Metropolitan Government of Nashville & Davidson County

ITS Annual Report

A Word from Metro's Chief Information Officer

Our Metropolitan Government serves the many diverse needs of a vibrant and growing city. Though many departments and agencies meet these needs, the reliance on technology to enable services to our citizens is one commonality they share. Metro's information technology infrastructure drives our entire service structure, from property assessment and tax collection to animal control and public safety.

The Information Technology Services (ITS) Department serves the common IT needs that exist across the Metro Government. The existence of ITS allows departments to focus on their line of business goals while permitting a dedicated and expert team of IT professionals to handle core Metro services. The scope of technol-

ogy utilized by the Metro Government and managed by ITS includes data and phone network communications, data center operations, information security, deskside computer support, software applications development, and television production among our many business lines.

One example of this philosophy at work is Nashville.gov. This year ITS introduced a new, state of the art website that offers not only enhanced services to the public but also to our department and agency site owners. As a result, I've been pleased to see that a number of departments that had previously managed the technology behind their agency websites have already, or are in the process of, migrating to the shared Nashville.gov service from ITS.

These agencies include the Arts Commission, Davidson County Sheriff's Office, County Clerk, and the Nashville Fire Department.

On the broader front of services to the community, another new initiative of which I am proud to be a part, and that you will hear more about in the near future, is dubbed *Anytime Access for All*. This summer Mayor Karl Dean and Metro Nashville Public Schools Director Jesse Register will initiate a call to the community to address the digital divide that exists within Metro, where an MNPS study shows that only 56% of their students have internet access at home. It will require innovative thinking on the part of government, the private sector and the community to make sure that every student has access to the internet services that most of us take for granted. This includes not only access, but the devices and educational content to make a difference in our students' lives.

Finally, every day I am proud of the work that ITS' 134 dedicated professionals do to support Metro. The accomplishments herein are testament to the work they do that will ultimately positively impact our citizens.

Keith Durbin is a 24 year veteran of the information technology industry. Prior to becoming Metro CIO in 2009, he was the elected Metro Council Member from District 18.

Metro ITS' Executive Leadership Team, from left to right: Assistant Director Dawn Clark, Division Manager Mary Newton, Division Manager Andy Glover, HR Manager Cyndy Maddox, Director Keith Durbin, Division Manager Mike O'Rear, CISO Betty Shein, Assistant Director Margaret Keck, Division Manager Lori Smiley

New Nashville.gov Debuted in 2013

Metro Government launched a new and improved Nashville.gov website earlier this year, the site's first total refresh since 2007. The website was redesigned from the ground up to be more interactive, user-friendly and optimized for use on mobile devices.

"Whether you are a resident wanting to report a pothole or a business owner needing a permit or a visitor thinking of spending time here, the new site offers better, faster 24-hour access to information and services," Mayor Karl Dean said. "A variety of new features will make Metro Government even more accessible and transparent to our citizens, which is important to me."

The site was redesigned to make every interaction on Nashville.gov faster, more convenient and easy to navigate. To be fully mobile friendly, it has been designed to automatically reformat to fit any device screen size from desktop to smartphone.

On average, over 20% of the visits to Nashville.gov come from mobile devices such as smart phones and tablets.

Nashville.gov served more than 2 million unique visitors in 2012 and had more than 11 million page views. Today, over 20% of the site's traffic currently comes from mobile devices.

The site has a fresh appearance and relies more on color and images than the old version. Some of the new site highlights:

- Enhanced search capability, offering search results which automatically improve over time and give prominence to popular search results that site visitors select.

- Improved interactive calendar with community and Metro government events.

- Interactive maps to find community attractions and government locations like parks, greenways and offices.

- Subscription tools for automated delivery of government meeting agendas by email or text message.

- Combined social media center to centralize social media offerings from Metro departments, agencies and initiatives in one location.

- Combined newsroom allowing for centralized press and media releases from many departments and agencies.

- Additional and easier to locate on-demand services, including an online form to report comments and complaints to the Metro 311 Customer Service Center.

New features will be added in the coming months, including more extensive use of maps that understand your current location and a *MyNashville* feature that will offer customized content to website visitors based on their preferences.
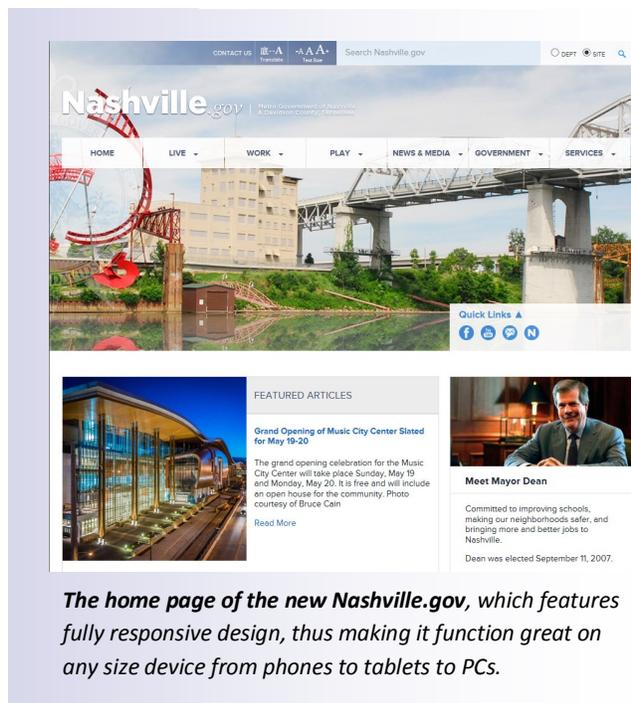
The home page of the new Nashville.gov, which features fully responsive design, thus making it function great on any size device from phones to tablets to PCs.

Metro Public WIFI Expanding to More Metro Locations

Metro will soon expand currently available free WIFI public internet service to more Metro government locations. Over the next year free WIFI will be offered at Metro locations including many Metro Parks, all Community Centers, and Historic sites, as well as customer service locations such as the Farmer's Market, Justice A.A. Birch building, the Sonny West Conference Center, Metro Office Building and County Clerk offices, among others.

The service will be available from 6 am until 10 pm, 7 days per week and is availa-

ble to anyone with a WIFI-capable device, such as a smartphone, tablet or notebook computer. Metro's ITS department will manage the service, which will be minimally filtered to offer a safe WIFI environment. The free WIFI will use separate connectivity than Metro's government business data network, to ensure the availability and security of the government business information.

Find the Metro Public WIFI logo (at right) on signs at Metro locations and join your device to the **Metro Public WIFI** network.
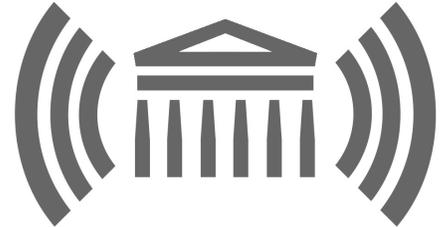
Metro Signs New Comcast Franchise Agreement
Additional Support Coming for PEG Channels from Comcast and AT&T

After almost 4 years of negotiation with the cable television vendor Comcast, two notable Bills were passed by the Metro Council on April 16, 2013. These bills approved a new cable franchise agreement with Comcast, to replace the third extension of the prior agreement which expired on May 5, 2013.

The newly negotiated agreement will grant Comcast the right to continue to do business and use the right-of-ways within Davidson County until 2023.

As in prior franchises, the new agreement states that Comcast will pay an annual franchise fee to the city in the amount of 5% of the gross revenue from the operation of the cable system. This franchise fee revenue amounted to over $7.5 million for the past 4 quarters.

In addition, the amount that Comcast pays in support fees for Metro's Public, Educational and Governmental (PEG) channels will increase from $100,000 to $200,000 per year for the life of the agreement, with an additional $100,000 to be paid to Metro during the first year of the agreement. The PEG support payments under the terms of this new contract must be used for capital expenditures only, not operating expenses as in the prior agreement. The additional annual funds will enable Metro's PEG channels 3, 9, 10 and 19, to upgrade aging equipment and provide for other capital improvements.

The new agreement also provides a path by which the PEG channels may be offered in High Definition (HD) rather than the current Standard Definition (SD). This path is tied to two thresholds. First, when 60%

of channels in Comcast's basic service offering are offered in HD then one PEG channel may be converted as long as a weekly average of 25 hours of new, first run programming is produced and aired. A second channel will be available in HD once 80% of Comcast's basic service channels are offered in HD. We anticipate the first PEG channels to move to HD will be Metro 3, then Channel 19 Community Access.

In related news, we are pleased to report that negotiations have ended and Metro will provide Metro 3 Television and the other PEG channels to AT&T's U-Verse customers later the summer of 2013. We look forward to this partnership with AT&T and are excited that this will bring the PEG channels into more homes in Nashville.

Metro's Information Security Journey *Betty Shein, CISO*

During Metro Government's fiscal year 2013, the Information Security initiative achieved a number of key accomplishments that furthered the cause for information security. These accomplishments are centered on information security awareness and education and information security policies, which are foundational components of a strong information security program.

At the end of 2012, 72% of Metro employees had completed Metro's online Basic Security Awareness Training (BSAT). This foundational training educates Metro employees on key concepts in protecting Metro information assets, including creating and protecting strong passwords

and being aware of physical security.

On the policy front, as we entered into the third year of the initiative, we re-examined our existing and new policies with an eye toward simplifying and grouping into a smaller number. In reaction to the current online environment, Metro updated the Acceptable Use of IT Assets Policy to include use of social media. Additionally, we are planning on releasing two new policies before the end of fiscal 2013. The External Party Security Policy will address how Metro does business with non-Metro entities and the Physical and Environmental Security Policy will address how we physically protect our information assets.

We continue to actively work with the Mayor's Information Security Advisory Board (ISAB) and the internal Information Security Steering Committee (ISSC) as key stakeholder groups involved in advising on Metro's information security program activities and recommending information security policies and practices, respectively. The information security program continues to thrive with the involvement and efforts of these important groups.

Looking ahead into fiscal year 2014 and beyond, key initiatives for this year include:

- Compliance with the HITECH (Health Information Technology for Economic and Clinical

Health Act) Final Rule, which establishes additional modifications to the Privacy, Security, Enforcement and Breach Notification Rules under HIPAA (Health Insurance Portability and Accountability Act). Metro is currently reassessing our current practices, policies and procedures and will be revising them as required.

- Completing the consolidation of our information security policies. When the consolidation effort is completed, Metro will have twelve high-level policies that encompass the best practice controls contained in the ISO 27002 standard.

- Maturing our security awareness and education program through new and innovative activities.

- Building upon our information security risk management framework and working with Metro departments to implement a formalized system of risk analysis and reporting.

Information security is a journey, not a destination. We strive to be continually security-minded to effectively protect the information assets of Metro and its citizens.

Betty Shein is the Metro Government Chief Information Security Officer (CISO). She joined Metro Government in November 2012. Betty has 17 years of experience in information technology audit and information security.

Tammy Lyng received the ITS Director's Award from Director Keith Durbin during the first ITS Employee Recognition Awards on July 26, 2012. Tammy is a member of the ITS Communications Technology team.

Metro's Finance/Accounting/HR System to Undergo Major Upgrade

During late 2013, ITS, in conjunction with the Department of Finance , will upgrade the Oracle JD Edwards Enterprise One ERP system (EBS) from the current version (8.12) to the newest version of 9.1. The upgrade is driven by necessity to ensure compliance with regulatory and tax updates coming in late 2014. EBS is the enterprise wide system for the entire government of Nashville, including MNPS. It serves to process financial, procurement, human capital management and asset management transactions and reports as well as supports Metro vendors with a Supplier Self Service portal.

Human Resources Self Services Coming to Metro Employees

Metro's HR and Finance Departments are working with ITS to implement web-based employee self-service that will allow Metro employees to go on line from their work or home computer to:

- View payroll statements,
- Update certain personal information such as mailing addresses and phone numbers,
- Notify the Payroll Department if there is a change in the bank account used for automatic payroll deposits,
- Request changes to the number of exemptions claimed for federal income tax purposes,
- Experience a streamlined and enhanced annual benefits enrollment process.

This new self-service module will also eliminate the need for paper payroll statements to employees.

Upgrade to Metro's Land and Permitting System in Works

For almost ten years, more than twenty Metro departments have used the Kiva Land and Permitting system to manage land parcels, development activities, permitting and codes enforcement.

With funding in place thanks to the FY13 capital plan, the affected stakeholder departments have been engaged and detailed requirements have been defined by those users. Stakeholder departments are reviewing vendor responses to our request for proposal with contract negotiations, a project timeline and a final solution to address the needs of the departments to follow. The solution is expected to be chosen this summer with the upgrade project to proceed immediately .

# Windows 7 Migration to Impact All Metro Departments & Agencies

The Windows 7 PC and Laptop Migration project is in high gear, undertaken to ensure the integrity and security of Metro Nashville's data and computing systems when Microsoft discontinues support for the Windows XP operating system in April 2014. In a major initiative that was over a year in planning, the ITS team will migrate almost 7,000 Metro General Government PCs under ITS management in close collaboration with their agency owners. As of May, a third of those have been completed, and the team is currently on schedule to complete the migration by the April 2014 deadline. Most smaller departments have been migrated, while larger departments such as the MNPD, Public Library and Metro Water Services are underway.

ITS at Work for Metro *statistics for 12 months ended April 30, 2013*

- Provided IT services at some level for 64 Metro departments and agencies (ITS' customers)

- Managed an operating budget of over $17 Million

- Supported critical IT, network and telecommunications equipment in 270 Metro locations

- Completed 221 total technology and communications projects

- Operated the primary data center for Metro with 100% uptime

- Maintained 115 uninterruptable power supplies to ensure the power stays up for critical IT systems

- Managed 147 terabytes of stored data

- Hosted 392 physical servers and 281 virtual servers

- Managed information for creation of tax bills for 237,626 parcels of property

- Supported 68 distinct software applications

- Supported 203 SQL Databases

- Saw online training on basic security reach 80% of Metro General Government employees

- Managed malware and patching for over 8,080 computers

- Detected and stopped surfing to 654,232 malicious web sites

- Managed 13,085 network connections

- Managed 9,075 phone lines

- Managed 2,500 Metro cellphones

- Supported 5,033 desktops and 1,690 laptops

- Upgraded almost 1,800 machines to Windows 7 and replaced 514 obsolete and end of life desktops & laptops

- Processed 283,467,603 emails

- Blocked 179,377,150 SPAM messages representing 87% of all received)

- Managed over 3,000 VPN accounts

- Staffed the ITS 24/7 Technical Support Service Center (helpdesk) for 8,760 hours

- Handled almost 42,000 phone calls to Help Desk requesting service

- Processed over 7,000 Nashville.gov website updates

- Hosted 5,012,969 visits to Nashville.gov

- Hosted 13,734 average visits per day to Nashville.gov

- Hosted 6,465 unique visitors per day on average to Nashville.gov

- Metro 3 aired 509 unique programs for a total of 5,828 hours of programming

- Posted 541 videos of meetings and special productions to the Metro YouTube channel

- The Metro 3 YouTube channel had 29,847 views

- PEG Studio trained 177 producers in video production, editing and lighting for NECAT PEG channels 9, 10 and 19

The ITS Mission Statement: *To provide information, communication, and business solutions to the departments and agencies of the Metropolitan Government so that they can achieve their business objectives and exceed the expectations of the citizens we all serve.*

ITS Main Office

Information Technology Services
700 2nd Avenue South, Suite 301
P. O. Box 196300
Nashville, TN 37219-6300

Phone: 615-862-6300
http://its.nashville.gov

Metro 3 Office

Metro 3 Television
One Courthouse Square
P. O. Box 196300
Nashville, TN 37219-6300

Phone: 615-880-1414
http://metro3.nashville.gov

PEG Studio

PEG Studio
Nashville Tech Campus
120 White Bridge Road #46
Nashville, TN 37209

Phone: 615-478-8496
http://pegstudio.nashville.gov