



# Making Technology Happen

2013 DOTComm Executive Summary

## EXECUTIVE SUMMARY

The time is now to make technology happen. In 2013, we partnered with the City of Omaha and Douglas County to take monumental steps toward a technology driven government. Our collective focus on embracing new technologies and applications, improving processes and upgrading core infrastructure is paying off — and we are just getting started.

I am extremely proud of the DOTComm team and our partners for the accomplishments of 2013. These pages provide an overview of how far we have come. We are sound financially, focused on service improvements and driving key strategic tenets. Together we are helping our community through improved IT execution and a clear vision for the future.

Now is the time. Let's make technology happen.



Derek Kruse  
Chief Information Officer

## KEY ACCOMPLISHMENTS



Converted 4,800 accounts to the Google Apps for Government Gmail platform providing larger mailboxes, collaboration tools and improved performance.



Implemented enterprise wireless platform at the Civic Center and Hall of Justice including free public access.



Upgraded the Midtown Health Campus adding network resiliency with fiber and network hardware.



Published IT security roadmap, formed City/County IT security stakeholder group and instituted software compliance, network access and password policies.



Upgraded City/County to Oracle R12 on schedule and on budget adding over 1,200 new enhancements.



Installed first phase of Enterprise Voice over IP solution. Over 200 VoIP phones installed adding mobility options, visual voicemail and presence.

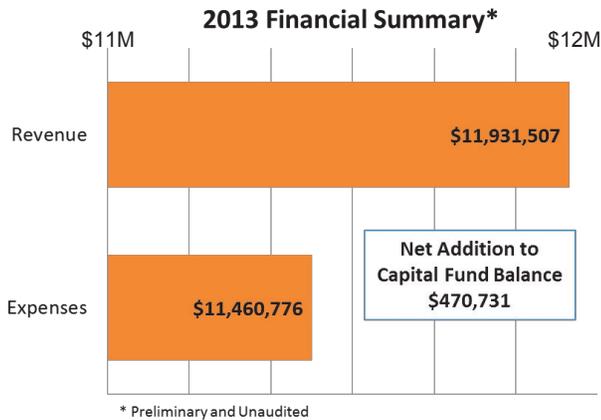


Upgraded to an enterprise class mainframe providing greater processing power without increasing cost.



Installed new enterprise printers to lower overall expense while improving performance and capacity.

## FINANCIAL SUMMARY



Through aggressive contract negotiation, strategic sourcing of resources and tight control of expenditures, \$470K was added to the DOTComm Capital Fund Balance. This puts us in the position to assist the City and County with capital investments in the future and places us on solid financial footing.

## SERVICE IMPROVEMENTS

In 2013, DOTComm delivered department level service usage and costing for the first time. While providing more transparency, DOTComm also worked with the City and County to put in place our first Master Service Agreement for IT services. Service Level Agreements (SLAs) were implemented to measure and drive continuous improvement and a customer satisfaction survey program was established.

### SLA Achievement: Incidents

92%

July 2013 to March 2014

### SLA Achievement: Service Requests

95%

January 2014 to March 2014

### Customer Satisfaction

94%

January 2014 to March 2014

## STRATEGIC TENETS

### Standardization



Our future success depends on consistent service delivery. Standardization across our enterprise will improve productivity and lower costs.

- User Friendly Web Experiences
- Application Consolidation
- Centralized IT Procurement
- Well Trained and Motivated Staff
- Consistent Project Delivery

### Core Infrastructure



To make technology happen, we must invest in core infrastructure to reduce downtime, improve bandwidth and easily reach our constituents.

- State-of-the-Art Technology Center
- Fiber Build-outs to More Locations
- Expanded Wireless
- Cable and Switch Retrofits
- Backup and Recovery

### Cloud



Embracing cloud technologies allows us to expand services, improve security, mitigate risk and lower costs.

- Bold New Cloud Applications
- Cloud Infrastructure On Demand
- Economies of Scale
- Software Flexibility
- Anytime / Anyplace Access

## **OUR MISSION**

**Deliver quality and cost-effective technology services to our clients in  
order to better serve our community**

## **OUR VISION**

**Transform IT service delivery for Douglas County and the City of Omaha  
and be recognized as a leader in government IT management**

## **OUR VALUES**

**Commitment to Client Success**

**Accountability to Each Other**

**Value to Our Community**



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