a digital disk recorder and pagers.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer	X		
8. Copier Machine	X		
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras		X	In 99-00 budget
12. Pagers (via the Internet)	X		Numeric & alphanumeric
13. Cellular Phones	X		
14. Internet	X		
15. Intranet	X		Webcasts
16. Scanner	X		4-5 years old
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		
19. Institutional Network	X		Allows communication between city facilities
20. Macintosh Computer	X		Stand alone computer.
21. Digital disk recorder	X		
22. Routers	X		

SOFTWARE:

ScriptWorks

Purpose: Script writing program. This software will be purchased during the current fiscal year.

CODI (Kyron is the name of the hardware device.)

Purpose: This is a DOS program used for the display channels (16 and 19). The display channels list upcoming events, job announcements, and other helpful information. Currently the information posted on the display channels is manually transposed from e-mails received by ICTN. They want to upgrade this with a program that can transpose ASCII files, so that the information does not have to be retyped. CODI includes both hardware and software and the upgrade will also include both software and hardware.

QTV WinQ

Purpose: Production uses this software to build a script for a show and place it on the network and place the scripts on the Teleprompters.

WinB Cam

Purpose: This is the equipment maintenance and tracking system used by engineering to keep an inventory of the maintenance schedules and pieces of equipment currently in use. They would like to upgrade this package in the future; currently the department uses the server version of the software.

Scheduling Software

Purpose: This software would be used to track the different crew assignments. This information is tracked manually and they would like to purchase a package in the near future that would track this information online and reside on their network, so everyone would have read only access to the software.

LightWave 3D

Purpose: This is production software that ICTN would like to purchase in the future. This software is currently in use, but it is an employee's personal copy and they have only one user license for the software.

Inscriber CG

Purpose: Graphics software used for character generation.

Grass Valley

Purpose: Video editing software. This is proprietary software that works in the DOS environment.

The Oz

Purpose: Video editing software.

Quark Express (resides on Macintosh)

Purpose: Used to create the City Spectrum (newsletter for Irving citizens).

Adobe Illustrator (resides on Macintosh)

Purpose: Graphics program, used to create graphics for city publications.

Adobe PhotoShop (resides on Macintosh)

Purpose: Graphics program, used to create graphics for city publications.

PageMaker

Purpose: Used to create various publications such as newsletters and brochures (e.g., Inside Irving).

PowerPoint

Purpose: Used for presentations by the Public Information Office.

GIS

Purpose: Used by Community Relations to retrieve address information for various mailings.

Access Databases:

1. Archival tapes listing. Used to locate tapes.
2. Community Relations tracks citizen inquiries in an Access Database.
3. The Public Information Office uses a random access employee database created in Access. This used to choose employees for breakfast with the City Manager.

Would also like to use Access for a compliant tracking system and to archive the stories previously done by ICTN.

IRVING ARTS CENTER

Microsoft Word is used for general office work. Banner is used for payroll, budget entries, and purchasing. Most staff members use e-mail and every phone has voice mail. Other equipment used by the Irving Arts Center (IAC) staff includes pagers, cellular phones, voice mail, copiers, scanner, and fax machine. IAC is looking into purchasing a digital camera.

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		
2. Voice mail	X		Star Talk
3. Voice mail-auto attendant menus ext. #	X		
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		
9. Projection Panel		X	
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		Numeric & alphanumeric; send pages
13. Cellular Phones	X		3
14. Internet	X		
15. Intranet	X		
16. Scanner	X		Slide & regular scanners
17. Telecommuting /Dial-in		X	
18. PC *laptops	X		4
19. TV/VCR	X		
20. Video Recorder	X		
21. Radios	X		Used by technicians and security.
22. Audio Recorder	X		Used for presentations and meetings.
23. Lighting & Sound Equipment	X		
24. Cyberlights	X		Lighting projected onto the side of the used to market events.
25. Large Digital Format Printer	X		
26. Vivid Image V100 (used with digital format printer)	X		
27. Wacom Digitizer	X		
28. Macintosh Computer	X		Used by graphic artist.

SOFTWARE:

Fast Book

Purpose: Facilities booking software. Paradox is the database manager. It contains financial and insurance information, contacts, addresses, booking schedule, and correspondence.

Ticket Maker

Purpose: Box office software. Access is the database manager. Contains all sales information, the customer database, payment information, and marketing information.

Energy Management Software

Purpose: Controls the temperature of the facilities--it is connected to all HVAC units. Control Systems International is the vendor.

Microlux

Purpose: Lighting design software.

Create-A-Check

Purpose: Used to download information from Banner and print checks.

ARP Direct

Purpose: Used to transmit check runs.

Proprietary Bank One Software/Wire Transfer Software

Purpose: Used to transmit financial information to the bank and initiate wire transfers.

Time and Attendance System

Purpose: Payroll software. This program contains all payroll information. It is an out-of-the-box software package.

Suit Case 8 (Extensis)

Purpose: Graphics software.

Quark

Purpose: Used to create various publications and brochures.

Adobe Illustrator

Purpose: Graphics software.

Adobe PhotoShop

Purpose: Graphics software.

Free Hand

Purpose: Graphics software.

Preflight Pro

Purpose: Graphics software. If an image/document will not print, this software will explain the problem.

MS Publisher

Purpose: Graphics software.

Adobe Streamline

Purpose: Graphics software.

MS Office

Purpose: Especially MS Word and MS Outlook.

Desk Scan II

Purpose: Scanner software.

Access Databases:

1. Master Mailing List
2. Press Contacts
3. Facilities Maintenance
4. Equipment Inventories
5. Y2K Equipment Inventory
6. Use Access to link to Banner data tables and print reports.

Excel Spreadsheets:

1. Budget/Financial Information

IRVING CONVENTION AND VISITORS BUREAU

The department uses MS Office (especially Outlook) to complete general office work. All employees use Outlook or ACT to communicate via e-mail. Equipment owned by this department includes cellular phones, a projection panel, a scanner, laptops, pagers, and 35-millimeter cameras. ICVB also has its own server that has been upgraded to a Compact Proliant 3000 (NT).

Technology Plan Sheet:

Technology	Yes	No	User(s)
1. E-mail	X		All except couple of people using ACT
2. Voice mail	X		
3. Voice mail-auto attendant menus ext. #		X	
4. Voice mail-auto attendant menus (after hour's ext.)	X		
5. ACD Group		X	
6. Fax Machines	X		
7. Color Laser Printer		X	
8. Copier Machine	X		
9. Projection Panel	X		
10. Website	X		
11. Digital Cameras		X	
12. Pagers (via the Internet)	X		Numeric
13. Cellular Phones	X		
14. Internet	X		
15. Intranet	X		
16. Scanner	X		
17. Telecommuting /Dial-in	X		Sales and tourism managers dial-in to c
18. PC *laptops	X		10
19. 35 mil cameras	X		
20. UPS (power source for the server)			
21. Server			Server is being upgraded to a Compact

SOFTWARE:

CV Breeze

Purpose: This is the sales software used to track the sales for hotel and conference rooms.

ACT Ver. 3

Purpose: Similar to MS Outlook. Use for e-mail and scheduling. It can also trace phone calls through the contact area. Only a couple of staff members still use this package.

Telmate

Purpose: Phone tracking software. Tracks things such as the length of calls for outgoing calls only.

Fusion

Purpose: Used to edit ICVB web pages.

Adobe PageMaker

Purpose: Used to create brochures and promotional items.

Adobe PhotoShop

Purpose: Graphics program.

Arts & Letters

Purpose: Similar to PageMaker, used to create brochures and promotional items.

MS Outlook

Purpose: Used to e-mail internally/externally and also for department scheduling.

MS Office**Netscape****Internet Explorer 3.0 & 4.0****Windows 95 & 98****Access Database:**

1. Inquiry Database--tracks all the calls that come in at the front desk and the type of information people request. It also lists the names and addresses of callers. It is also used to print address labels on a daily basis.

Excel Spreadsheets:

1. Budget
2. Expense Reports
3. Purchase Requests
4. Travel

CURRENT TECHNOLOGY USAGE - CITY OF IRVING					
VOICE MAIL AUTO ATTENDANT				COLOR LASER	PROJECTION
DAYTIME	NIGHT	COPIER	FAX MACHINE	PRINTER	PANEL
	City Secretary		City Secretary	City Secretary	
		City Manager	City Manager		
	Police	Police	Police	Police	Police
	Fire	Fire	Fire		Fire
Pub Health/Env Ser	Pub Health/Env Ser	Pub Health/Env Ser	Pub Health/Env Ser		
	Parks & Recreation	Parks & Recreation	Parks & Recreation		Parks & Recreation
		Finance	Finance		
			Risk Management		
		Purchasing	Purchasing		
		Building Inspections	Building Inspections		
			Code Enforcement		
	Human Resources	Human Resources	Human Resources	Human Resources	Human Resources
DIGITAL CAMERA	PAGERS	CELLULAR PHONES	SCANNER	LAPTOPS	AUDIO RECORDER
City Secretary	City Secretary		City Secretary	City Secretary	City Secretary
	City Manager	City Manager		City Manager	
Police	Police	Police	Police	Police	Police
Fire	Fire	Fire	Fire	Fire	
Pub Health/Env Ser	Pub Health/Env Ser	Pub Health/Env Ser	Pub Health/Env Ser	Pub Health/Env Ser	
Parks & Recreation	Parks & Recreation	Parks & Recreation	Parks & Recreation	Parks & Recreation	Parks & Recreation
	Finance		Finance	Finance	
Risk Management	Risk Management		Risk Management	Risk Management	
Purchasing	Purchasing		Purchasing	Purchasing	
Building Inspections	Building Inspections	Building Inspections	Building Inspections	Building Inspections	Building Inspections
Code Enforcement	Code Enforcement	Code Enforcement		Code Enforcement	Code Enforcement
	Human Resources	Human Resources		Human Resources	