



Town of Zionsville - Information Technology
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2014 Information Technology
Year End Report

2014 Technology Highlights

- Phone Server Replacement Project with Netch
 - Replaced existing Cisco phone servers with redundant phone servers at separate locations in Town to mitigate outage possibilities due to hardware or network failures
- Network Upgrades Project
 - Installed switch and phone upgrades throughout the network to provide gigabit capacity to high usage endpoints
 - Additional servers have been installed and are currently moving through testing to provide additional redundancy to the Town's virtual server infrastructure
- InterAct Mobile CAD/RMS Implementation
 - Worked with Town Public Safety, Boone County Sherriff, and InterAct to help test and implement new mobile dispatch software for all of public safety in Boone County
 - Ongoing efforts to work out bugs and suggest improvements to InterAct with public safety agencies and county technology staff
- NetMotion Software Implementation Project
 - Setup new server system and software to allow all of the Town mobile users to securely access any Town network resource from any network in any location
 - Very positive feedback on ease of use and efficiencies gained by having additional access outside the main town network
- ZFD ESO Software and Hardware Project
 - Setup new patient information reporting computer tablets for ZFD to use at the "patient side"
 - Implemented wireless upgrades to allow for multiple unit access from each medic unit
- Endpoint Security Upgrades
 - Building Tech Zach Starkey reviewed multiple desktop and server security suites
 - Determined ESET security would be the best fit for the Town systems and implementation is ongoing
- Completed work with the Town's internet provider to double the internet connection speed for the Town network with no monthly cost increase

- Developed a system in collaboration with Boone County IT staff to securely transfer large files between ZPD and the Prosecutors Office to eliminate numerous hours of travel time for ZPD staff back and forth to Lebanon per year
- Worked with ZFD to move services to Verizon Wireless to save on monthly charges over AT&T
- Moved Nature Center to new network equipment and connected to the Town’s main network for phone and data services
- Preparing for 2015 Hardware refresh
 - Acquiring quotes from vendors to determine best fit for Town upgrades for:
 - Desktops and Laptops
 - Servers
 - Network Switching Equipment
 - Data Storage Upgrades

2014 Town of Zionsville Web and Social Media Statistics

- 2014 Town of Zionsville Website Statistics (www.zionsville-in.gov)
 - 106,090 total sessions
 - Average visit duration of 1 minutes and 59 seconds
 - 288,496 total page views
 - iPhone was the most used mobile device visiting the site with 22,575 visits
 - Department Site visit statistics for 2014

Department	Pageviews
Police	23,694
Planning	22,749
Parks	34,691
Fire	21,270
Streets and Stormwater	7,823
Wastewater	11,553
Clerk/Treasurer and Administration	3,745
Town Court	2,460

- 2014 Social Media Statistics
 - Town Facebook page gained 750 new Likes during 2014 for a total of 2150 Likes
 - ZPD Facebook page gained 212 new Likes during 2014 for a total of 527 Likes
 - ZFD Facebook page gained 463 new Likes during 2014 for a total of 1238 Likes
 - ZPD Crime Tips Facebook page gained 37 new Likes during 2014 for a total of 241 Likes
 - Town of Zionsville Twitter account ended 2014 with 2495 followers, an increase of 1038 followers.