



CITY OF JACKSONVILLE

ANNUAL REPORT



2019

ITD
INFORMATION
TECHNOLOGIES
DIVISION

**CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT**



June 28, 2019

To: Sam Mousa, Chief Administrative Officer

From: Kenneth Lathrop, Chief of Information Technologies / CIO

CC: Constitutional Officers, Independent Agencies, City Council, Council Auditor, IT Executive Committee

Subject: ITD Annual Report per Ordinance Chapter 24, Part 7, Section 24.701(i)

Please find attached the Annual Report for the Information Technologies Division per Ordinance Chapter 24, Part 7, Section 24.701(i).

Please contact me at 904-255-8004 if you have any questions or concerns.



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Information Technologies Division 2019 Annual Report

Background

The Information Technologies Division (ITD) is responsible for the technology strategy and operations, procurement, development, maintenance, and support of all technology products, infrastructure, and services for the City of Jacksonville (COJ). This includes data centers, network and server infrastructure, telephone and wireless communications, public safety radio system, security, data services, desktop, GIS, and applications.

ITD provides 24 x 7 customer and infrastructure support through our Service Desk and Operations that can be accessed from 904-630-1818 or 904-255-1818. The Division maintains 7,146 desktops, laptops, rugged laptops and tablets, 132 physical and 521 virtual servers, a network of communication towers that host Microwave and Radio systems, 10,434 radios, 7,500 telephones, 2,900 cell phones and data cards, network connectivity for all downtown COJ buildings plus 219 remote locations, fiber optic and copper cable infrastructure, 2 data centers and over 300 software applications.

Strategy

ITD's objective, through technology and innovation, is to support the City's initiatives to advance Public Safety, Economic Development, Service to Youth, Healthy Citizens and Neighborhoods, and Government Efficiency and Effectiveness.

ITD's strategy to accomplish these objectives is through a series of continuous goals that include:

- Assisting customers with meeting their business needs through technology that makes sense.
 - Leveraging vendor Software as a Service (SaaS) and hosted solutions that fit the customer's business needs.
 - Implementing internal business processes within ITD that promote identifying the best and most appropriate products and technologies.
 - Ensuring long-term benefits from implementing products that allow for quicker delivery of services to the customer and the citizens they serve.
 - Filling vacancies through:
 - Contract to hire - Placing a greater emphasis on hiring application administrators and configurators to align with our vendor SaaS and hosted solutions strategy.
 - Recruitment efforts – working with local colleges and universities to hire junior level personnel to train and provide career path.
- Refreshing the City's end-of-life technology infrastructure in order to provide reliable support for the City's technologies, products and services.
- Ensuring Technology Security Compliance.
- Enhancing Accuracy of Customer Billing Model.

Key Accomplishments

- Completed 48 projects (Projects are defined as over 40 hours of resource allocation)
- Completed 39,551 tickets/requests
- College Hires – 8 college hires filling positions in the areas of Business Analysis, Application Development, Security Administration and Server Infrastructure.

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ITD Customer Billing Model

The customer billing model, of which the IT Operations budget is based, continues to evolve with a focus on presentation, accuracy, understanding and access to customers. Beginning in FY2017, ITD began sending monthly notifications to stakeholders, which includes customers that are accounted and billed, as part of the Customer Billing System (CBS). The FY2019 CBS continues with the billing methodology that first seeks to identify costs directly attributable and assignable to a particular customer or customers as in the case of shared projects. A capacity/resource planning tool provides additional refinements using estimate of ITD staff time and effort as being direct billable and/or indirect billable in terms of various projects and maintenance activities. Of the time and effort not directly attributable to a particular customer, the billing system employs a modifier to account for the various overhead and indirect costs. Job Categories now accurately reflect the cost of billable resources.

ITD FY2019 BUDGET	
\$34,026,429	SFD531 - IT Operations
4,679,140	SFD534 - Radio Communications
2,523,955	SFD536 - Technology System Development
2,245,602	SFD537 - Technology Equipment Refresh
3,496,627	SFD538 - Radio Equipment Refresh
20,982,388	SFD53A - System Development Fund
<u>\$67,982,141</u>	<u>TOTAL</u>

FY2019 - Customer and Infrastructure Projects

Highlights - Completed Projects

FY2018 - PBX – Voice over Internet Protocol (VoIP) Phone System Refresh (Year 2 of 5)

ITD completed year 2 of a 5-Year phone refresh strategy for specific City locations. The VoIP phone migration was completed for 1,269 Cisco phones which were purchased to replace legacy equipment. The locations that received the new phones include the Ed Ball Building, Superior Street and 48 Fire Stations. These locations are now on a Cisco centralized telephone system enabling efficient management and administration of the desk phones which allow for more reliable communications.

FY2018 – Phone System and Call Center System Upgrade

ITD supports multiple Call Centers throughout the City. These Call Centers have been going through an upgrade strategy in parallel with the VoIP refresh. The COJ Call Center upgrades consist of migrating off legacy Telephone PBX (Private Branch Exchange) systems that utilize older and expensive network technology to current technology software and hardware phone systems that utilize industry standard Internet Protocol (IP) for communications and enables application rich features for the Call Center Supervisors and Agents. The legacy hardware and software on the aging PBX systems utilized by the COJ Call Centers reached its end of support in June 2015. In FY2018 ITD upgraded the State Attorney's Office call center.



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Value Adjustment Board (VAB) Application Migration

ITD migrated the City Council's VAB appeals application to a new platform and technology. The previous application experienced problems and resided on older technology. The new application is more robust and stable. In a future phase it will also allow citizens to pay VAB fees online which will further streamline the process.

	Tax Year	VAB#	Type	RE#	Date	Time	Length	Location	Appraiser	Magistrate
Select	2018	10	1st hearing	[redacted]	11/01/2018	1:00 PM	15 minutes	Telephone Hearing	[redacted]	Edward Burns
Select	2018	30	1st hearing	[redacted]	11/01/2018	1:00 AM	15 minutes	Telephone Hearing	[redacted]	

ERP Communications Website:

The objective of this project was to complete a website to act as a central hub for the Enterprise Resource Planning (ERP) Project. The City of Jacksonville is in the process of moving from our current outdated Financial, Purchasing, Budget Development, Human Resources, and Payroll administrative systems to Oracle's leading-edge Cloud solution. Due to this level of significance, ERP needed a strong website presence in order to communicate the Timeline and Scope of this project with the internal and external city agencies of Jacksonville.

Centralized City-wide Systems Integration

Enterprise Resource Planning (ERP) is defined as the ability to deliver an integrated suite of business applications. ERP tools share a common process and data model, covering broad and deep operational end-to-end processes, such as those found in finance, HR, distribution, manufacturing, service and the supply chain.

What is COJ's ERP Project and its Goals?
The City is replacing its current legacy administrative systems (FAMIS, JaxPro, Oracle e-Business Suite, BPREP, TAS, etc.) with a new ERP Software as a Service (SaaS) solution. The project is expected to offer enhanced services by:

- Modernizing our technology platform by eliminating disparate software applications in use today;
- Streamlining City business processes to improve our efficiency and effectiveness;
- Increasing visibility, placing decision making information in the hands of the business; and
- Providing greater access to information for City executives and managerial staff.

[What is ERP?](#)

1Cloud Project Implementation Schedule

Phase	Start Date	End Date	Duration
Project Initiation	2018-01-01	2018-03-01	2 months
Requirements Gathering	2018-03-01	2018-05-01	2 months
System Design	2018-05-01	2018-07-01	2 months
Development	2018-07-01	2018-09-01	2 months
Testing	2018-09-01	2018-11-01	2 months
Deployment	2018-11-01	2018-12-01	1 month
Post-Implementation	2018-12-01	2019-01-01	1 month
Project Closeout	2019-01-01	2019-02-01	1 month
Project Closeout	2019-02-01	2019-03-01	1 month
Project Closeout	2019-03-01	2019-04-01	1 month
Project Closeout	2019-04-01	2019-05-01	1 month
Project Closeout	2019-05-01	2019-06-01	1 month
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Project Closeout	2036-11-01	2036-12-01	1 month
Project Closeout	2036-12-01	2037-01-01	1 month
Project Closeout	2037-01-01	2037-02-01	1 month
Project Closeout	2037-02-01	2037-03-0	



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FY2018 - Mobile Radio Refresh (Year 3 of 8)

Refreshed 263 radios for Jacksonville Sheriff's Office and 86 radios for Jacksonville Fire and Rescue. These radios were at end of life and support. FY2018 was year 3 of an 8-Year Project to replace these mobile radios (installed inside the vehicles).



FY2018 - PC Hardware Refresh and Windows 10 Upgrade (Year 1 of 4)

ITD deployed 680 new computers to various COJ departments for year 1 of the 4-Year PC refresh project. The project's aim is to replace aging devices throughout the City while providing the latest operating system software that is currently being supported. All refreshed computer installations include the Windows 10 operating system and Office 365 or Office 2019 depending on the requirements of the using agency.

DROP (Deferred Retirement Option Plan) Retirement Calculator

An on-line calculator was implemented for the General Pension and Police & Fire Pension offices, which serves as a guide to estimate DROP phase II payments. Using the calculator, employees can make selection payouts of their choice between biweekly, lump sum, or deferred payments.

Child Support Payments Using ACH

A fully automated process was implemented to improve Child Support collection required by the State and Federal law. The payroll process now automatically sends ACH (Automated Clearing House) payments to the bank for FLSDU (Florida State Disbursement Unit) to process and pay to the custodial parent.

Public Parking Garage Payment System Upgrade

The Public Parking (PP) Garage Payments System consisted of a legacy application that included aging hardware, gates and payment methods. A newer and more modern product was required in order to upgrade Public Parking's legacy system. The new system provided secure credit card processing and new parking (Garage) infrastructure hardware. ITD worked closely with Public Parking to upgrade the network, kiosk, gate and backend systems at four garages to a new industry standard solution called TIBA.

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Mobility Fee Calculator

An on-line calculator was implemented to better assist with preliminary project budget calculations and to obtain an informal Expedited Mobility Fee Calculation. The calculator is a useful guideline to estimate the approximate amount of Mobility Fees according to the Development Area, Land Use Type and Number of Trip Generations.

Estimated Mobility Fee	
Cost Per Vehicle Mile Travel(VMT) (A)	\$24.31
Average VMT in a Development Area (B)	9.09 Miles
Project Daily Vehicle Trips (C)	34
Office T10 - General Office Square Feet GFA (3,500)	34
TOTAL ESTIMATED MOBILITY FEE (A x B x C)	\$7,613

FY2018 - Network Equipment Refresh (Year 5 of 8)

Completed year 5 of an 8-Year Strategic Plan to replace legacy end of life network devices at various locations across the City. This annual refresh replaced outdated network equipment for various City agencies. Maintaining a solid infrastructure to support the applications, connectivity and services provided by ITD to all of the City agencies is essential for maintaining effective and efficient business operations.

Wi-Fi Coverage Upgrade

ITD increased the wi-fi coverage at the West, Brentwood and Maxville COJ Library branches. The benefit of this project was to allow full coverage within the libraries which enabled citizens to take full advantage of the technology and programs provided by the City.

Microsoft Office 365 - Email Migration

ITD migrated email from Microsoft Exchange 2010 (on premise) to Microsoft Office 365 (cloud) in FY2018. This migration provided secure Cloud-based Email capabilities to all COJ employees. The Office license provides Enterprise-class security and reliability, unlimited Email archiving and compliance capabilities. In addition to Disaster Recovery (DR) for Email and a reduction of local Storage Area Network SAN disk space. Currently there are 6,575 email accounts using Cloud-based Microsoft Office 365.



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JFRD Portal

A web based internal portal was created for Jacksonville Fire and Rescue Department (JFRD) that provides employees a single access point to helpful information. The portal also allows JFRD employees to manage Apparatus, Special Events, and Fleet at their discretion.

Activity ID	Event Name	Event Type	Event Start Date	Staffing Start Date	Staffing End Date	Location	Shift	Incident Commander	Required Employees	Accepted	Denied	Pending	Close Date	Action
11819	4th Flag Football	Football Game	06/30/2019	09:00:00	06/30/2019 19:00:00	TJAA Bank Field	A	-- LHM --	0	0	0	11		Close

Select	Employee	Shift	Acknowledge Date	EMI	Paramedic	Entered Date	Overtime Hours	Status
<input type="checkbox"/>		B			PMDC29773	06/13/2019 15:53:17	0	Pending Approval
<input type="checkbox"/>		B			PMDC31356	06/17/2019 16:10:58	0	Pending Approval
<input type="checkbox"/>		V			PMDC26471	06/17/2019 09:38:46	0	Pending Approval
<input type="checkbox"/>		X		EMT75483		06/18/2019 19:19:40	0	Pending Approval
<input type="checkbox"/>		B		EMT 513150		06/19/2019 07:40:28	24	Pending Approval
<input type="checkbox"/>		C		EMT540960		06/08/2019 08:52:58	36	Pending Approval
<input type="checkbox"/>		B			PMDC30591	06/05/2019 09:28:34	84	Pending Approval
<input type="checkbox"/>		C			PMDC18969	06/05/2019 07:34:44	126	Pending Approval
<input type="checkbox"/>		C			PMDC26296	06/13/2019 18:46:58	132	Pending Approval
<input type="checkbox"/>		C			PMDC35432	06/18/2019 10:31:51	180	Pending Approval
<input type="checkbox"/>		B			PMDC26243	06/08/2019 14:09:30	216	Pending Approval

Fields marked with (*) are REQUIRED

Company: * Vehicle Number: Spare: ☐

Shift: * Mileage: * Report Date: *

M.V.I. Date: * Engine Hrs 1: Engine Hrs 2:

Engine Hrs 3: Engine Hrs 4: Aux Hrs.:

Item Checked	Result	Item Checked	Result
1. Shift Change Conference	Yes <input type="checkbox"/>	2. Brakes	OK <input type="checkbox"/>
3. Bleed Air Tanks Daily	NA <input type="checkbox"/>	4. Cooling System	OK <input type="checkbox"/>
5. Tires	OK <input type="checkbox"/>	6. Batteries	OK <input type="checkbox"/>
7. Ammeter & Volt Meter	OK <input type="checkbox"/>	8. Fuel System	OK <input type="checkbox"/>
9. Emergency Lights & Sirens	OK <input type="checkbox"/>	10. Running Lights	OK <input type="checkbox"/>
11. Belts (Alternator, Water Pump, etc.)	OK <input type="checkbox"/>	12. Gauges	OK <input type="checkbox"/>
13. Wipers	OK <input type="checkbox"/>	14. Fire Pump	OK <input type="checkbox"/>
15. Pump Valves	OK <input type="checkbox"/>	16. Generator	OK <input type="checkbox"/>
17. Air Supply System (Air Truck, Ladders, etc.)	OK <input type="checkbox"/>	18. Underneath Apparatus Inspection	OK <input type="checkbox"/>

CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT



Pension Portal

A web based fully secured portal was established for retirees and survivors to view their direct deposit statements on-line. They can now access their pay notices 24/7 including weekends and holidays from home or while on the road with a couple of clicks.

Check Date	Gross Earnings	Deductions	Tax	Net Pay
Jun 14, 2019	438.17	0.00		438.17
May 31, 2019	408.17	0.00		408.17
May 17, 2019	438.17	0.00		438.17
May 03, 2019	438.17	0.00		438.17
Apr 19, 2019	438.17	0.00		438.17
Apr 05, 2019	438.17	0.00		438.17
Mar 22, 2019	438.17	0.00		438.17
Mar 08, 2019	438.17	0.00		438.17
Feb 22, 2019	438.17	0.00		438.17
Feb 08, 2019	438.17	0.00		438.17
Jan 25, 2019	438.17	0.00		438.17
Jan 11, 2019	438.17	0.00		438.17

Enterprise Document Management

The City completed the original project to convert enterprise-wide document management from Acorde to Hyland OnBase in December of 2018. This included the final conversion of all customers using Concurrency, DMG/Civil Plan, Real Estate and BID. This also included integrating those systems with Hyland OnBase. The Hyland OnBase solution allows the City to retain all documents electronically and has resulted in reduced operating costs by avoiding the need to house, locate, and manage paper records through optimizing document storage and retrieval while ensuring compliance with applicable State and City document retention policies. By digitizing the documents and including indexing and keywords, documents are quickly searched and retrieved for increased efficiency and flexibility. The City will continue to expand the client base of Hyland OnBase through new projects as each department and/or division becomes ready.



CITY OF JACKSONVILLE INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT

Special Events Website

ITD developed a new website for the Office of Special Events to act as a central hub for all City sponsored special events occurring in the City of Jacksonville, Florida. The Office of Special Events produces events that promote the image of the City and serves as a resource for the community at large. Due to this level of significance, Special Events needed a strong website presence in order to communicate and promote events throughout the City. The initiative was to design and enhance how information provided by the Office of Special Events could be accessed by the public. Citizens have easy access to event schedules and locations around Jacksonville while also viewing dynamic and engaging sites designed to highlight and promote special events supported by the City of Jacksonville. Additionally, the site acts as a community hub allowing users to submit their own event information for it to appear on a list. <http://specialevents.coj.net/>

This initiative was to design, brand, and enhance how waterway and park information gathered and provided by the City of Jacksonville can be accessed by Jacksonville citizens via the City's website. An informational hub was created in order to provide comprehensive information. The pages on the site will communicate what, how, when and where you can do things in Jacksonville as related to its waterways, parks and other avenues.

City of Jacksonville, Florida

GovernmentBusinessNonprofitsCommunityThings to DoCity ServicesAppsJaxReadyHelpSearch

Explore Jax

There's always something to do in Jacksonville.
These are City of Jacksonville affiliated activities. For more activities throughout Jacksonville see VisitJacksonville.com

For sitemap menu options click on the top tab

COJ.net > Explore Jax

EXPLORE JACKSONVILLE TODAY

The final 35 miles of the St. Johns River runs through Jacksonville, the largest city by area in the United States, with a population of over one million. Much of the economic base of Jacksonville depends on the river: Northeast Florida's strong military presence operates on the river and...
[Read More](#)

View All

Arts & Culture

Attractions

Parks

Special Events

Sports & Entertainment

Water Life

Site Map | Disclaimer And Privacy Policy | Need Assistance? Contact 630-CITY or TTY 904-255-8008
Accommodations for persons with disabilities are available upon request. [Visit our accessibility page for more information.](#)
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CITY OF JACKSONVILLE INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT

Jacksonville Sheriff's Office - JaxSheriff.org Website Upgrade

ITD updated and enhanced the JaxSheriff.org website for the Jacksonville Sheriff's Office (JSO). One of the primary objectives was to improve the way the website is updated and maintained by moving the site into a stand-alone environment. The initiative also included designing, branding, and enhancing how information is accessed.

<http://www.jaxsheriff.org/>

The screenshot displays the Jacksonville Sheriff's Office (JSO) website. The header includes the JSO logo, the text "JACKSONVILLE SHERIFF'S OFFICE", and a navigation menu with links: SHERIFF'S OFFICE, NEIGHBORHOOD, RESOURCES, NEWS, CAREERS, CRIME TIPS, NOTICES, and CONTACT US. A search bar and social media icons are also present. The main banner features a photo of a sheriff at a podium with the text "YOUR SHERIFF'S OFFICE". Below the banner is a search bar labeled "HOW CAN WE ASSIST YOU?". The "JSO NEWS" section contains three articles: "100+ NEIGHBORHOOD WATCH COORDINATORS ATTEND MEETING AT JSO" (dated May 30, 2019), "JSO PARTICIPATES IN NATIONAL BIKE TO SCHOOL DAY" (dated May 08, 2019), and "SAFETY TIPS TO HELP PROTECT PEOPLE AND PETS FROM HEATSTROKE" (dated May 03, 2019). To the right is a social media post from "Jax Sheriff's Office" about a lost pig. The "FREQUENTLY USED LINKS" section includes: CORRECTIONS FACILITY INFORMATION, PUBLIC RECORDS REQUEST, CRIME MAPPING, EVENTS CALENDAR, INMATE SEARCH, OPEN DATA & TRANSPARENCY, SUBMIT A CRIME TIP, COMMUNITY ENGAGEMENT OPPORTUNITIES, SEX OFFENDER/PREDATORS, COMPLETED POLICE CALLS FOR SERVICE, FIND YOUR ZONE/SUBSTATION, SHERIFF'S WATCH, FILE A CRIME REPORT, PUBLIC NOTICES, SERVICES WE OFFER, and REGISTER YOUR ALARM. The footer contains the JSO logo, the text "TO PROTECT AND SERVE IN PARTNERSHIP WITH OUR COMMUNITY", a vision statement, a disclaimer and privacy policy, and social media follow links.

JACKSONVILLE SHERIFF'S OFFICE
SHERIFF'S OFFICE | NEIGHBORHOOD | RESOURCES | NEWS | CAREERS | CRIME TIPS | NOTICES | CONTACT US

YOUR SHERIFF'S OFFICE

HOW CAN WE ASSIST YOU?

JSO NEWS

100+ NEIGHBORHOOD WATCH COORDINATORS ATTEND MEETING AT JSO
May 30, 2019 - Police commanders spent Thursday evening meeting with the citizen volunteers who lead Jacksonville's watch programs throughout the city, discussing crime and public safety in their neighborhoods.
[View All News](#)

JSO PARTICIPATES IN NATIONAL BIKE TO SCHOOL DAY
May 08, 2019 - On Wednesday, May 8, 2019, JSO Police Officers and Community Service Officers participated in National Bike to School Day events at schools throughout the city to help promote bicycle safety.

SAFETY TIPS TO HELP PROTECT PEOPLE AND PETS FROM HEATSTROKE
May 03, 2019 - With temperatures rising and the start of summer just around the corner, it is important to remember that the heat is a danger to all of us, especially to children, the elderly and animals left in hot cars.

Jax Sheriff's Office
@JSO910
So... who lost this pig? Vietnamese cross bear pig found in the 1700 block of Leon Road.
Call 904-630-0500 or email JSOCrimeTps@jaxsheriff.org if you are the owner or know who the owner might be.
Have a safe day everyone! 🐷🐷

FREQUENTLY USED LINKS

- CORRECTIONS FACILITY INFORMATION
- PUBLIC RECORDS REQUEST
- CRIME MAPPING
- EVENTS CALENDAR
- INMATE SEARCH
- OPEN DATA & TRANSPARENCY
- SUBMIT A CRIME TIP
- COMMUNITY ENGAGEMENT OPPORTUNITIES
- SEX OFFENDER/PREDATORS
- COMPLETED POLICE CALLS FOR SERVICE
- FIND YOUR ZONE/SUBSTATION
- SHERIFF'S WATCH
- FILE A CRIME REPORT
- PUBLIC NOTICES
- SERVICES WE OFFER
- REGISTER YOUR ALARM

VISION
"A crime-free environment, driven by partnerships with empowered citizens fostering a vibrant community and the success of all individuals"

TO PROTECT AND SERVE IN PARTNERSHIP WITH OUR COMMUNITY

DISCLAIMER AND PRIVACY POLICY | Equal Employment Opportunity Statement
Need Assistance? Emergency 9-1-1 (TTY Services Available) | Non-Emergency 904.630.0500 | General Information 904.630.7500
Accommodations for persons with disabilities are available upon request. [Visit our accessibility page](#) for more information.

FOLLOW US



CITY OF JACKSONVILLE INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT

Film and Television Website

ITD created a stand-alone website for the Film & Television Division of COJ. The site features a simple, user-friendly interface, encouraging prospective clients and outside businesses to come to Jacksonville for a wide variety of services involving film and television projects. <http://www.filmjax.com/>

The screenshot displays the FilmJAX.COM website. The header includes navigation links: Permits, Location Search, Production Guide, Incentive Program, Awards, and Film/TV Tour Map, along with a search bar. The main banner features a cityscape background with the text "HAVE A PROJECT IN MIND?" and a "GIVE US A SHOUT" button, followed by an "Email Address" field and a "Submit" button. Below this is a section titled "WHAT CAN WE OFFER" with a paragraph describing Jacksonville's film community. The site is organized into six service categories, each with an icon and a "READ MORE" button: PERMITS (camera icon), LOCATION SEARCH (location pin icon), PRODUCTION GUIDE (film strip icon), INCENTIVE PROGRAM (clapperboard icon), AWARDS (trophy icon), and FILM/TV TOUR MAP (map icon). A "BEAUTIFUL LOCATIONS IN ONE AREA..." section follows, showing four categories: A VARIETY OF BEAUTIFUL BEACHES, ONE OF THE MOST DIVERSE PARK SYSTEMS, PHOTOGENIC DOWNTOWN, and AN EXTENSIVE SYSTEM OF BRIDGES. The "JACKSONVILLE FILM HISTORY..." section includes a video player for "JACKSONVILLE FILM & TELEVISION OFFICE TESTIMONIAL VIDEO" and a "JACKSONVILLE FILM & TV OFFICE PROMO MUSIC VIDEO". The bottom of the page features the "18TH ANNUAL JACKSONVILLE FILM & TV INDUSTRY AWARDS RECEPTION" section, a "CROP CREATIVE MEDIA WINS GOLD AT THE ADDY'S" section, and a "CRY FOR THE BAD MAN" MOVIE FILMED IN JACKSONVILLE section. The footer contains the FilmJAX.COM logo, contact information (904) 255-5434, and social media links. A disclaimer and accessibility statement are also present.

FILMJAX.COM
Permits Location Search Production Guide Incentive Program Awards Film/TV Tour Map Search

HAVE A PROJECT IN MIND? GIVE US A SHOUT Email Address Submit

WHAT CAN WE OFFER
Jacksonville is the home of a thriving film community made up of talented crew technicians and dedicated support businesses. Centrally located to four neighboring counties, each with a unique flavor and appeal, Jacksonville offers a world of locations and production value at your fingertips.

PERMITS
Fill out one of our easy, online permits or applications and learn key information about City Filming Requirements.
READ MORE

LOCATION SEARCH
Discover the perfect venue for your upcoming project.
READ MORE

PRODUCTION GUIDE
Browse our Production Guide to find top professionals, goods, and services from local businesses.
READ MORE

INCENTIVE PROGRAM
View our performance based program, structured to attract high wage and unique opportunities.
READ MORE

AWARDS
Nominate someone who has made a significant difference in Jacksonville's Film & Television industry.
READ MORE

FILM/TV TOUR MAP
Deep dive into Jacksonville's rich and diverse culture and see all the City has to offer.
READ MORE

BEAUTIFUL LOCATIONS IN ONE AREA...

A VARIETY OF BEAUTIFUL BEACHES
READ MORE

ONE OF THE MOST DIVERSE PARK SYSTEMS
READ MORE

PHOTOGENIC DOWNTOWN
READ MORE

AN EXTENSIVE SYSTEM OF BRIDGES
READ MORE

JACKSONVILLE FILM HISTORY...

JACKSONVILLE FILM & TELEVISION OFFICE TESTIMONIAL VIDEO
City of Jacksonville
Jacksonville has a rich and long history in the Film & Television Industry. Learn more about exciting opportunities to film in Jacksonville in this short documentary. Featuring interviews with Jacksonville Mayor Lenny Curry, Director Joel Schumacher, Director Jay Roach, Producer Michael Hausman, Director Todd Robinson, Samuel L. Jackson, and more.
READ MORE

18TH ANNUAL JACKSONVILLE FILM & TV INDUSTRY AWARDS RECEPTION
Jacksonville Film & TV Industry Awards
The Mayor's Commission on Motion Picture, Television and Commercial production recognizes directors, filmmakers, and innovators for outstanding contributions and achievements to Jacksonville's Film & Television Industry. Featuring interviews with award recipients Mark Kohl and Franklin Ritch, as well as actress Sophie Grace.
READ MORE

JACKSONVILLE FILM & TV OFFICE PROMO MUSIC VIDEO
The City of Jacksonville proudly served as the backdrop for a number of films including G.I. Jane, Tigerland, The Manchurian Candidate, Devil's Advocate, Recount, Basic, and many others. This music video created by the City of Jacksonville government features various clips from films made in Jacksonville as well as shots from around scenic Downtown Jacksonville, the St. Johns River and Jacksonville's iconic beaches.
READ MORE

CROP CREATIVE MEDIA WINS GOLD AT THE ADDY'S
Film and TV
Crop Creative Media won Gold at the Addy's for this "Wounded Warrior Project Dad & Dan" video.
READ MORE

"CRY FOR THE BAD MAN" MOVIE FILMED IN JACKSONVILLE
Film and TV
"Cry For The Bad Man" was filmed entirely in Jacksonville by Jacksonville producers and crew. "Writer & Director: Sam Farmer; Executive Producer: Kathryn McAway; Producer: Johnathan Shepard & Associate Producer: Kerry Rosenberg; Director of Photography: Patrick Barry and starring Camille Keaton."
READ MORE

FILMJAX.COM
Contact us: (904) 255-5434
f t i

JACKSONVILLE Film & Television
Site map | Disclaimer and privacy policy | Need assistance? Contact 630-CITY Or TTY 904-255-8008
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CITY OF JACKSONVILLE INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT

Animal Care on COJ.net Redesign

ITD enhanced the existing Animal Care and Protective Services (ACPS) section on COJ.net. The goal of the simple, user-friendly design was to engage citizens and help them access information quickly and easily. Jacksonville Citizens can find their newest family member more easily than ever using a simple interface which quickly and easily guides them to pet adoption. Visitors to the site can learn more about volunteering as well as animal care awareness. Shelter reporting documents are now easier to access than ever before. Users can quickly access a list of lost pets at ACPS who are trying to find their way home. ACPS news and information are now listed on the home page and a tour video of the facility can be viewed which invites users to come in and adopt a new pet today.

<http://www.coj.net/pets>

City of Jacksonville, Florida Government Business Nonprofits Community Things to Do City Services Apps JaxReady Help Search

MAKING JACKSONVILLE A MORE COMPASSIONATE CITY

Animal Care & Protective Services
NEVER STRAY FROM HOPE.

Donate

LOST PETS ADOPT OR FOSTER VOLUNTEER YOUR PET GUIDE RESOURCES SHELTER INFO

For sitemap menu options click on the top tab
COJ.net > Departments > Neighborhoods > Animal Care and Protective Services

Jacksonville's Animal Care and Protective Services (ACPS) provides animal control to the citizens in Jacksonville by fair enforcement and community education.

ACPS also enhances the quality of life in out neighborhoods by offering quality pets for adoption at a reasonable cost. ACPS is dedicated to providing a high level of service to the citizen of Jacksonville and to saving lives of all adoptable animals in our community.

Intake Hours	Adoption Hours	Address
Monday Closed Tuesday - Friday 8 A.M. - 12 P.M. Saturday - Sunday Closed	Monday Closed Tuesday - Friday 12P.M. - 7 P.M. Saturday - Sunday 10 A.M. - 6 P.M.	2020 Forest Street Jacksonville, FL 32204 Map this location Phone: (904) 630-CITY (2489)

ADOPT TODAY
FIND YOUR NEW BEST FRIEND

LOST PETS
LET US WORK TOGETHER

ONLINE SERVICES
GET YOUR DOG'S TAG AND MUCH MORE...

VOLUNTEER
GIVE BACK TO THE COMMUNITY

**CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT**



Highlights – Projects in Progress

FY2019 - PBX – Voice over Internet Protocol (VoIP) Phone System Refresh (Year 3 of 5)

ITD is continuing the VoIP refresh strategy that had been planned for specific City locations. Migration is in progress for 1,926 desk phones located within City offices at all JSO locations and the St. James Building. ITD will continue to refresh other City entities and locations in FY2020.

FY2019 - Network Equipment Refresh (Year 6 of 8)

Currently in year 6 of an 8-Year Strategic Plan to replace legacy end of life network devices at various locations across the City. This annual refresh will replace outdated network equipment for various City agencies. Maintaining a solid infrastructure to support the applications, connectivity and services provided by ITD to all of the City agencies is essential for maintaining effective and efficient business operations. There are 131 network refresh devices to be refreshed in FY2019.

FY2019 - P25 Radio – Microwave Network Radio Sites (Year 1 of 4)

Currently replacing Microwave Indoor Radio Units installed in 12 City of Jacksonville's two-way radio Microwave Network Towers. The existing Microwave Indoor Units are no longer available for purchase from the Manufacturer. This is part of ITD's on-going strategy to replace all microwave tower radios over the next few years.

Increase Computing Bandwidth and Fiber Connectivity to Various COJ Locations

This is an ongoing effort to reduce Internet and Network access costs and to increase computing performance to City locations where fiber has not been previously available. Due to newer industry technologies, cloud computing initiatives, and applications that require higher network performance, this project is to migrate approximately 47 COJ locations that remain on legacy DSL (Digital Subscriber Line), Wireless and Old Metro-E systems to ASE (AT&T Switched Ethernet) Fiber. The business value is providing high speed to locations that is targeted for City Recreation Management (Vermont POS) systems and VoIP (Voice over Internet Protocol). Currently these old sites are not be able to operate efficiently with their legacy slow speed circuits. The cost for the circuit upgrades will be minimal due to savings gained from renewing the current ASE contract. AT&T has completed all site visits and surveys of 47 sites and working on the construction of those sites (no cost to COJ). The construction is needed to run fiber into the buildings to convert them to ASE fiber. ITD has migrated 30 circuits and 11 have been cutover from DSL & wireless over to fiber and will ramp up migrations as AT&T turns over the new circuits to COJ.

Security Camera & Video Upgrade

This project is currently upgrading, replacing, and installing new video and camera equipment as part of the City's enterprise video camera solution. The scope of this project includes JSO, JFRD, Public Parking, Public Works, Jacksonville Public Library, Duval County Tax Collector, and Fleet. ITD is facilitating the project oversight, Request for Proposal (RFP) generation, Camera System modifications, walk-through, vendor consultation, and vendor management.

Microsoft Office 365 – Cloud Products

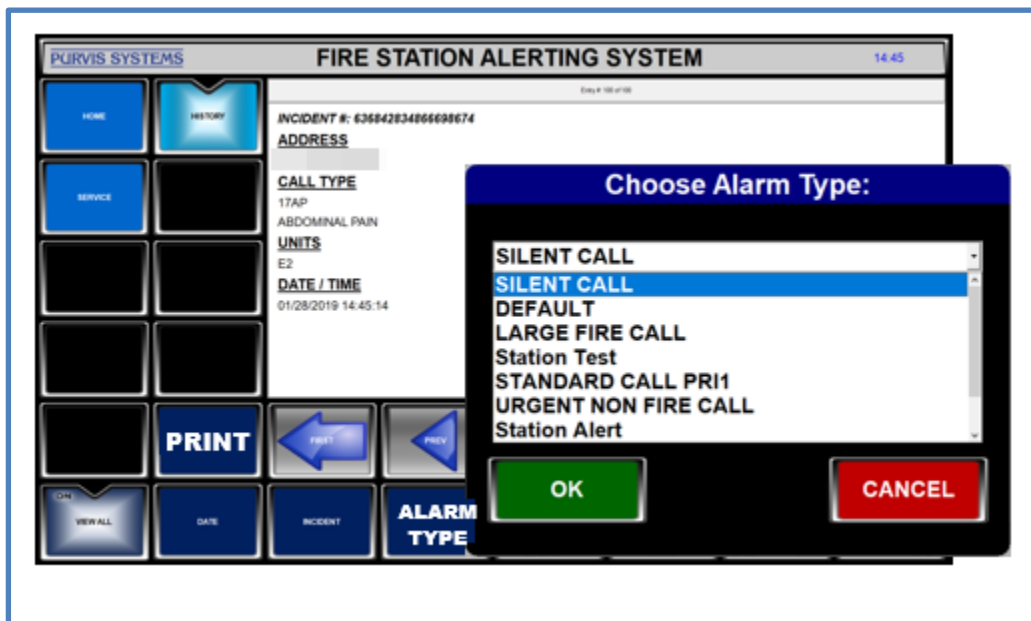
ITD is migrating services to Microsoft Office cloud products. This includes Cloud SharePoint, Skype for Business, One Drive and email archiving.



**CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT**

Fire Station Alerting System (FSAS)

Tasked with the preservation of life and property within the City of Jacksonville, which is one of the largest cities (in area) in the continental US, and the largest city in Florida, the Jacksonville Fire and Rescue Department (JFRD) faces all the challenges of a busy urban environment, but spread out over 800 square miles. With a significant annual call volume for emergency services, JFRD must have the ability to appropriately manage and respond to all calls quickly and efficiently. JFRD is replacing its antiquated alerting/dispatch capabilities with a state of the art, turn-key, fully automated IP-based system that will integrate with the Department's Computer Aided Dispatch (CAD) system, Motorola radio system, and existing network. The selected PURVIS system is being installed in 58 JFRD fire stations, and the radio component will also go into six mutual support stations (two in Clay County; two in St. Johns County; and two on Navy bases). A mobile FSAS kit is also being procured for contingency operations. As of June 12, 2019, about 40 percent of the Stations (26 Stations) are active on the PURVIS FSAS network. The estimated project completion date is September 30, 2019, pending the timeline of various Fire Station renovations and construction (on temporary and permanent facilities), and other possible changes being considered by JFRD.



FY2019 - PC Hardware Refresh and Windows 10 Upgrade (Year 2 of 4)

FY2019 is year 2 of a 4 year replacement cycle to replace outdated computers throughout the City. There are approximately 7,000 computers on the refresh schedule as part of this strategy. ITD is continuing its replacement strategy; replacing 1,748 computing devices this fiscal year.

FY2019 - Mobile Radio Refresh (Year 4 of 8)

ITD is refreshing 258 radios for Jacksonville Sheriff's Office and 77 radios for Jacksonville Fire and Rescue. These radios are at end of life and support and require replacements. FY2019 is Year 4 of an 8 Year Project, to replace mobile radios (Mobile radios are devices mounted inside vehicles).

CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT



Public Defender Data Center Relocation

ITD is relocating the Public Defender Data Center. This includes relocating servers, racks, cables and wiring from the Jake Godbold Building and into City's Main Data Center. The new location will provide fire suppression, 24x7 operations support, redundant power and cooling. Project is in progress with an estimated completion date of September 2019.

FY2019 - Portable Radio Refresh (Year 1 of 8)

ITD is refreshing 402 radios for JSO, 105 radios for JFRD and 64 radios for General Government agencies. These portable radios were at end of life and support and required replacements. This is part of ITD's on-going strategy to replace all portable radios over the next 7 years.

Environmental Quality (EQD) Locations Application (New AGS) to replace the "TMDL application":

The goal of this project is to develop a web application that will automate several time-intensive functions being performed manually by EQD staff and which generally encompass the process of entering and tracking water body inspection data, managing testing functions, monitoring and reporting results, and meeting requirements from State and Federal regulatory institutions. This application will absorb and replace the current EQD Locations module and provide the public the ability to: learn about water quality issues, determine the health of the local creek, access data for science projects, and to view photographs. The greatest advantage, however, would be the existence of all data needed for State and Federal reporting requirements in one database and accessible through one application. During FY2019, a sizable effort is underway to gather current and archived data from disparate sources, designing a single new database to house past and future data, and reconciling and merging the data into a new required format. The anticipated project completion date is FY2020.

Physical Server Refresh:

These are refresh cycles to replace outdated software and physical servers located around the City. These refreshes are necessary to maintain a solid infrastructure to support applications, connectivity and services provided by ITD to all of the City agencies and essential for maintaining effective and efficient business operations, in order to meet the needs of the citizens and businesses of the City. Currently four (4) servers have been installed in their respective locations; Ed Ball and JSO.

Disaster Recovery:

ITD is establishing an out of state information technology disaster recovery location capable of running all essential technology functions. The location will also contain synchronized system backups for all information systems. The project is in progress with an estimated completion date of October 2019 for system backups. The Fire and Rescue Department and additional agencies will be added in fiscal year 2020.

Consolidated 911 Backup Center:

ITD is establishing a combined 911 backup center for the City's Sheriff and Fire Rescue Departments. Both agencies will be able to utilize this facility when issues arise with their call taking and dispatching primary sites. The backup center location will include redundant systems for 911 calls, CAD dispatch and the P25 radio system. This Communication Center is also known as a Public Safety Answering Point (PSAP). The project is in progress with an estimated completion of September 2019.



CITY OF JACKSONVILLE INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT

Urban Forestry on COJ.net Redesign

ITD is enhancing existing Urban Forestry section on COJ.net, which will add functionality and visual appeal unique to the needs of Urban Forestry. This includes but is not limited to adding custom navigation, news, events, employee profiles, methods for uploading documents, and direct links to interactive services such as 630-CITY, the Tree Plotter and Canopy Planner map, Tree Mitigation, Tree Trimming, Tree Removal, and other services. This aims to provide a simple, user-friendly section on COJ.net for urban forestry with the intention of increasing Urban Forestry's web presence while adding functionality to make the pages easy to maintain and navigate.

Enterprise Resource Planning (ERP)

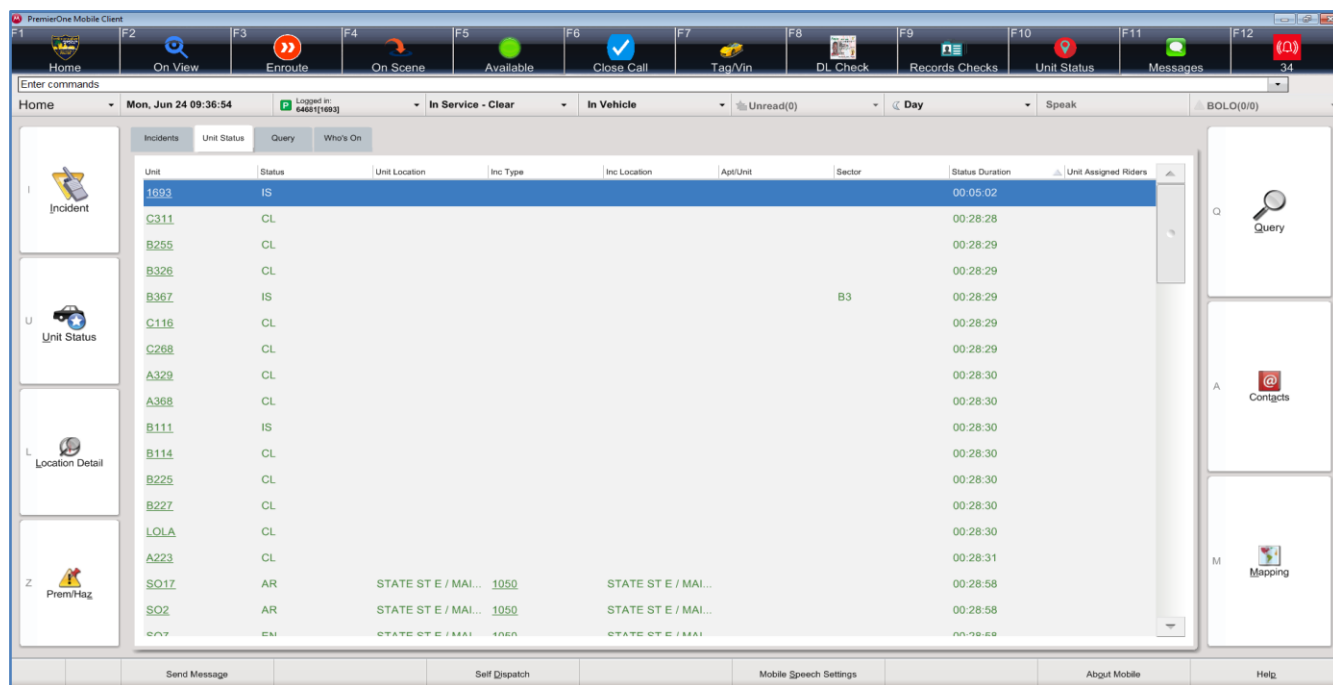
The City of Jacksonville is in the process of moving from our current outdated Financial, Purchasing, Budget Development, Human Resources, and Payroll administrative systems to Oracle's leading-edge Cloud solution. This Enterprise Resource Planning (ERP) initiative supports our business transformation goals to adopt industry best practice standards and improve City-wide business processes.

By implementing the City's 1Cloud system, we can expect several significant benefits to include:

- Modernizing our technology platform by eliminating disparate software applications in use today.
- Streamlining City business processes to improve our efficiency and effectiveness to both our constituents and internal stakeholders.
- Increasing visibility; placing decision making information in the hands of the business.
- Allowing for greater access to information for City executives and managerial staff.

Computer Aided Dispatch System (CAD) Replacement

The Sheriff and Fire and Rescue Departments are upgrading their existing separate CAD systems. These agencies are in the process of upgrading their existing Motorola CAD Premier systems into a single Motorola PremierOne system. The consolidation of all call takers into a single system to handle all 911 emergency calls will result in a more efficient and effective public safety system. The project has an estimated completion of October 2019.



CITY OF JACKSONVILLE
INFORMATION TECHNOLOGIES DIVISION ANNUAL REPORT



Project and Portfolio Management Solution (PPM)

ITD implemented the Daptiv Project and Portfolio Management Software as a Service (SaaS) Solution to reengineer business processes and deliver transparent insight into the IT business portfolio. This system serves as the core system for tracking all IT work related and was designed to provide project management, portfolio management, demand management and resource management. Phase II of the project is currently in progress and includes integrating with CA Service Desk (ticketing system) for issues and requests, Time and Attendance for tracking of planned versus actual work efforts, and the internal customer billing system. All project work is anticipated to be completed in FY2019. In addition, the solution may be expanded to other departments within the City of Jacksonville in the future to provide a single dashboard for departments to view all IT related work scheduled and spent on their area.

Customer Relationship Management (CRM)

The City is replacing the current Citizen Active Response (CARE) system with Oracle CX, which will enable citizens to use multiple channels to report issues, make requests and get information. The channels available will be web, mobile, text, phone and social media. The new system will provide real-time information to citizens via web and mobile and to the City via live dashboards and reporting. The new system will be available to citizens August 2019.

Enterprise Permitting and Land Use Management (EPLU)

The City is going through the process to replace 10 or more home grown, end-of-life applications with a vendor solution that will serve several City departments for their permitting, licensing, design review, inspections, violations, citations, asset management and work order needs. The goal of the EPLU system is to reduce maintenance costs, eliminate manual processes, and provide faster turn-around time to the public and contractor/builders. Development of the RFP has been completed and the project is in the contractual phase.

Medical Examiner Office (MEO) Application Upgrade

The City is replacing the Medical Examiner's Office (MEO) antiquated application. The new vendor solution will support workflows, alerts, chain-of-custody rules, remote user access, robust system security and data/image storage and encryption. ITD is providing technical support to the MEO for replacement of its current system. The system is scheduled to go live in 2019.

FY2019 – Phone System and Call Center System Upgrade

In FY2019, ITD is upgrading 2 Call Centers – Tax Collector Call Center and the 630City Call Center. ITD supports multiple Call Centers throughout the City. These Call Centers have been going through an upgrade strategy along with the VoIP refresh. The COJ Call Center upgrades consist of migrating off legacy Telephone PBX (Private Branch Exchange) systems that utilize older and expensive network technology to upgraded software and hardware phone systems that utilize industry standard Internet Protocol (IP) for communications and enables application rich features to for use by the Call Center Supervisors and Agents. The legacy hardware and software on the aging PBX systems utilized by the COJ Call Centers reached its end of support in June 2015.

Public Service Grants – Online Public Service Grants Applications

ITD is implementing an interim solution for Public Service Grants (PSG) to allow potential grantees to apply online for Fiscal Year 2020 Public Service Grants. Applicants can review the information they are required to provide such as Program Overview, Program Activities, etc. and then directly enter and attach all required information. Once an application is submitted the system workflows automatically routes the application to the PSG organization to review and approve/deny an application. COJ and the citizen(s) can work interactively to address any outstanding requests and requirements and conclude with the application decision.

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City-Wide Grants Management Software

The City is in the process of implementing a city-wide Grants Management Software for various types of grants. The system will equip leadership with the tools necessary to provide strategic alignment, effective organizational collaboration additional internal controls and improved decision making. This solution will serve grant personnel across the City working in various departments and agencies. This solution will include pre-grant award and post-grant award capabilities enabling the ability to manage sub-recipients through a portal. This system will manage local, state and federal grant (direct and pass-thru) awards. The City is in the process of acquiring a City-Wide Grants system with plans of implementation scheduled for next fiscal year.

Real Estate Management System Replacement

The City of Jacksonville's Real Estate Division is in the process of developing an RFP in order to acquire a software solution to serve as a single, unified database for managing the disposition of surplus property and tracking land acquisitions for temporary and permanent easements. In addition, the solution will integrate with system for tracking all covenants and restrictions of City-owned properties. The online system will provide processing efficiencies and reduce spreadsheet-based tracking. The solution will enable the Real Estate Division to move towards a fully integrated and paperless system for managing properties, improve integration with external data systems and enhance accuracies in the reporting of real estate.

Highlights - Planned Projects

FY2020 - PBX – Voice over Internet Protocol (VoIP) Phone System Refresh (Year 4 of 5)

The VoIP phone migration will complete year 4 of a 5-Year refresh strategy that for specific City locations. Cisco phones will replace legacy phones. The locations to receive new phones include JFRD EOC, Social Services, Yates Building, Supervisor of Elections, Tax Collector, Main Library and University Park Library.

FY2020 - PC Hardware Refresh and Windows 10 Upgrade (Year 3 of 4)

FY2020 will continue the replacement cycle to replace outdated computers throughout the City. There are approximately 7,000 computers, in use throughout the City Jacksonville (COJ) local government, that are a part of this refresh strategy. The final year of the refresh will replace approximately 1,700 PCs.

P25 Radio – Redundant Backup System

The City will implement a P25 redundant backup system. This new system will provide the City with a backup allowing for greater fail-redundancy, greater operational flexibility and continuous two-way radio communications in the case of system failure. The Redundant Radio System installation is scheduled for FY2021.

FY2020 - Mobile Radio Refresh (Year 5 of 8)

ITD will continue the refresh strategy to replace mobile radios for Jacksonville Sheriff's Office (JSO) and radios for Jacksonville Fire and Rescue (JFRD). These radios will be at end of life and support and will require replacements Mobile radios are systems within vehicles.

FY2020 - Portable Radio Refresh (Year 2 of 8)

ITD will continue the refresh strategy to replace portable radios for Jacksonville Sheriff's Office (JSO) and radios for Jacksonville Fire and Rescue (JFRD). JSO and JFRD XTS5000 and XTS2500 portable radios. These radios are at end of life and end of support. FY2020 will be Year 2 of an 8 Year project.

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P25 Radio – Radio Site Expansion

The intent of this project is to add Five (5) new simulcast radio sites to the P25 system. In doing so, this project will enhance and improve the in-building communication coverage for the core of Jacksonville on the current radio system. FY2022 will be Year 1 of a 5 Year project.

FY2020 - P25 Radio – Microwave Network Radio Sites (Year 2 of 4)

ITD will continue to replace Microwave Indoor Radio Units installed in two-way radio Microwave Network Towers. This is part of ITD's on-going strategy to replace all microwave tower radios over the next few years.

FY2020 - Network Equipment Refresh (Year 7 of 8)

This project will be year 7 of an 8 year Strategic Plan to replace legacy end of life network devices at various locations across the City. This annual refresh replaces outdated network equipment for various City agencies.

City Council AV Replacement

The purpose of this project is to update the audio/visual equipment and displays in the City Council Chambers, Lynwood Roberts Room, Don Davis Room, Committee Room B, and Conference Room A at the St. James Building. The project is to improve visibility for City Council meetings by providing larger display monitors for the public audience and City Council members. The intent is also to improve the image quality of the broadcast meetings by utilizing HD cameras and provide the ability to record/broadcast meetings from all rooms to all rooms and pre-defined Comcast channels. The project will complete in FY2021 with the upgrade of the City Council committee rooms. Currently ITD has developed an RFP with Chambers requirements for advertisement in FY2019.

Fleet Management System – Replacement Analysis

The purpose of this project is to replace the current Tivoli Fleet Management System with a solution that will allow the Fleet Management Division to satisfy their business needs by providing a Fleet specific application with the following functionality: Vehicle Services and Repairs, Equipment and Inventory, Fuel Usage and Mileage Tracking, Invoice and Billing, and Surplus and Disposal. The analysis phase is in progress with development of a Request for Proposal (RFP). This project has been reprioritized to start in FY2021.

Share Plan On-line Statement

An internal portal for Police and Fire Pension employees to provide convenient and easy access to their Share Plan statements around the clock. This project has been reprioritized to start in FY2020.

Jacksonville Human Rights Commission (JHRC) Case Management System Replacement

The goal of this project is to replace the current in-house developed JHRC Case Management system with a new vendor solution that will allow JHRC to satisfy their business needs by providing the functionality that includes: Case Management, Case Tracking Information, emails/notifications, reports, forms and other documentation related to Human Rights cases. The application will provide services to the residents of Jacksonville / Duval County related to reported matters of discrimination such as employment, public accommodation, HUD, etc. in a timely manner and according to regulatory requirements such as EEOC. This project has been reprioritized to start in FY2021.

FY2020 – Phone System and Call Center System Upgrade

In FY2020 ITD will continue its upgrade strategy to upgrade the City's cell centers. Five Call Centers will be included: Building Inspections, Main Library, Property Appraiser, Supervisor of Elections and Public Defender.



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Enterprise Infrastructure - Current Deployment Status

Network Equipment Refresh	FY15-16			FY16-17			FY17-18			FY18-19		
Customer	Switch	Wireless Access Point	Total	Switch	Wireless Access Point	Total	Switch	Wireless Access Point	Total	Switch	Wireless Access Point	Total
Animal Care and Control				3		3		24	24			
Building Inspections												
Code Enforcement												
Ed Ball / Data Center	29		29									
Ed Ball / Call Center												
Ed Ball / Vacant											42	42
Equestrian								2	2			
Fire and Rescue				48		48		4	4		6	6
Fleet								5	5			
Grant and Contract Compliance												
Guardian Ad Litem												
Health Department												
Housing and Neighborhoods												
ITD												
Jacksonville Children's Commission												
Jacksonville Sheriff Office												
Library												
Medical Examiner								6	6			
Mental Health										2	1	3
Mosquito Control										4		4
Parks and Recreation								12	12			
PFPF												
Planning and Development												
Procurement												
Property Appraiser												
Public Buildings												
Public Defender								23	23		1	1
Public Parking												
Public Works												
Parks and Rec / Senior Center												
SMG												
St James Building							37		37			
State Attorney												
State Attorney (Clay)												
Superior Complex - Radio								1	1			
Superior Complex - Fleet								5	5	32		32
Superior Complex - Agriculture				2		2		4	4			
Supervisor of Elections										1	1	2
Tax Collector								1	1			
Yates Bldg / PA, TC, PP, CSB*	3		3							18		
Traffic Engineering				12		12						
Grand Total	32	0	32	65	0	65	37	87	124	57	51	90



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Enterprise Infrastructure - Current Deployment Status

Server Refresh	FY16-17	FY17-18	FY18-19
Customer	# of Server	# of Server	# of Server
Adult Services			
Data Center	3	2	2
Behavioral Services			
Court Admin		1	
Fleet			
Fire and Rescue		2	
Jacksonville Children's Commission			
Jacksonville Sheriff Office			2
Library			
Medical Examiner			
Mosquito Control			
Parks and Recreation			
Police & Fire Pension			
Property Appraiser			
Public Buildings			
Public Defender			
Public Works			
SMG			
State Attorney (Clay County)			
Supervisor of Elections			
Tax Collector			
Victim Services			
Grand Total	3	5	4

Ensuring Technology Security Compliance

Threats to data and systems continue to become more prevalent; and confidentiality, integrity, and availability of data are core goals. ITD remains committed to initiatives that focus on the security core goals of the City's data.

Cloud Security

With the increase of available Cloud Services offered in the marketplace, ITD is evaluating and strategizing options that take advantage of available Cloud services. The migration of IT services to Cloud offerings include services such as Software as a Service (SaaS), Platform as a Service (PaaS), and Infrastructure as a Service (IaaS). In support of this goal, key Information Security personnel achieved the Certified Cloud Security Professional (CCSP) in May 2019.