

I.T.  
Management  
&  
Administration

Network  
support and  
programming

Innovation &  
Implementation

**Information  
Systems Manager**  
Kay Johnson

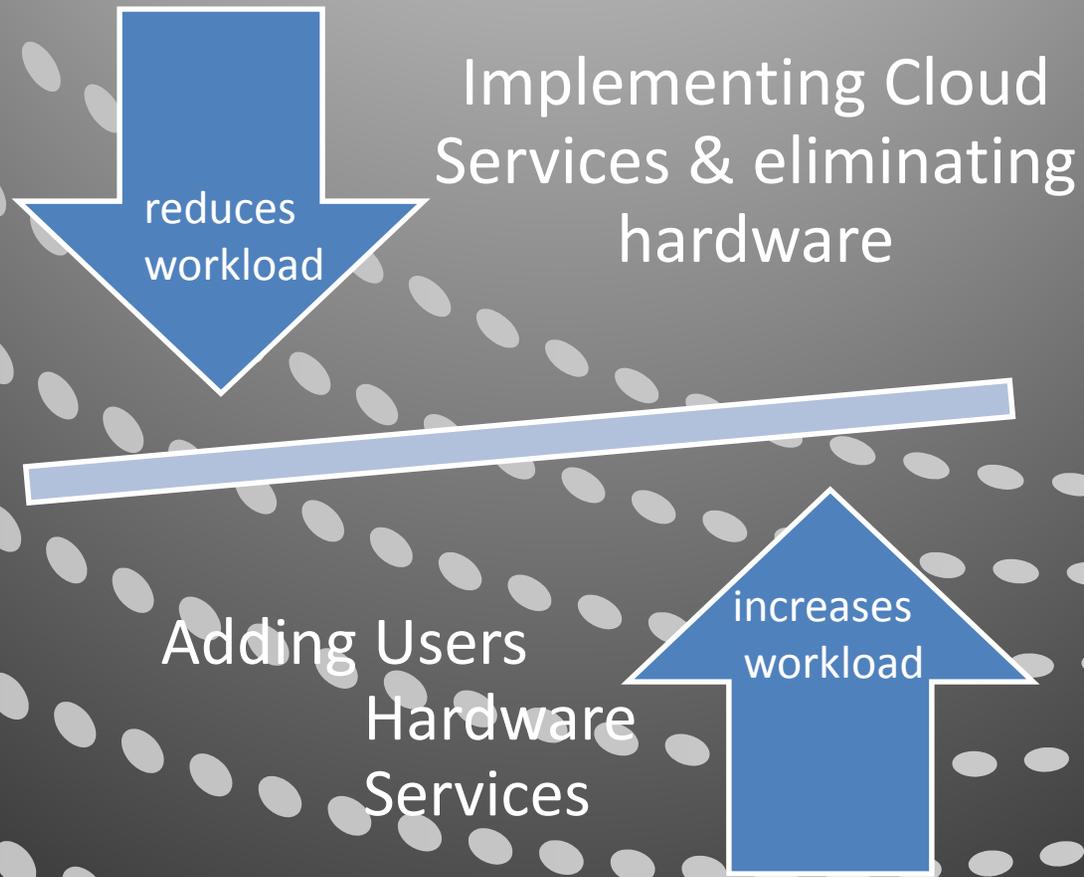
**Information  
Systems Assistant**  
Heidi Othman

Hardware Software  
cellular wireless  
telephony

Procurement &  
Purchasing

User Support  
Services

# Controlling costs in I.T.



# Controlling costs in I.T.



## Auditing Costs & Performance

Recovered in 2016 \$3,407.34 - by disputing past charges

# City Clerk's Office Impacts of Growth II from August 8th

## Future Resources

- ✓ Enhance Website
  - Simplify navigation
  - Review site analytics
  - Add additional links to resources
- ✓ Expand Public Portal
  - Public access to project information
- ✓ Mobile App

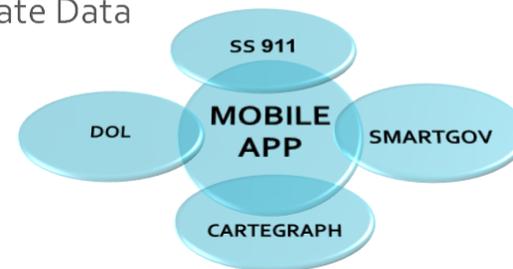
← Mobile Responsive

## Future Resources

Subscription based →

- ✓ Mobile App
  - Communicate ↔ Conduct Business
  - Push notifications - alerts of news, events, meetings, road closures, payments due, project updates
  - Ease of access to data - bill pay, permits, service requests, neighborhood crime statistics
  - Research
    - Coordinated effort between Clerk's Office and IT
    - Citizen Needs – How can we best serve the public?
    - Department Collaboration
    - Integrate Data

• Cost?





MyGigHarbor

- Pay Utility Bills and Fees
- Receive Alerts/Notifications
- Contact City Council or Staff
- Reserve a Park
- View Current Projects
- Access Agendas
- Report a Concern
- Complete Permit Forms
- View Public Meetings Calendar
- Submit Public Records Request

# MyGigHarbor



Agenda Center



Calendar



Report a Concern



Facilities & Rentals



News Flash



Subscribe



Business Directory



Search



Pay Utility Bill



City Maps



Forms & Applications



Facebook



Twitter



Current Projects



Jobs



Municipal Code

Agenda Center

Advanced Search

- City Council Agendas
- Design Review Board Age...
- Economic Development C...
- Open Government Commit...
- Parks and Recreation Boar...
- Planning Commission Age...
- Public Safety Commission ...



## Forms & Applications

### [Building & Construction Permit Forms](#)

Forms and applications related to construction permits.

### [Business License Forms](#)

Forms associated with business license applications.

### [Land Use Forms](#)

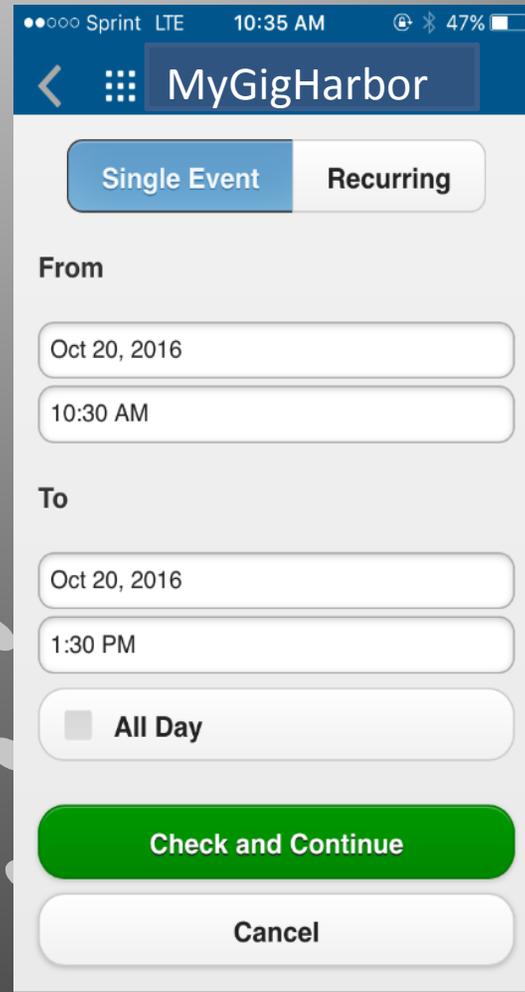
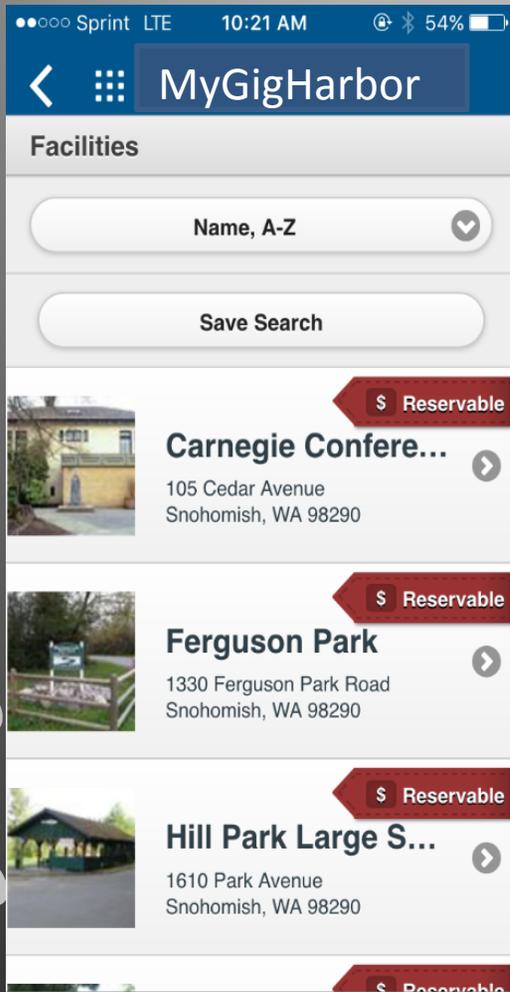
Forms and applications related to land use decisions and actions.

### [Public Works & Street Use Forms](#)

Forms associated with public works permits, and any private use or improvements of the right-of-way, including utility work.

### [Sign Permit Forms](#)

Forms associated with sign permits.

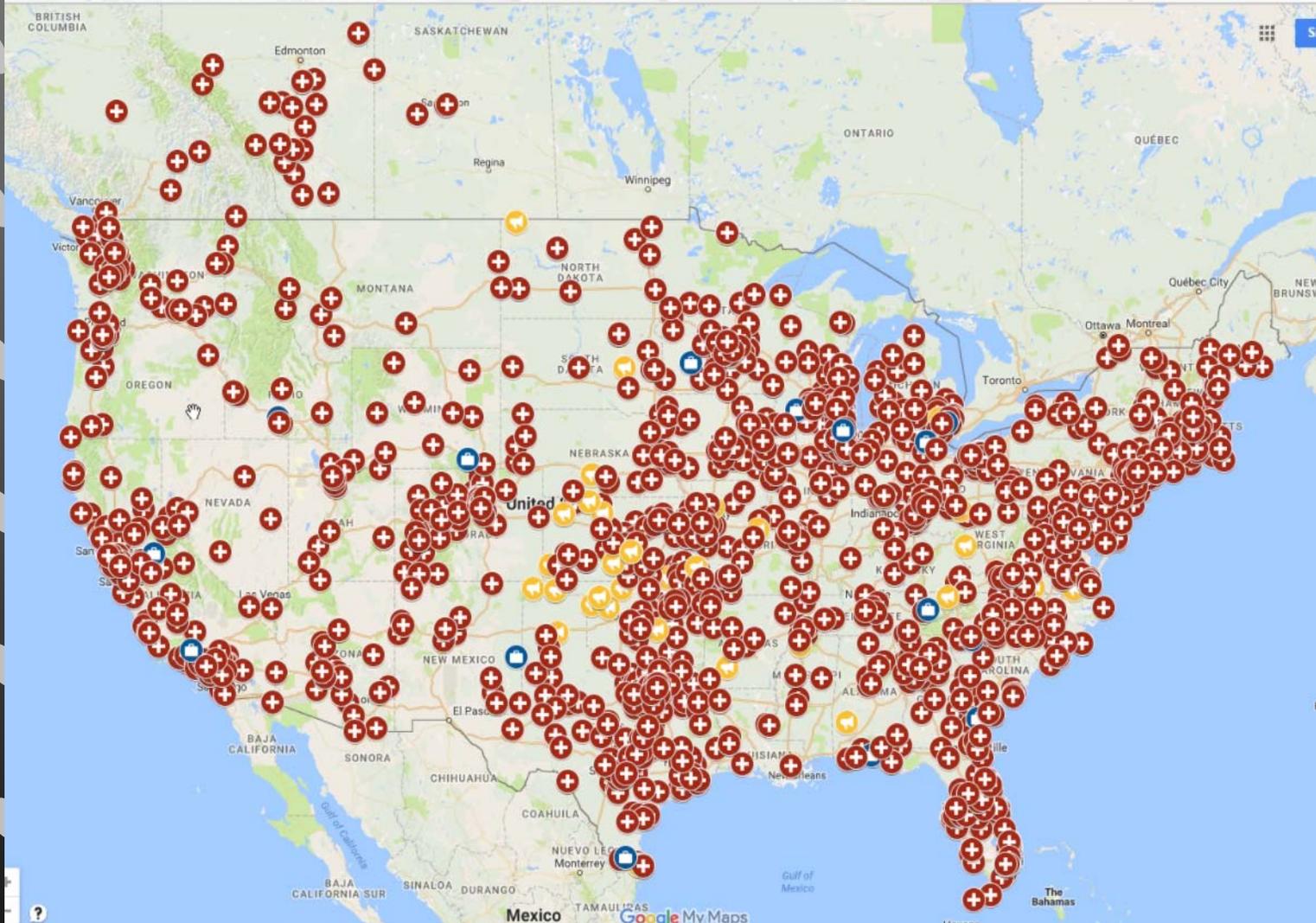


HELPING LOCAL GOVERNMENT INFORM, ENGAGE & PROTECT THEIR CITIZENS

**#1 Provider** of government websites  
**Over 2,000** local government customers



Dedicated to local government  
**GovTech100 – Inc. 5000**



# Battle Tested Security

## Ozaukee County hacked; employee tax return info may be compromised

BY: Erik Bilstad  
POSTED: 3:03 PM, Mar 8, 2016



## City weighs alternatives following cyber-attack

Story Comments Print Font Size  
Recommended Tweet G+1 Share  
Posted: Thursday, March 10, 2016 9:15 am  
GUSTINE - Officials last week were weighing their options for recovering data encrypted in a cyber-attack on a city computer server that in some ways left City Hall operations crippled.  
City Manager Sean Scully said Thursday that the scope of the damage done by the virus - and the options for addressing the situation - were coming more clearly into focus.

## Fort Lauderdale's website down for hours after threat from Anonymous hackers



NEWS - CITYDESK DECEMBER 30, 2015

## McCall City Website Hacked By Anti-ISIS Kurd

By George Prentice @georgeprentice  
Visitors to the website of the resort community of McCall traditionally find information about police, parks, the library and meetings of the City Council. But in the morning hours of Dec. 30, visitors to [www.mccall-id.us](http://www.mccall-id.us) were greeted by a message from someone who wants to bring the Kurdish fight against the Islamic State of Iraq and Syria, aka ISIS, front-and-center for the Valley County community.  
"Hacked by Senwan I Kurdish Hackers," read a message at the top of the website that Wednesday morning was cloaked in black and featured a map of Kurdistan, which includes sections of eastern Turkey, northern Syria, northern Iraq and northwestern Iran.  
In November, *The New Yorker's* Dexter Filkins wrote, "Iraq's Kurds loathe ISIS," adding, "the Kurds have been fighting to maintain their autonomy and identity ever since Iraq was cobbled together at the end of the First World War."

## OKC City Website Hacked For Second Day In A Row

Posted: Mar 18, 2015 5:23 PM CDT Updated: Mar 18, 2015 5:23 PM CDT  
BY JESSICA HOLLEY BIO EMAIL

## Group claiming to be 'Anonymous' takes responsibility for cyber attack on City of Madison

By HAYLEY SPERLING Mar 10, 2015

## Providence officials: city's website was hacked

Dan McGowan, WPRI.com Reporter  
Published: December 13, 2015, 12:35 pm | Updated: December 14, 2015, 5:53 pm



PROVIDENCE, R.I. (WPRI) - Law enforcement officials are investigating how a computer hacker was able to compromise the city of Providence's website late Saturday evening.



OKLAHOMA CITY - Oklahoma City's city website was down for the second day in a row. The city's IT Department believes they now have the issue resolved.  
The technical term for the attack is distributed denial of service, which in simpler terms means the hackers overloaded the city's web page with bandwidth, making it unavailable to its intended users.

## Philadelphia City Council website hacked

HACKED CITY COUNCIL PHILADELPHIA WEBSITE  
BY MICHAEL PHILLIS  
PhillyVoice Contributor

Philadelphia's City Council website is back up after being hacked Wednesday morning, one day after the primary elections.  
The words at the top of the hacked webpage read "I am Muslim & Islam is my way of Life." A group called the Cyb3r Command0s appears to claim responsibility.  
On the group's Facebook page, it takes credit for hacking the city's website.  
Other city websites are operating properly.  
Jane Roh, communications director for City Council President Darrell Clarke, said there was breach of private information.  
"No city information that would be deemed sensitive was ever compromised or accessed," she said. "The Police Department and [the Office of Innovation and Technology] have been informed and are working with City Council to prevent future attacks."  
Roh said software was updated to address vulnerabilities.

Damaged reputation is hard to calculate in dollars and cents

# Future Proof

## Why CivicPlus

- In 2016, CivicPlus will invest over **\$3 Million**
- ▪ Complimentary redesign every **3 years**
- All upgrades and enhancements at **NO ADDITIONAL COST**
- **Flexible Integration** with existing systems
- Consolidate your vendors
  - Website (content management system)
  - HRMS
  - Emergency Notifications
  - Mass Communications (email, text, social media)
- ▪ Mobile Apps
  - Consulting and Professional Services Mobile Apps
  - Consulting and Professional Services
- Product Roadmap – Where we are going and what it means to you

# Recognizing Web Excellence



Neighborhood

Business

Visiting

Government

Online Services

A to Z



## A to Z Services

A B C D E F G H I J K L M N O P Q R S T U V W X Y Z

311 Online Customer Service

911 Emergency Help

### A

- Abandoned Vehicles
- Access-a-Ride
- Adoption & Fostercare Services
- Adult Protection
- Advisory Commission on Youth
- Alarm Permits
- Alleys
- American Indian Commission
- Animal Adoptions
- Animal Abuse
- Animal Complaints
- Animal Control
- Apply for a Denver Job
- Apply for a Pet License
- Apply for a Public Safety Job
- Arts and Venues
- Asian Pacific-American Commission
- Assessor's Office
- Audit Committee
- Auditor's Office

(Return to Top)

Search

Top Services

Government

Create an Account - Increase your productivity, customize your experience, and engage in information you care about.

Sign In



Search Frisco...



GOVERNMENT

DEPARTMENTS

COMMUNICATIONS

ONLINE SERVICES



LIBRARY



ECONOMIC  
DEVELOPMENT



VISIT  
FRISCO



FRISCO  
FUN

PROGRESS **Before** IN MOTION

**After**



Purchase Concert Tickets



Search...



Town Government

Services

Doing Business

Explore

Community Character

Transparency

**Castle Rock Fire and Rescue**

- CR Home
- About CRFD
- Emergency Preparedness In the Community
- Permits

**Castle Rock Police**

- CR Home
- About Police
- Community Programs
- Crime Prevention
- How do I?
- Resources

**Castle Rock Water**

- CR Home
- Conservation
- Customer Service/Billing
- Long Term Water Plans
- Water Projects
- Stormwater
- Water Quality

**Finance**

- CR Home
- Annual Budget
- Grants
- Financial Reporting
- Contract with the Town
- Revenue/Sales Tax
- TABOR

**Development Services**

- CR Home
- Annexation
- Building
- Planning
- Zoning
- Historic Preservation
- Fee Schedule
- URA

**Human Resources**

- Job Openings
- Benefits Information

**Parks and Recreation**

- CR Home
- Activities and Events
- Facilities
- Programs
- Rentals, Fees and Rates
- Parks
- Open Space and Trails

**Roads**

- CR Home
- Forms
- Road Maintenance
- Projects and Programs
- Transportation and Traffic

**Taxi Service**

**Technology**

- Maps (GIS)
- Mission & Vision

**Other Services**



**Conservation is key**

Conserving the community's current water supply is important in helping protect the Town's water future. On average, Castle Rock residents consume daily about 43 gallons of water less than residents in other areas. Learn tips to keep our community on the right track.

Online Services

After



[City Hall](#)

[Online Services](#)

[Our Community](#)

[Businesses](#)

[I Want To...](#)

I'm looking for...



### Andy Anaheim's Updates

Sign up to receive our monthly Newsletter.

[» Get Started](#)



#### Pay Your Bill

Save a stamp and easily pay your bills online.



#### Transparency

Access key documents from the



#### Major Initiatives

Learn about the latest city



#### Careers

View current job listings with the city



#### Anaheim Anytime

Questions? Comments? Make a service request.

# Before After



GOVERNMENT

DEPARTMENTS

LIVING & VISITING

DOING BUSINESS

HOW DO I...?

**Administrative Services**

- Finance
- Human Resources
- Information Technology
- Licenses and Permits
- Utility Services and Billing

**Community Development**

- Applications, Permits, and Fees
- Building
- Engineering
- Maps
- Planning

**Municipal Court**

- Payment of Fines
- Sentencing Conditions

**Parks, Recreation, and Public Facilities**

- Cody Recreation Foundation
- Parks and Pathways
- Paul Stock Aquatic and Recreation Center
- Photo Gallery
- Programs and Activities
- Public Facilities
- Shoshone Recreation District

**Police**

- Administration
- Brochures and Flyers
- Community Alerts
- Community Feedback
- Crime Mapping
- Crime Statistics
- Crime Tips
- Detective
- Detention Center
- Forms
- Media Releases
- Patrol
- Programs

**Public Works**

- Solid Waste
- Streets
- Vehicle Maintenance
- Utilities

**Staff Directory**



**Here to Serve You**

The City of Cody consists of four departments, a number of divisions and subdivisions therein, and over 100 full-time employees. The main employee facilities are Cody City Hall, Cody Police Department, Paul Stock Aquatic and Recreation Center, and Cody City Shop. City of Cody staff members are proud to be public service employees and are enthusiastic about making Cody a better place for its residents.



Online Bill Pay



Newsletter



Notify Me



Report a Concern



Video Tour Book



Weather



Social Media

**Before  
After**

# Pricing



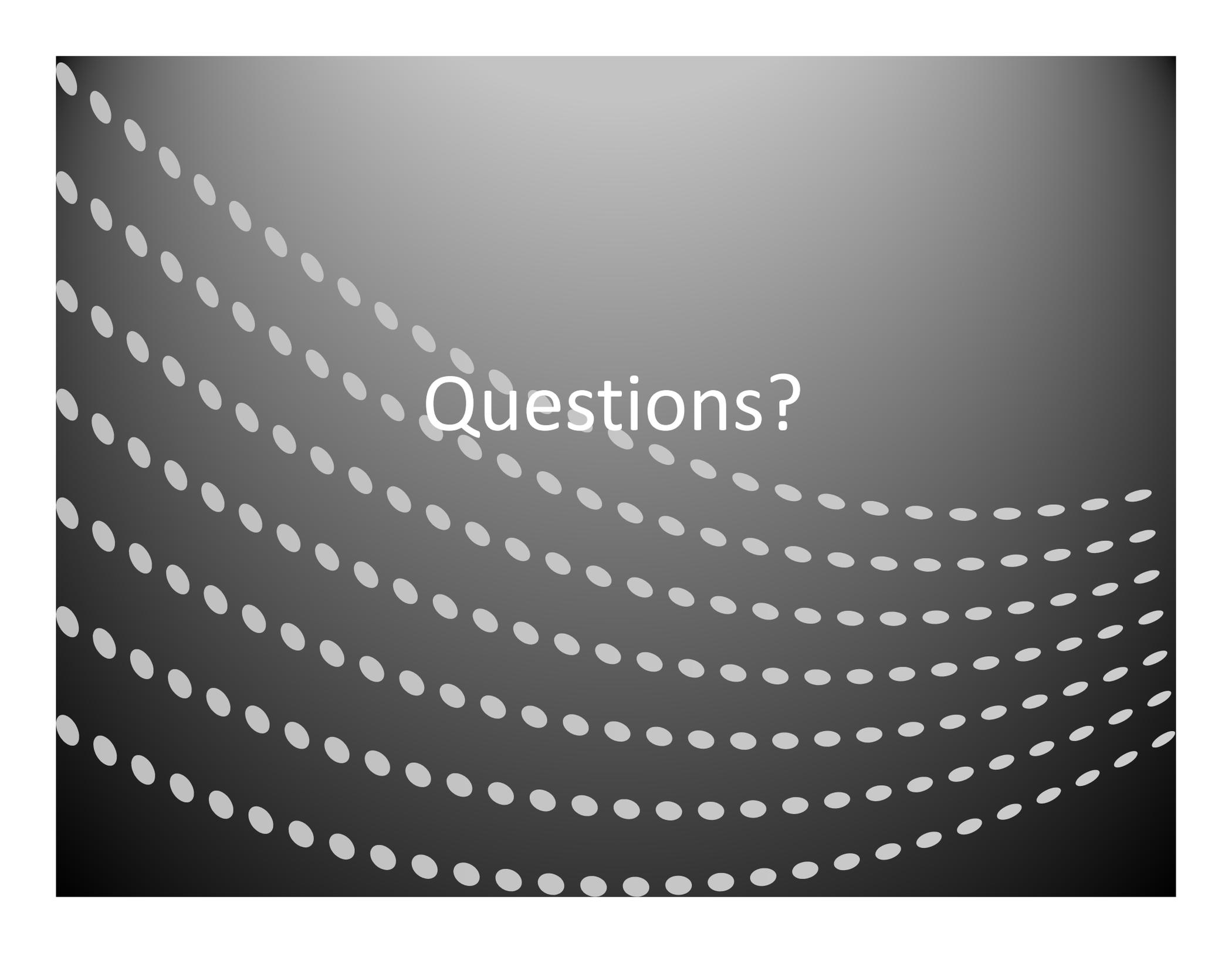
- Mobile APP  
**\$7500 annually**
- Notifications  
ALL or nothing
- No website integration



- Annual costs for the city website average  
**\$4000 annually**
- Current website provider - does not provide mobile APPs
- Any upgrades or enhancements support billed hourly
- Redesigns cost prohibitive – website grows stale outdated
- Search function is defective



- Mobile APP website redesign integration  
**\$9000 annually**
- Notifications - specific to the subscriber
- Complimentary New website redesign every 3 years
- All upgrades and enhancements are included
- Training and design included



Questions?