

## Information Technology/Geographic Information System (IT/GIS)

The team, and their *specialties* as noted, are Fash Farashahi (Director – *GIS*), Cole Royal (Network Administrator – *Security and Knowledge Base*), and Tim Brezovec (Technology Specialist – *Architectures and Hardware Guru*).

The IT/GIS Department was renamed from the former Information Management System (IMS). 2019 was a busy year of maintaining, supporting, and implementing all aspect of Peterborough's municipal technology and its infrastructure. The team provides support services to all employees who use computers, printers, mobile devices, or audio-visual equipment, to ensure staff have access to necessary resources. The team is also responsible for the protection of electronic records from unauthorized access and safeguard data for disaster recovery purposes. Town employees can distribute information and communicate with each other and the public at large using town business computers, mobile devices, social media, and the Internet.

The vast majority of the Peterborough's municipal business network and electronic data are centrally managed by IT team. The design of the network allows all Town computers to be connected to the same private network enabling centralized backup of systems and remote administration of all municipal devices. The system architecture also includes data replication sites and a layered approach to security.

The Town of Peterborough's Geographic Information System (TOPGIS) continues to provide substantial support to the various departments and volunteer boards with their daily- and project-orientated tasks. We provide several online software applications (App) that have several useful mapping data sets including the tax maps and property record cards (PRCs). Data services, map creation, and reports are also provided to municipal staff, volunteer board members, and public works consulting engineers. The IT/GIS department also works closely with public works business office and enterprise operations for the inventorying, mapping, and asset management of all their various *virtual* and *real property* resources.

### Inventory

77 Desktops  
28 Laptops  
28 iPhones  
12 iPads  
28 Network Switches  
10 Firewalls



### 2019 Successes:

1. Assisted Finance Team with migration of all Financial Software and Databases to new software platforms for Property Taxes, General Ledger, and Utilities Billing.
2. All town Desktop PCs and Laptops were upgraded to *Windows 10* leaving no *Windows 7* operating systems on the computer network. Microsoft ended *Windows 7* extended support on January 14, 2020.
3. Installed new wireless internet equipment at most town offices including Town House, Fire Station, and Library.

4. Deployed new GIS portal (Worx) for a one-stop shop for all Public Works Divisions and Fire Rescue Operations. A
5. New GIS inspection apps for Utilities Division: Hydrant Inspection App & Gate Valve Inspection App
6. Completed phase 1 of comprehensive stormwater inventory and mapping program.
7. Completed annual technology hardware verification
8. Upgraded hardware and operating system on 10 Existing computers and installed 16 NEW replacement Desktop PCs
9. 411 Helpdesk Tickets logged and worked by IT/GIS
10. Upgraded internet speeds at all municipal locations



**Upcoming Technology and GIS Projects:**

1. Stormwater mapping and inventory Phase II: Conditional Assessment and Inspection Program
2. Stormwater Assessment and Inspection App
3. Utilities Division Manhole Inspection app
4. Fire Rescue common operational app update
5. Software Implementation for Permitting and Land Use Modules for Codes Office and Planning/Community Development.