

ITS Changes during the next 6-8 weeks

This message is to inform and engage you in the process regarding a number of citywide changes that will be occurring during the next eight weeks or so.

We are in the advanced stage of restructuring the City's Data and Voice network infrastructure. This is the first phase, in the approved four phase ITS Strategy and Work Plan (See below), intended to improve the City's administrative operational ability to serve its residents and businesses.

The primary goals of **Phase I** are as follows:

- Implement a new network service that will provide the City flexibility to expand or shrink the network and communication IT services and set the groundwork for implementation of other IT internet services such as webmail.
- Implement a phone system service to replace the current City-housed phone system which is supported by a third-party and has reached its end-of-life.
- Put in place more independent facilities that will enable the City to eliminate City Hall as the single point of failure for data and voice communications. This structure will allow all of the buildings to communicate externally and internally independently of City Hall.
- Improve operational reliability by simplifying operations, introducing advanced technology infrastructure management systems and reducing the number of vendors.
- Provide the City greater flexibility to manage its costs going forward. The plan is to create IT services that can be expanded or reduced as required by City operations -- cost will become more variable.
- Enable the City to keep its operational environment current as newer technologies emerge that can support enhanced features that can increase the productivity of City staff.

The City is obtaining this service from SUNCOM, a State of Florida IT department that provides services for 402 agencies throughout the State of Florida, inclusive of Broward and Dade Counties.

We intend to start the migration process to the new data this coming Thursday(June 16, 2011) evening by moving City Hall onto the new network services. Subsequently over the next couple of weeks we will migrate the remaining City buildings, starting with NAG, ECD, Public Works Operations, Fire Stations and Public Works Administration.

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As soon as we complete the data network migration, early July, we plan to begin the process to replace the city's phone system. We expect the process to last about six-seven weeks. During this time we will be coordinating, and arranging training for the trainer, with a point person in each department.

On June 1st the Commission approved moving forward with Phase 2 – migrating the remaining staff to an external industrial strength e-mail and office productivity tools services. The City started a no-cost pilot of the proposed services on April 18th. We have nineteen users participating in the pilot.

Phase 2 will provide the City with the following benefits:

Begin the process to remove equipment and software from City management, to be replaced with an industry-certified organization that specializes in providing these services.

- Designed and built into this service is disaster recovery, data backup, world class information security protection, and industry leading software, practices and processes to better manage anti-virus, SPAM and malware. This action places the burden of anti-virus protection, software patch upgrades and new software or hardware implementation with a firm with subject matter expertise to manage these IT processes. This is opposed to buying, integrating and managing hardware equipment and software to support the City's administrative operations and providing the skilled staffing necessary to provide these services.
- Contractual commitment to industry standard metrics for recovery of data and restoration of services.
- Implement a business model that is consistent and predictable, has no more spikes of financial expenditures, requires no major capital investments for these services and provides the ability to adjust according to operational demands – a predictable subscription-based mode of operation.

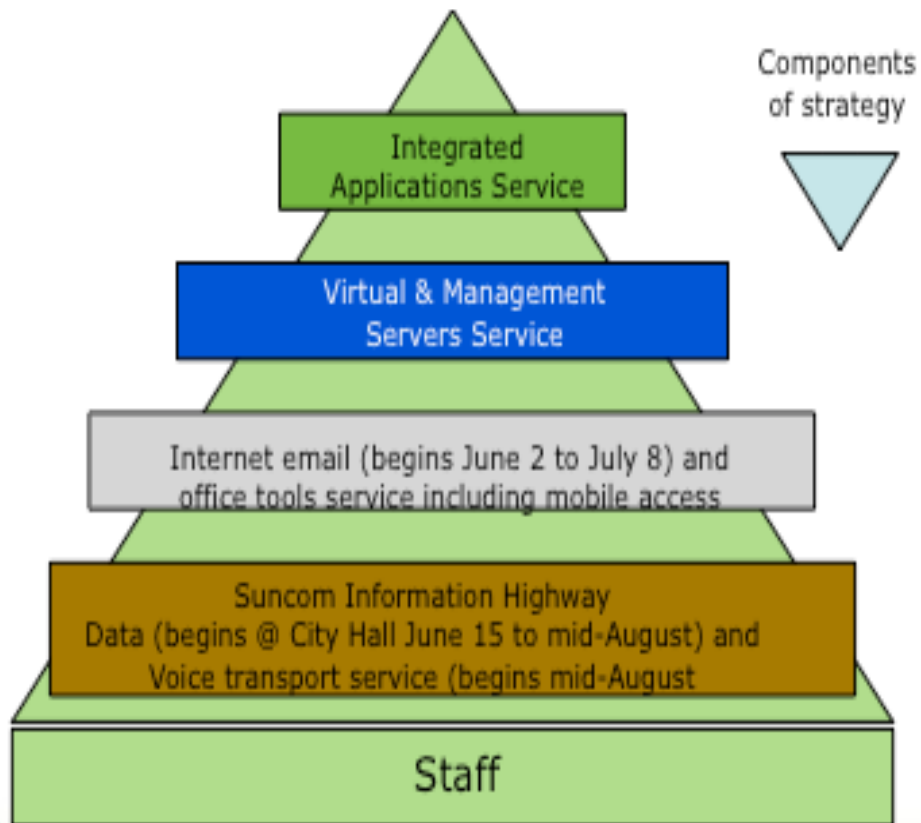
We intend to plan and execute the migration over the next 3-4 weeks. We will coordinate closely with each individual regarding their migration schedule.

Please call Edmundo Llopis, at 954.630.4238 or Bill Underwood at 954.630.4252 should you have any questions or experience any issues during the process.

Thank you in advance for your cooperation.

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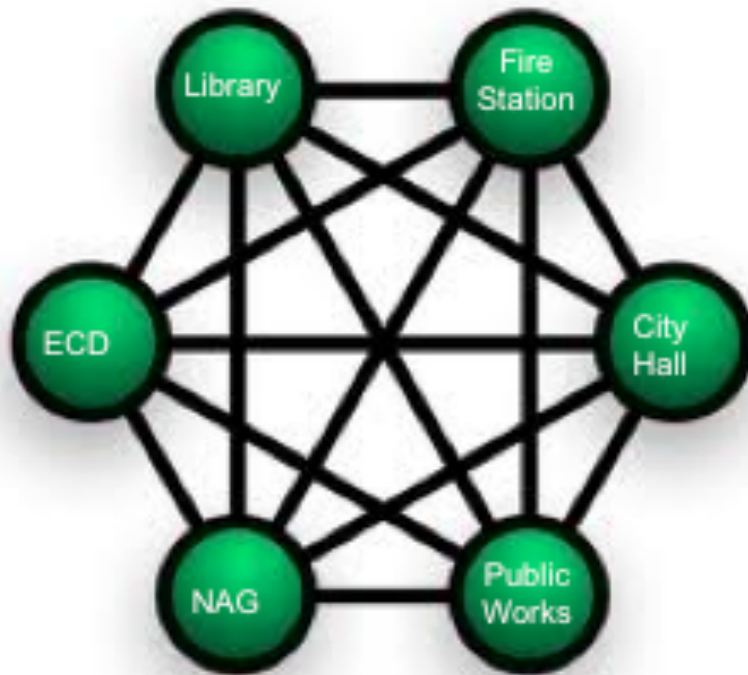
Service Strategy Recommendation



Current Data/Voice Network



Recommended Data/Voice Network Service



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