

Corpus Christi



2003

A Collaborative Approach to IT

Presented by

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Collaborative Approach to IT



Becoming a more effective and efficient government through the use of advanced technology and cooperation

Prelude

Centralized - Main Frame



Decentralized

- **Separate IT Operations for Police**
- **Client Server Applications Citywide**



Results:

+ Authority within Department

- Lack of Technical Depth & Resources

What Happened Next?



Changes in Citizen & Business Expectations

- Technology growth, both computing & telecommunications bandwidth
- Business Investment In & Adoption of Technology
- Growth in the Adoption of the Internet by Citizens/Consumers
- Technology viewed as answer to improvement

IT Strategic Planning Process



Appointed Technology Steering Team

- Maximize value from investment
- Implement a high level of coordination & planning
- Develop a multi-year strategy
- Establish technical standards

Each group followed a four-step process

1. Assess current conditions, inventory existing resources
2. Identify needs
3. Recommend actions, both immediate and long term
4. Coordinate with other subcommittees

IT Subgroups

Connectivity

GIS

**Office Automation &
Hardware**

Imaging

Internet

**Training and
Support**

WMS

The Significance of Partnerships

Cost Sharing



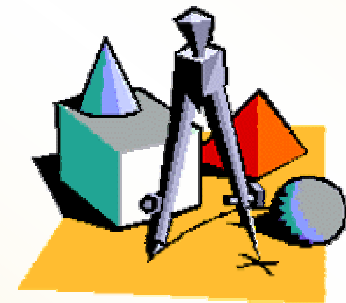
Expertise

Interdependence

Blocks or Opportunities?

Technical/Human

- **Internal & External Expertise**
- **Flexible Funding**
- **Hardware and Software**
- **Interfacing between Systems**
- **Experience**
- **Security**



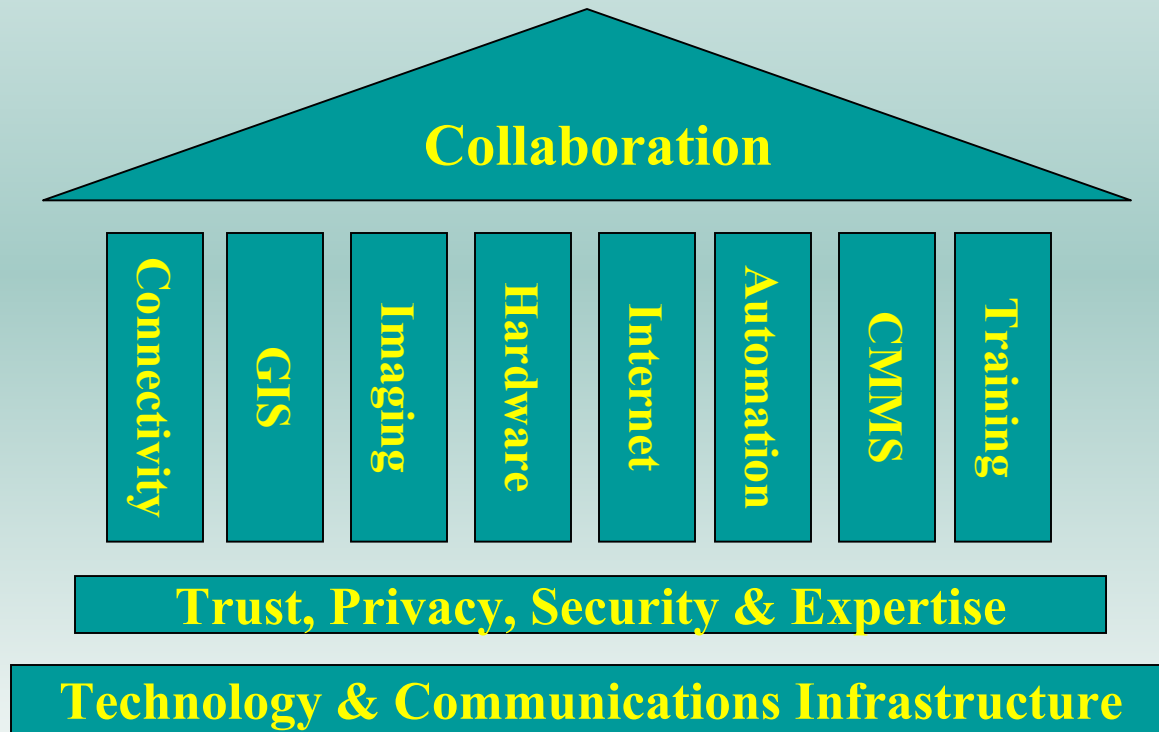
Partners



- **Departments**
- **Governments**
- **Agencies**
- **Vendors/Consultants**
- **Fraternal Organizations**
- **Educational Institutions**

Do the Interdependence Test

Building a Collaborative IT Structure



End Results



Internet

- **Street Services/Community College**
 - + Free Internet Access/Campus Connectivity
- **Street Services/E-Gov**
 - + Improved Business Focus/Electronic Media
- **E-Gov/Consultants**
 - + Affordable Tools/New Products & Credibility
- **City/Cable Operators**
 - + Fiber Network/Franchise
- **E-Gov/Groups**
 - + Affordable Tools/Improved Exposure
- **E-Gov/MIS/Departments**
 - + Growth, Quality, Affordability & Convenience

www.cctexas.com

Recognized by
National League
of Cities & PTI

Spotlighted by
Government
Technology

110,000 hits per day

Recipient of Gold
Addy Award

Finalist for 2003
3CMA Award

Finalist for 2003
TAMI Award

City of Corpus Christi

HOME : : SEARCH

CITY GOVERNMENT CITY SERVICES TOURISM AND BUSINESS CITY NEWS HOT TOPICS

Quick Links

- Jobs
- Recreation
- Tourists & Visitors
- Public Works/Utilities
- GIS Base Map
- Addresses/Phone Numbers
- Privacy Policy
- Mayor and City Council
- Neighborhood Services
- Police, Fire, & Health
- Business & Development
- Budget & Financial Information
- Accessibility
- Citizen Comment Form
- Moving to CC?
- Health Information
- Privacy Practices
- Utility Bill Payments

Enter your e-mail address to receive our monthly e-newsletter!

SUBSCRIBE ▶

Current Information

- Census 2000
- Corpus Christi Maps
- Landry's Final Draft MOU
- Workshops for Seniors
- Park & Rec Summer Guide
- City Photos
- Bay Jammin Concert Series
- Mosquito Location Updates
- Firefighter Info Packet
- Arena Construction Web Cam
- Online Services/Forms/Plans
- Health and Safety Advisories
- Bid & Supplier Information
- International Airport
- Questions About Utility Bills?
- 2003 Recycling Calendar
- Convention Center & Arena
- Travel Tips
- Choices for Electricity
- Renewal Community
- Speed Humps Guidelines
- Bond 2000
- Solid Waste Services Guide

eServices

emergency weather information

Access frequently updated information about weather conditions, emergency planning, and storm related links. [more »](#)

Access City Gov
ONLINE ANYTIME
www.cctexas.com

Access utility account information or pay your bill online. Check out job openings and complete your application online. [more »](#)

Citizen Survey

Getting to Know Our Visitors
Please let us know more about you.

1) Tell us the name/type of your organization (or interest area for individuals) and your city and state. Thanks!

SUBMIT ▶

Corpus Christi All America City 2003 AAC WINNER

MONTHLY community calendar

LOCAL SECURITY UPDATES

<http://www.cctexas.com/>

7/29/2003

Integrated Voice & Data Systems



- **MIS/Water Utilities**
 - + Upgraded Phone System/Video Surveillance & Data Services
- **UBO/Water Utilities**
 - + IPCC System/IVR Systems
- **EOC/Water Utilities**
 - + Affordable Redundancy
- **MIS/Departments**
 - + Affordable, Shared Cabling System
 - + Accessible Technology
 - + Improved Training Opportunities



- 1
- 2
- 3
- 4
- 5

view training movies

@pause @play

Introduction

LCD Screen

Speed Dialing

Message Button

Directories Button

Services

Settings

"I" Information

Volume Controls

Phone Options

Scroll Key

Soft Keys

Getting to Know Your Cisco Phone



GIS & Work Management System

- **MIS/Departments**
 - + Upgraded Base Map/Shared Hardware & Support
- **City/Appraisal District & MPO**
 - + Access to Layer/Shared Hardware & Support
- **GIS/Business Groups**
 - + Community Support/Access to Spatial Data
- **MIS/Educational Institutions**
 - + Technical Support/Learning Ground
- **GIS Users/Work Management Users**
 - + Affordable Hardware/Software/GIS Spatial Data
- **Customer Call Center/Departments**
 - + Access to GIS & WMS/Affordable Call Support

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Quick Links - GIS Base Map

City of Corpus Christi GIS Map Viewer MIS Department

Address
Owner
Tax ID
Zoom In
Zoom Out
Zoom Previous
Full Extent
Pan
Identify
Print
Advanced

NUECES BAY
CORPUS CHRISTI BAY

0 40000ft

Help

Zoom In For More Layers

To Update Map: Choose Layers (Click In Boxes), Then Click "Refresh Map"

Layers

Visible Active

- Highways
- Water Names
- Streets
- Shoreline
- City Limits
- Annexations
- ADP

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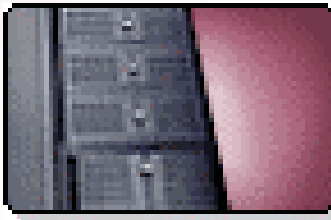
Zoom In

Hardware Consolidation

MIS/Departments



**Affordable Storage Area
Network/Lower Cost & Reduced
Responsibility**



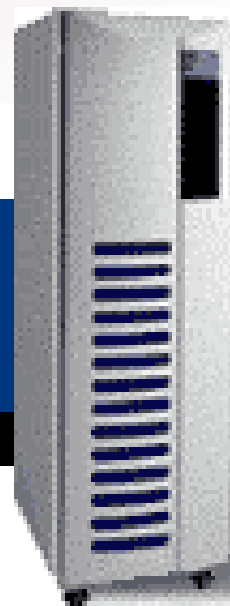
**Improved Dependability through
Clustering of Servers/Lower Cost,
Improved Access & Performance**

EMC Symmetrix 8000 Series

High-End Networked Storage Systems



Symmetrix 8830: Throughput, capacity, and connectivity for the largest-scale data center consolidations.



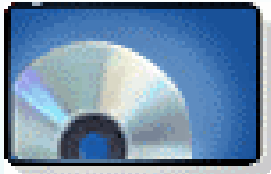
Symmetrix 8530: Capacity, connectivity, and performance to consolidate multiple applications, servers, and storage.

Standardization

MIS / Departments



One Desktop System & One Vendor/Lower Costs, Increased Dependability & Access to Current Technology, Convenience



One Office Suite & One Vendor/Lower Costs, Increased Dependability & Access to Current Technology, Convenience



One HelpDesk System/Lower Costs, Increased Dependability & Convenience



- Departments
- City Job Opportunities
- Budget and Financial Reports
- Quick Guide to City Service Numbers
- Credits

COMPUTER HARDWARE SPECIFICATIONS



DELL....



**OPTIPLEX GX260T
MINITOWER \$1488**



**LATTITUDE C840 NOTEBOOK
\$2981**

PROCESSOR	Intel Pentium 4 - 2.0GHz, 400 FSB, 512K Cache (220-9764)	Intel Pentium 4 - 1.80GHz, 15.0, UXGA, NIC/MDM (220-9490)
SERVICE Type 3 Contract	Next Business Day Parts & Labor On-Site Response, Initial Year (900-6630) Next Business Day Parts & Labor On-Site Response, 2Yr Extended (900-6602)	Next Business Day Parts & Labor On-Site Response + CompleteCare, Initial Year (900-6670) Next Business Day Parts & Labor On-Site Response + CompleteCare, 2Yr Extended (900-6672)
INSTALLATION	PC Installation, Desktop, Quantity 21-250 (950-1899)	PC Installation, Desktop, Quantity 21-250 (950-3809)

SOFTWARE

Microsoft Office XP Professional Suite

WinZip

Novell Client

Acrobat Reader

GroupWise Client

PeopleSoft (where applicable)

Questions?