



# Information Technology Services

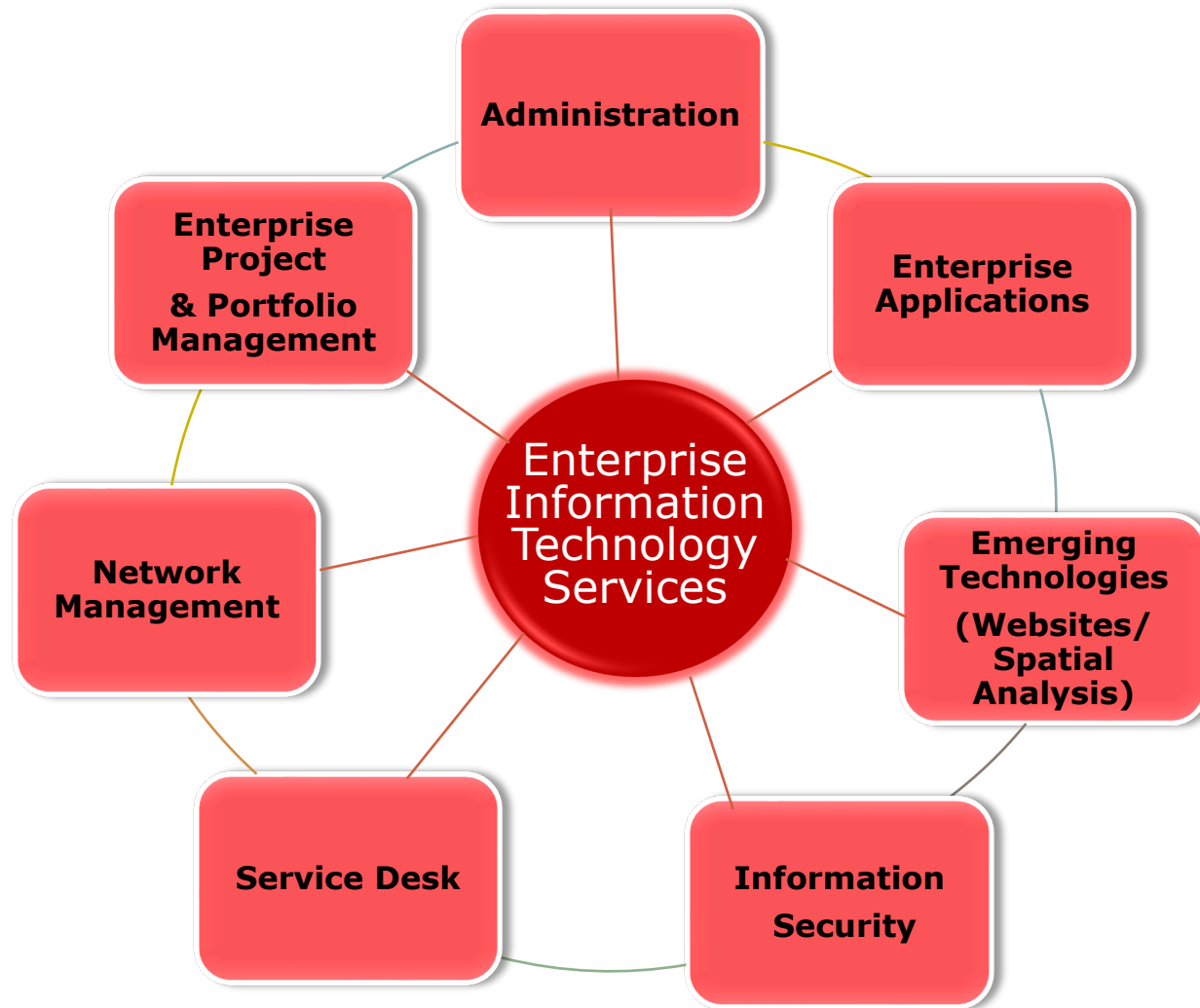
**Vanetta Pledger**

CIO / Director

**Ken Moss**, presenting

Help Desk Manager

# Information Technology Services



# What do we do?



Support & maintain City staff PC's & mobile technologies



Support & maintain the City's applications, websites, and associated databases



Support & maintain the City's I-NET and Data Centers



Assist City departments in deploying new technologies and product lifecycle management



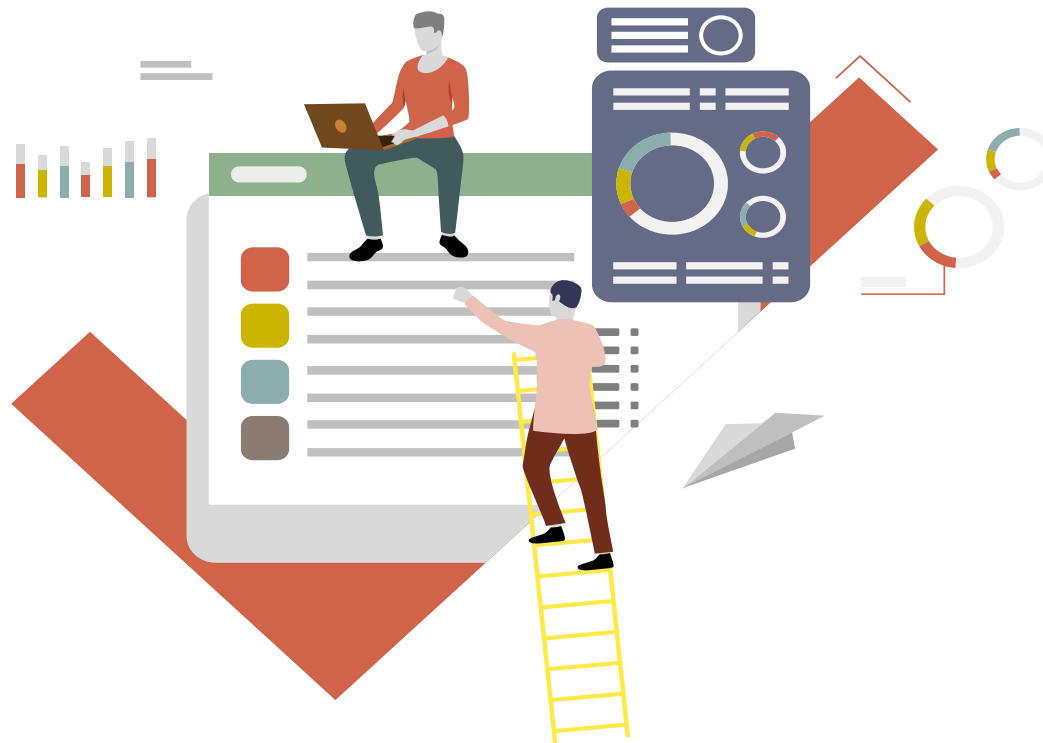
Use Information Security Best Practices to protect the City's data



# Administration

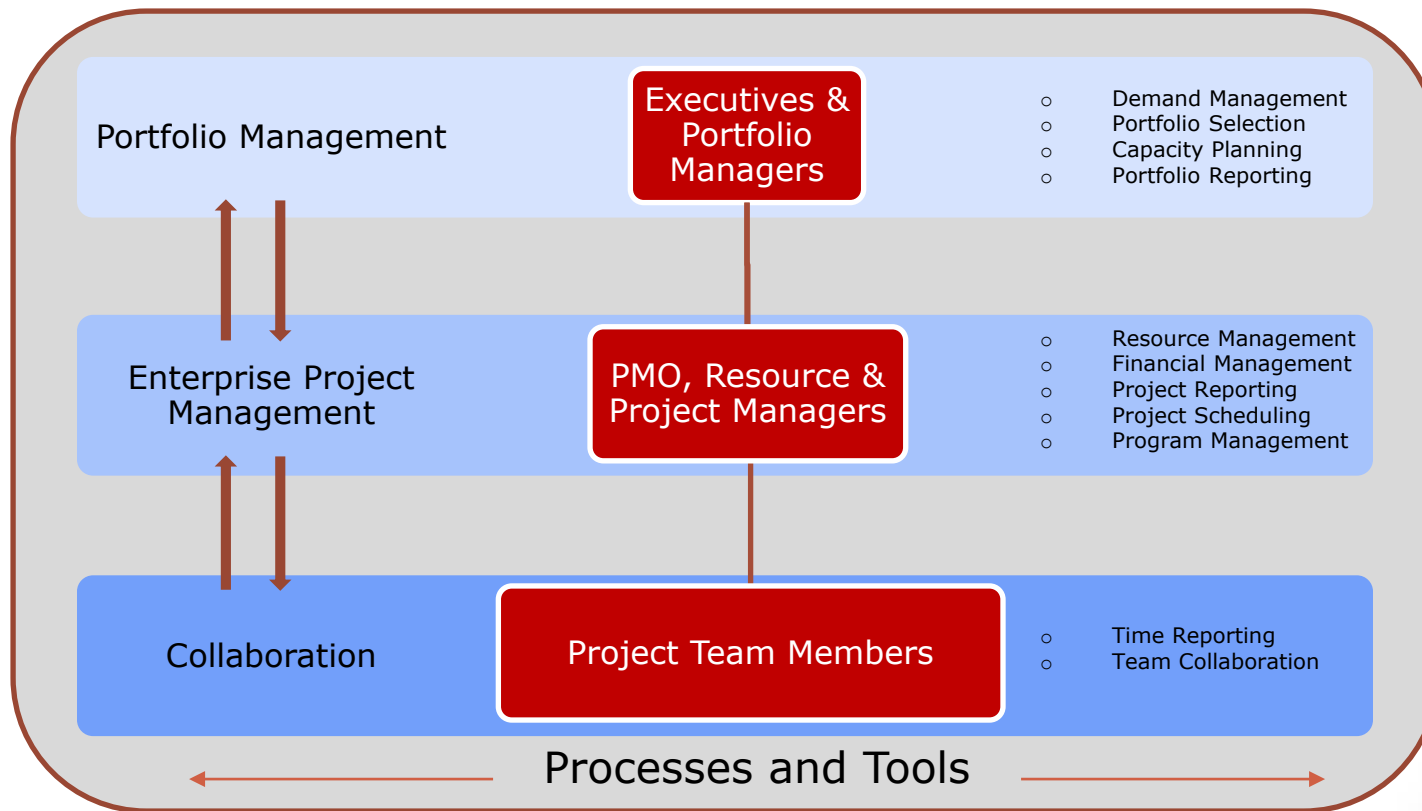
Annual budgeting and financial management, procurement, human resource management and strategic planning.

Link to the current [ITS Strategic Plan](#).



# Enterprise Project & Portfolio Management

Projects  
begin  
and end  
here



# Network Management

- Data Center
- Network Connectivity
- Remote Access Technology
- Wireless Access
- Municipal Fiber

*Makes it all  
happen in the  
background*



- ✓ Over 450+ Servers across the entire enterprise (production and testing)
- ✓ 204 Network Nodes (switches, routers, firewalls)
- ✓ Nearly 400 Wireless Access Points at 49 City facilities
- ✓ Over 3,800 Desk Phones
- ✓ Over 1 **Petabyte** of storage (1 Petabyte equals 1,000 Terabytes)

# Service Desk Operations

- Adheres to Information Technology Infrastructure Library (ITIL) framework for service management
- Align IT services with the needs of the business, and to demonstrate compliance and improvement
- Provide technical hardware/software support for the City's internal staff
- Provide continued IT service improvement
- AV/Council Meeting support program and staff



Protect  
Information

# Information Security

Reduce  
Risk

- Security Awareness
- Risk Management
- Data Security
- Compliance
- Defense-in-depth
- Incident Response
- Endpoint Protection
- Business Continuity
- Mobile Device Management
- Continuous Monitoring and Alerting

Monitor,  
Detect,  
Prevent

Confidentiality  
Integrity  
Availability





# Improve Efficiency of Government Processes

## **Enterprise Business Systems Support and Emerging Technologies Divisions -**

- Enterprise Resource Planning (ERP)
- Land Use Management System (APEX Permitting System)
- Geographic Information Systems (GIS)
- Alexandria Justice Information System (AJIS)
- City's Website and Alex311



# Alex-311



## Connecting You to City Services

Alex311 is the City of Alexandria's customer service initiative to connect our customers to more than 175 City services in a variety of convenient ways. Connect with Alex311 online, through the mobile app, on Facebook and Twitter, by phone, or in person.

**For immediate police, fire or emergency medical assistance, call or text 911.**

For non-emergency requests requiring police response (such as animal control, motor vehicle crashes without injuries, parking and noise complaints, lost or found property, or crimes that occurred in the past), call [703.746.4444](tel:703.746.4444). Additional crisis hotlines are listed below.



### Alex311 Website

Use the Alex311 website to submit and track requests. For information about an open online service request ticket, call 311 or 703.746.4311.



### Alex311 Mobile App

Install the Alex311 mobile app to submit and track requests on the go.



### Twitter

Submit requests by tweeting or direct messaging us at [@AlexandriaVA311](https://twitter.com/AlexandriaVA311).



### Facebook

Submit requests by commenting or sending a Facebook message at [@AlexandriaVA311](https://www.facebook.com/AlexandriaVA311).



### By Phone

Call 311 or [703.746.4311](tel:703.746.4311)

Weekdays: 7 a.m.-7 p.m.; Saturdays: 8 a.m.-noon  
(Except City holidays)

Voicemail available after hours



### In Person

Submit requests in person at any City government location.



# ITS Work During COVID-19

## **Keeping City Staff Productive**

- Added tools like Teams, SharePoint capabilities, more Citrix licenses
- Purchased and deployed laptops, cell phones.
- Conducted training on remote-work, including weekly telework tips
- Stood up Virtual Contact Centers for Health Department, Housing, Finance, DCHS, AEDP
- Staff could be responsive, and work safely at home

## **Special Initiatives**

- Supported EOC and created "New Day Alexandria" SharePoint site
- Used Alex311 to support Housing's application for emergency rent funds
- Supported the Department of Emergency & Customer Communications (DECC) to allow 911 call takers to work from home – first in the nation!
- Set up and supported over 1,300 Virtual Public Meetings and 700 webinars to support public input into decision-making

# IT Commission



Meetings held monthly, open to the public

[www.alexandriava.gov/19638](http://www.alexandriava.gov/19638)



# Questions?

## **Information Technology Services**

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[www.alexandriava.gov/Technology](http://www.alexandriava.gov/Technology)