

Organization

The Information Services Department provides support to all City departments to develop both hardware and software technology solutions that best serve our organization and community. In response to the changing needs within the industry, as well as within our operations, Information Services works to ensure that the right technology tools are readily available to support day-to-day decision-making processes and enhance operational efficiency. These systems must be robust, reliable, cost-effective, and, above all, secure.

In addition to ensuring that the proper hardware and software applications are made available, we provide support for the City's local and wide area network assets and data storage, as well as technical support through our help desk system, to ensure seamless operations throughout the city. Information is a key component of each department's performance. For example, Police Services must have in place the necessary information technology tools to quickly and effectively respond to the challenges of modern law enforcement, thereby keeping our citizens and visitors safe.

In supporting the various departments, Information Services has not only had to stay on top of the rapid changes within the industry but must stay ahead of cybersecurity threats. We achieve this by ensuring that our operational procedures comply with relevant standards and mandates, which include: adherence to the policies set forth by the Criminal Justice Information System (CJIS). In addition, we monitor security updates from our cybersecurity partners, the State of Florida, and Federal reporting agencies, such as the Cybersecurity and Infrastructure Security Agency (CISA).

The Information Services Department has two divisions: Application Services and Technology & Information Security Services.

Application Services is responsible for implementing, optimizing, administering, and supporting all enterprise applications used across multiple departments, as well as large, mission-critical departmental applications. This division serves as a business partner to department directors, supporting their strategic planning efforts within their respective areas.

Technology & Information Security Services is responsible for all city-related technical hardware (servers, laptops, computers, and office communication devices), network infrastructure, telecommunication infrastructure, business continuity planning, disaster recovery planning, and cybersecurity planning, execution, and training.

Department Mission Statement

To advance the mission of COJB by helping employees leverage technology through service-oriented and intelligent research, deployment, optimization, utilization, and support.

Goals for FY2026

The City Council is tasked with setting the Priorities, Goals, and Objectives (PGOs) of the Strategic Plan (Plan). The specific departmental goals are to be implemented by the Department Directors.

Strategic Plan Priority, Goal, and Objectives

- P4.G1.O2 – Acquire and implement asset management software.
- P4.G3.O2 – Begin the process to upgrade the content management software.

Department Goals

- Implement project management standards for the department.
- Implement operational documentation standards.
- Implement Metrics and Performance Measures.

Application Services:

- Implement a citywide project management tool.
- Implementation of credit card services for Customer Care.
- Implementation of employee self-service for payroll/HR.
- Implementation of the following ERP components:
 - Work Orders System
 - Asset Management (P4.G1.O2)

Technology & Information Security Services:

- Continue to improve cable management in all closets and data centers.
- Implement Microsoft Teams citywide.
- Implement corporate cloud-based file services.
- Finalize the Information Security program in accordance with the National Institute of Standards and Technology (NIST) standards.
- Continue to promote best practices in cybersecurity.

Recent Accomplishments/Highlights

- ✓ Implemented new A/V system for council chambers.
- ✓ Implemented citywide network for camera project.
- ✓ Upgraded camera system to enable AI features.
- ✓ Upgraded card access system to allow management of O&M and dog park gate access systems.
- ✓ Upgraded Executime time management system and deployed new time clocks.

Information Services Performance Measures	Priority Goal Objective	Frequency	FY2023 Actual	FY2024 Actual	FY2025 as of 3/31	FY2026 Target
Average response time for Information Services Support Requests < 2 hours	P4.G3.O2	Ongoing	N/A	N/A	N/A	75%
Test City Staff on simulated phishing scams to minimize security risks.	P4.G3.O2	At least twice a year	Yes	N/A	Yes	Yes
All City Employees pass annual cybersecurity training	P4.G3.O2	Annually	Yes	N/A	No, Q 4 activity	Yes

Financial Summaries by Resource Allocation, Division, and Fund

Resource Allocation	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
Personal Services	1,575,160	1,803,184	2,049,942	246,758	13.7%
Operating-All Other	592,914	658,339	1,712,954	1,054,615	160.2%
Transfers	50,000	50,000	50,000		0.0%
Total	2,218,074	2,511,523	3,812,896	1,301,373	51.8%

Division	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
1701-Information Systems	2,218,074	2,511,523	3,812,896	1,301,373	51.8%
Total	2,218,074	2,511,523	3,812,896	1,301,373	51.8%

Fund	Actual 2024	Original Budget 2025	Budget 2026	Increase- Decrease	% Change
513-Information Svcs	2,218,074	2,511,523	3,812,896	1,301,373	51.8%
Total	2,218,074	2,511,523	3,812,896	1,301,373	51.8%

Operating-All Other: The increase is due to moving software applications and maintenance costs from FD460 to FD513, additional software costs within Information Services, and funding to meet the additional requirements of the National Institute of Standards and Technology.

Authorized Positions

Information Services	FY2024	FY2025	FY2026
Chief Information Officer	1	1	1
Technology/Security Services Mgr.	1	1	1
Application Services Manager	1	1	1
GIS Administrator	1	1	1
GIS Systems Analyst	1	1	1
Network Engineer*	1	0	0
System Engineer	1	1	1
Systems Analyst***	2	1	2
Technical Support Specialist I, II*	1	3	3
AS400 Systems Analyst***	1	1	0
Technical Project Manager**	0	0	1
SCADA Systems Analyst	1	1	1
Department Total	12	12	13

*During FY2024, the department reorganized positions to better align with job responsibilities, Resolution 2171-2024.

**In FY2026 a Contracted Project Manager is being converted to a full time Technical Project Manager.

***In FY2026 an AS400 Systems Analyst is being reclassified to a Systems Analyst. The City is outsourcing AS400 Systems services.