City of Yuma, Arizona – Department of Information Technology Services
Department Structure and Support Services provided by ITS for City's Voice, Video and Data Technologies

Director

Business Applications and Support Assistant Director

End-User Training

Telecommunications and Support Assistant Director

Application Support Services

Supported Applications
- Citywide
  - GIS
  - Financials
  - PC Desktop
  - E-Mail
  - Document Imaging
  - Mobile Data Computing
  - Etc.
- Departmental
  - SCADA
  - Public Safety
  - Municipal Court
  - Activity Registration
  - Meter Reading

Programming Services
- System Analysis/Design
- Midrange
- PC/LAN
- Web Design
- E-Business

Application Security
End-User Security
System Backup
Disaster Recovery
System Upgrades
New Implementations

Reporting/Integration

Business Applications Integration

Report Writing

Data Warehouse

Project Management

Contracts/Agreement/Administration
- Budget Management
- Application Vendors
- Cable Franchise Agreements
- Consulting Services
- Maintenance Agreements
- License Compliance/Agreements

City IT Policy/Regulations
- Development/Management
- Budget Management

RFP/RFP
- Development
- Review/Selection

Asset Management and Inventory
- Telephone
- Pagers
- Radios
- Microwave
- PC/LAN/WAN
- Equipment Replacements

Customer Support

Help Desk
- Telephone Support
  - HW/SW Troubleshooting
  - User Assistance/Training
- Equipment Check-Out

Computer Training
- Instruction
- Curriculum Development
- Employee Skills Assessment
- Enrollment Tracking
- Classroom/One-on-One

Procurement
- Product Research/Cost Analysis
- Purchasing and Receiving
- Warehouse Management
- Payment Management

Research and Analysis
- Hardware
  - LAN/WAN
  - PC/Laptop/notebooks
  - Midrange
  - Handhelds
  - Telephony
  - Digital Camera's
- Software
  - Applications
  - Operating Systems
  - Utilities (Firewall, Anti-Virus, SPAM, etc.)

Telecommunications Support Services

Voice Communications
- Voice Mail
- PBX Telephone (VoIP)
- TDD
- IVR

Video
- Teleconferencing
- Video-Streaming
- In-car vehicle camera's

Data
- Net Conferencing
- Fax Services

Wireless
- 800 MHz
- UHF
- Microwave
- Paging
- Backup Systems
- MDC
- Regional Public Safety Radio System

Network Support

Network Administration
- Enrollment
- Security
- Performance Mgmt
- Backup/Recovery
- Internet/Intranet
- Firewall

Network Services PC/WAN/LAN/Midrange
- Troubleshooting/Repairs
- Install/Replace/Upgrades
- Facility and Network Engineering and Design
- Cable Management
- Hardware/Software
  - Routers/Switches