



INFORMATIONAL MEMORANDUM

TO: Community Services and Safety Committee

FROM: Joel Bush and Chief Technology Officer

CC: Mayor Ekberg

DATE: 2/08/2022

SUBJECT: Technology & Innovation Services 2021 Annual Report

ISSUE

Provide a report out on Technology and Innovation Service's 2021 accomplishments.

BACKGROUND

Technology and Innovation Services is sharing 2021 accomplishments with Community Services and Safety Committee to impart how technology contributes to the achievement of the City of Tukwila's goals and objectives.

FINANCIAL IMPACT

None

RECOMMENDATION

Information Only.

ATTACHMENTS

Report

2021 continued to evolve the hybrid-virtual City. With the ever-changing landscape of the pandemic, 2021 brought agile to a new level. Staff members were using technology on site, off-site, and everywhere in-between. TIS rose to the challenge, enhancing security, enabling self-service, supporting cloud services, and maintaining a high level of one-on-one user support for staff.

TIS Operations spent much of their time in 2021 addressing hybrid meeting technologies throughout the City to support physical and remote meeting attendees at the Tukwila Municipal Court, City Council Chambers and Committee meeting rooms, connecting Council, staff and meeting stakeholders with these critical City services. Building out the Emergency Operations HAM Radio infrastructure was another point of emphasis this year, bringing a more resilient communications infrastructure during any potential catastrophic event.



Employee changes: TIS welcomed a new addition this year. Will Ragin has done a fantastic job in his first year and continues to rise to the occasion to meet the challenges presented. In addition to Will Ragin being a huge support to TIS Operations, Alan Dunning has joined the team as a temporary employee, dedicated to advancing the As-built project. Having worked as a TIS intern for the past several years, Ryan Mathew received direct admittance to UW's Computer Science program with Junior standing for the 2021/2022 year. This is a great example of how mentoring can be mutually beneficial and provide growth for all involved.

Network Services: Increased resiliency, speed, and performance of City services were realized by modernizing the City's virtual server and on-premise storage area network. New device quarantine was added to the Dark Trace appliance to help mitigate network intrusions. The Justice Center camera and Card Access system was connected to the City network with strict access, allowing easier monitoring and management by Justice Center personnel. A site-to-site VPN was created with Central Square, which enabled users working on site or remotely secure access to Finance Enterprise.

Public Safety: Legacy servers were transitioned to virtual computers to increase resiliency. Chromebooks were replaced and deployed to the EOC for longevity and ease of maintenance. Active Directory integration/Azure Single Sign-On was configured in new and existing software and systems.

GIS: The transition of primary enterprise data to the new Enterprise/Portal environment was completed, enhancing the ability for staff to utilize self-service GIS tools. Developed and initiated a 3 phased As-Built project, collaborating with Public Works and City Clerk's office, to bring greater visibility to As-builts and the ability to locate assets throughout the City. In support of the Smart City/Digital Equity grant proposal, fiber locations around the City were identified and plotted, and a webmap was

created to tell the story, which was well received by internal and external customers.



Projects/Database support: Community Development and Online permitting services were upgraded in an effort to stabilize Trakit and take advantages of fixes to the product. Lucity Asset Management was configured and implemented for Fleet, and Neogov Performance Management was rolled out in Q4 of 2021, allowing completion of a full transition off of Lanteria. Throughout 2021, TIS supported Finance in Phase I configuration of Finance Enterprise.

Small Cell Wireless: Working in tandem with the Planning Department, TIS pushed forward with an update to the Tukwila Municipal Code as related to Small Cell Wireless and permitting. The update brings Tukwila's code into the current era of wireless infrastructure permitting. Along with the code update, a design standard for Small Wireless Facilities located on City poles was adopted. This initial design meets the need for the majority of Tukwila's light poles. More designs are forthcoming as needs are identified.

Cloud PBX: The completion of the City's migration to a new Cloud PBX was a milestone that was completed in Q3. Along with providing resiliency and increased access, the new Cloud PBX enabled the City to terminate service on aging and expensive analog services. Similarly, shortly after the Cloud PBX migration was completed a new Cloud Fax Server was also implemented allowing even more analog services to be discontinued. TIS is looking to terminate the remaining analog lines by moving alarm systems to wireless connectivity in 2022. Panic buttons were also added onto the Cloud PBX system as the solution built into the new Justice Center was found lacking. The new solution allowed for updated buttons to be used throughout the rest of the City as well.

Franchise: TIS continues to partner with local vendors and service providers to try and bring resources to the residents of Tukwila. A franchise agreement and asset sharing agreement with Extenet was finalized early in 2021 to mirror the agreement made with Zayo at the end of 2020. These asset sharing agreements will help build out Tukwila's network of fiber throughout the City and enable future projects like Municipal LTE (CBRS). TIS worked with Nokia to successfully demo CBRS technology, which essentially enables Tukwila to be its own cell network provider and offer service in desired areas where financial or technological needs exist.

