

I.T. DEPARTMENT UPDATE

COJ Team | July 7, 2025

I.T. DEPARTMENT UPDATE

I.T. Department Overview & History

- Established in 1999 with 2 FTE (Sharon & Steve)
- IT Director hired in 2001 (Mark)
- IBM System 36 was the original configuration in 1999 for PD & Finance
- MS Windows quickly became the standard and continues today
- A/S 400 Operator added in 2003 (Marie)
- IT Analyst (Lane) was added in 2009 following PS Tax passage in 2006
- Routed WAN/ISP established with Liberty Utilities 05/17/2011
- A/S 400 Operator position eliminated in 2016
- GIS division/positions moved out of Public Works in 2018 by City Mgr.
- Enterprise ERP system was moved to the CLOUD in 2019
- Cyber initiative was added in 2021 following Ransomware attack
    - $300,000 annual commitment. RAVENii, LLC.
- Apple/Macintosh systems were added in 2024 with Marketing Dept.

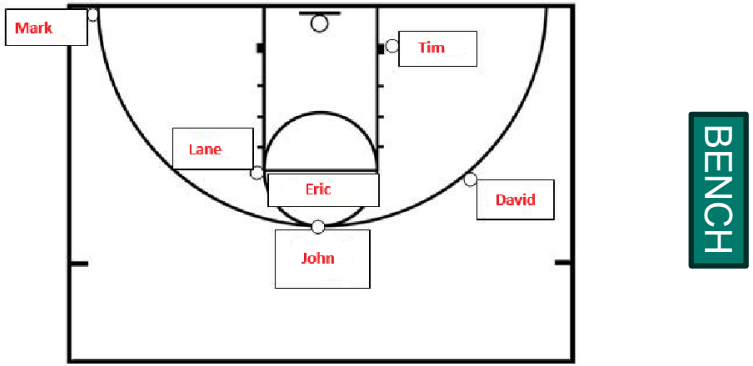
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Staffing Update:

All Players are on the court.

(I'm the coach/ref in the corner!)

NAME	POSITION	DOH	YOS
Mark Morris	IT Director	09/17/2001	24
Lane Starchman	Network Administrator	02/17/2009	16
Tim Barnes	IT Analyst	10/30/2019	5
David Lindsey	IT Analyst	05/28/2019	6
John Gilligan	GIS Technician	05/06/1996	29
Eric Weber	GIS Technician	07/24/2024	1



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Key Statistics

Active Directory Users are representative of how many individual network user accounts are active.

Network sites are the buildings and locations that we serve.

Workstations & laptops replaced are the "normal annual" replacements due to age

Ruggedized Laptops ADDED are a true INCREASE in our overall count. We added laptops to PD & FD accounting for each officer to have their own as well as each fire apparatus in 2023. NIO expansion as well as Building Inspectors received ruggedized in 2024 & 2025

Field devices for the Enterprise Asset Management system will be added later this year to facilitate data collection efforts.

DESCRIPTION	FY 2023	FY 2024	FY 2025
Active Directory Users	500	550	600
Network Sites	22	23	24
Workstations & Laptops replaced	124	85	101
Ruggedized Laptops ADDED	54	8	12
VOIP phones	250	300	364
EAM iPADS			10

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2025 Key Initiatives

FY 2025 KEY INITIATIVES	STATUS UPDATE	TIMELINE
Upgrade VOIP Servers at two locations	Servers have been updated	Complete
Upgrade City Hall CCTV/Security Camera Server	Servers have been updated	Complete
Continuation of Time & Attendance Software Implementation	Training and Implementation Underway	Underway
Implementation of Central Square Enterprise Asset Management System	Project Kickoff was January 2025	Underway

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2026 Key Initiatives

FY 2026 KEY INITIATIVES
Implementation of ESRI Advantage Program
Assist Communications with new Website Launch
Continuation of Implementation of Technology Improvements: Asset Management, HR Benefit Management, Online Business License, Planning & Engineering and others

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I.T. Division
Core Responsibilities

- Maintain and secure the city's entire technology infrastructure (networks, workstations, servers, and telecommunications).

- We operate as the City Help Desk for all end-user support and questions for all technology…(even microwaves and coffee pots)

- Provide technical support and future planning for technology lifecycle management for all departments.

- Coordinate, manage, and implement software licensing, updates, and vendor relationships for 50+ systems, including public safety, finance, public works, airport, legal, and HR software (ref. slide #11)

- **Network Management**
  - Operate and secure city-wide LAN/WAN, VPNs, firewalls, and User Accounts
  - Facilitate on-boarding & off-boarding to multiple and often disparate systems
  - Manage city tech assets, including PCs, laptops, ruggedized devices, switches, and servers.
  - Monitor cybersecurity threats and maintain disaster recovery plans alongside our cybersecurity partner, RAVENii, LLC.
  - Endpoint & Server patching & remediation for cyber security integrity.
  - LAN/WAN utilizing Liberty Routed Fiber & City-owned private fiber to all locations.
  - 1Gb/10Gb scalable Internet provision through Liberty Utilities to all locations.

- **Systems Administration**
  - Deploy and manage Microsoft servers, cloud-based systems, and virtualized environments.
  - Implement new systems (e.g., Asset Management, Time & Attendance, BambooHR 2025/2026 examples).
  - Oversee backups, data redundancy, and infrastructure upgrades.

- **Strategic Projects**
  - Support citywide tech modernization projects (Ewert, DORA, ARFF currently)
  - Expand electronic access control and surveillance systems.
  - Collaborate with departments to optimize technology usage and ensure interoperability.

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GIS Division
Core Responsibilities

- Manage & maintain the City's Naviline (ERP) land database and related programs

- Produce & provide interactive maps, dashboards, websites, reports, and location intelligence tools for City departments and public use.

- Manage data procurement and exchange between the City and counties (Newton & Jasper), State of MO, and various third-party agencies.

- Provide technical support & analysis for all departments using datasets and spatial relations (when relevant).

-Maintain critical datasets for addressing, utilities, parcels, public safety, parks, stormwater, traffic, signage, asset tracking, and any/all related media to include video, pictures, City authorized permits and other digital sources

- Land Management Address Data Management
- Utility Billing Address Management
- GeoSpatial Mapping for ALL departments
- GeoSpatial Mapping (public facing)
- GIS project specific (i.e. Enterprise Asset Management)
- All Other Duties as assigned by the Coach

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VOIP (phone system)
Core Responsibilities

- Provide desk telephones for Citywide CISCO system.

- Manage 30 respective Auto Attendants across 24 locations.

- Provide voicemail and call routing by extension for 343 users and 364 devices.

-Maintain Informacast, CISCO Unity and CISCO Call Manager

-Provide & maintain a bank of 22 PTT (push to talk) data radios for security/weather events across all departments.

Summary of Device Counts

Summary of Device Counts

Device	Protocol	Count
Analog Phone	SCCP	24
CTI Port	SCCP	15
CTI Route Point	SCCP	20
Cisco 7821	SIP	40
Cisco 7841	SIP	269
Cisco 7861	SIP	30
Cisco 8851	SIP	3
Cisco ATA 191	SIP	14
Cisco IOS Conference Bridge (HDV2)	SCCP	1
Cisco IOS Media Termination Point (HDV2)	SCCP	1
Cisco IOS Software Media Termination Point (HDV2)	SCCP	2
Cisco IP Communicator	SCCP	1
Conference Bridge	Unicast Bridge	2
Interactive Voice Response	SCCP	2

Network Locations

Depicted are the 24 locations that the IT department services.

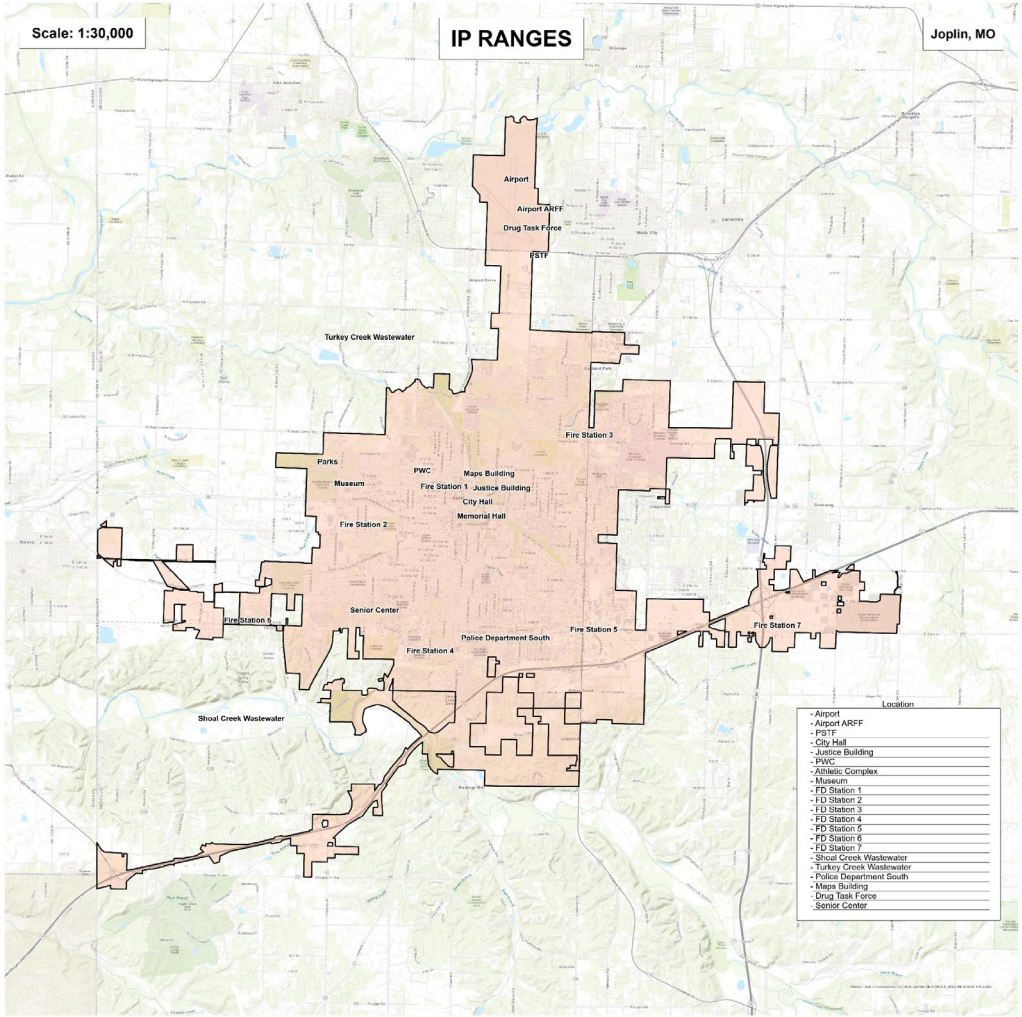
What is important to note is that “Work is something we do…not somewhere we go” often applies. We have remote capability into computing assets. However, VOIP/phone, CCTV, NDVR, paging, etc. are often PHYSICAL assets.

Many of these locations will also be receiving time clocks as part of the TCP/Time & Attendance effort.

All of these locations have computing assets. Many have WiFi. All have VOIP/phone assets.

Some locations “appear” as a single NID (Network Interface Device) when in reality that serves multiple buildings. The Athletic Complex NID also serves the Parks Administration building, the Golf Pro Shop building & Schifferdecker Pool, for example.

As part of a cyber-grant award in 2024, the IT Dept. also maintains a bank of 35 laptops deployed across these facilities to provide access to employees without day-to-day computer access



These are the primary systems currently supported by the IT Department in some capacity. The current line-item budget amount for vendor support and software maintenance was $970,111 in Fiscal Year 2025. In FY26, three additional large systems will be added. Enterprise Asset Management, Bentek Benefit Administration, and BambooHR which will bring this line item to $1,182,349. Among the key initiatives underway is the addition of Online Building Permitting, Automated Time & Attendance, Human Resources Information System, Citywide expansion of our electronic access control system, Citywide expansion of CCTV and surveillance systems in many city parks and facilities, and the new Enterprise Asset Management system for Public Works.

RealVNC	TEC (CCTV & DVR)
CISCO Smartnet (WAPs. / ASA /VOIP) HW	IA-Pro
Meraki Core Switching & WiFi	BlueTeam (IA Pro)
CISCO Singlewire	PowerDMS
IBM--xSeries Servers	Panasonic ARB360 (in-car 36 units & BES)
Central Square Pro Suite	Panasonic BodyWornCameras
Central Square Hosted & Maintenance/Finance	Spfld BluePrint Scanner
H5 Test Environment	CivicRec ($13,125 FY17, FY18, $15k FY19)
CST/TCP Time & Attendance	CivicSend
CST/DQS Data Quality Suite	Civic+ Secure Forms Platinum Hosting
COGNOS BI/Analytics NOW	Civic+ DNS & Security (SSL Joplinmo.org)
COGNOS LPA/Support	AutoTurn 9.1 Software (new request 2016)
Managed Fiber (Liberty & RAVENii)	HealthSpace EHS (5users)
ESRI--ArcGIS	Intrado/Viper
Granicus Streaming Video (archive only)	SeeClickFix (Unlimited Users)
Missouri Document Solutions (microfiche)	Survey Monkey (5 User TEAM account)
AutoCAD software (DLT/EaglePoint)	CBT Nuggets/Portal Training 3 users
WeatherTAP (10 user)	CAD2CAD UNIFY PORTAL
Incode Maintenance & Support/Hosting/TylerU	New Fire RMS (FirstDue)
Incode Online Web Hosting	First Due Incident Command Module
Incode Citation Interface (OSSI & RMS)	Cummins Subscription
InCode/ORS module	CodeTwo Outlook Signatures
GoDaddy (domain & hosting)	Bentek Benefit Administration
JNT Tornado Archive Support	Bamboo HR
StorServer Backup Appliance	Central Square Enterprise Asset Management
DOCUWARE (Fortis Imaging)	VMWare SphereCenter
SagemMorpho (PD 5508)	QR Code Hosting
Vigilant Solutions (PD 5508)	MIDAS scheduling PSTF facility
Notepage	OSCR360 Tablet Software (Fire)
Public Safety specific	

Questions?