

INFORMATION TECHNOLOGY / PUBLIC RELATIONS

Personnel:	
City Manager:	Dan Boroff
Executive Secretary:	Carol Allen
Assistant City Manager:	Jeff Mikorski
Community Development Director:	Dave Bott
Beautification:	Marchetta Maupin
IT Technician:	Tim Povroznik

Information Technology

The City's Information Technology staff maintain, service, and implement data, phone, and Internet resources for each of the Departments of the City (including the Morgantown Airport). Internally, the single staff member has responded to over 330 service calls for City Departments and has been on-call for Police Department issues after hours. Beyond regular service requests, the following projects were started:

In 2008, the City reviewed its infrastructure, data management, and disaster preparedness policies in order to comply with Federal Emergency Management Agency (FEMA) disaster preparedness requirements and National Incident Management System (NIMS) compliance.

From the 2008 review, it was identified that a comprehensive design was needed for a city wide public IT infrastructure in public buildings and data resources. The design would ensure that the City's internal network would be integrated among all resources, allow for faster network speeds to support enterprise software, and become more redundant and allow for additional archiving of mission critical data.

In 2009, there has been a lot of work analyzing, improving, and designing the City's data infrastructure. Projects that have improved the City's internal technology infrastructure include:

1. Public Safety Building network re-wiring and enterprise integration
2. Improving mobile computing capability for MPD
3. City Hall network rewiring and enterprise integration
4. Reviewed and designed an improved City Email system for future implementation
5. Increased the security of the City's network to resist threats

The staff also initiated a Disaster Recovery, Phase II project which will include addressing data storage and security, a continuity of command analysis, and critical services and key personnel identification for each Department leading toward additional NIMS compliance.

New World Enterprise Software

Over the past year, City IT, Code Enforcement staff, and others have been working toward implementing a new enterprise software that would allow better tracking and processing of building permits, rental registrations, and business licensing that would coordinate with existing Financial Department Software. The system works by integrating with the existing City Finance Department software. By working into an enterprise design, multiple data entries, from various Departments, will no longer be needed to update address, permit, license, or parcel information. So far the implementation has included:

1. The conversion of past building permits data the new database system
2. The conversion of rental registration property data into the new database system
3. Conversion and development of an Address / Parcel database. This has been the hardest and most time-consuming part of the project, and has forced the State to push back the software implementation to 2010. Once complete, the City will have the ability to store all data related to an address or a parcel in one program regardless of Department.

Upcoming Projects

In the coming years, the City's IT Department will look into upgrading and improving the software that manages the Municipal Court by integration with Police Department software.

With the ongoing database integration for address/parcel data and rental registrations, the staff have a better opportunity to develop a geodatabase of City information that can be developed into a GIS system. The geodatabase is the common data storage and management framework for GIS software. It combines "geo" (spatial data) with "database" (data repository) to create a central data repository for spatial data storage and management and would then allow real-time geographical mapping of data such as permits, licenses, and other Department data.

Public Relations

Resident Notifications

Beginning in September 2009, the City began a new emergency notification program called NIXLE. Notifications are sent to cell phones as text or to email addresses of residents that signup for the service. It is free to the residents that signup for the service and free to the City to provide notifications to the residents. Each notification can be customized to only be sent to a limited area, based on address of event or emergency, or the entire City. The Police, Fire, and Public Works Departments will utilize this notification program more in the coming year.

Neighborhood Coordinating Council

Throughout 2009, Neighborhood Coordinating Council meetings were held on the second Mondays of each month. Information was shared with neighborhood association representatives for input, feedback, and awareness. Topics included the CDBG program and process, Census 2010 information, Police updates, housing code programs, new planning legislation, and snow removal processes, to name a few. Neighborhood associations were also provided contacts for additional presentations by public employees at the neighborhood meetings. Continuation of the program will help keep the neighborhood associations informed and allow for additional dialog with City representatives on the issues that are important to neighborhood residents.