# Department of
# **Digital Service & Open Government**

Department All-Hands Meeting

February 21, 2019
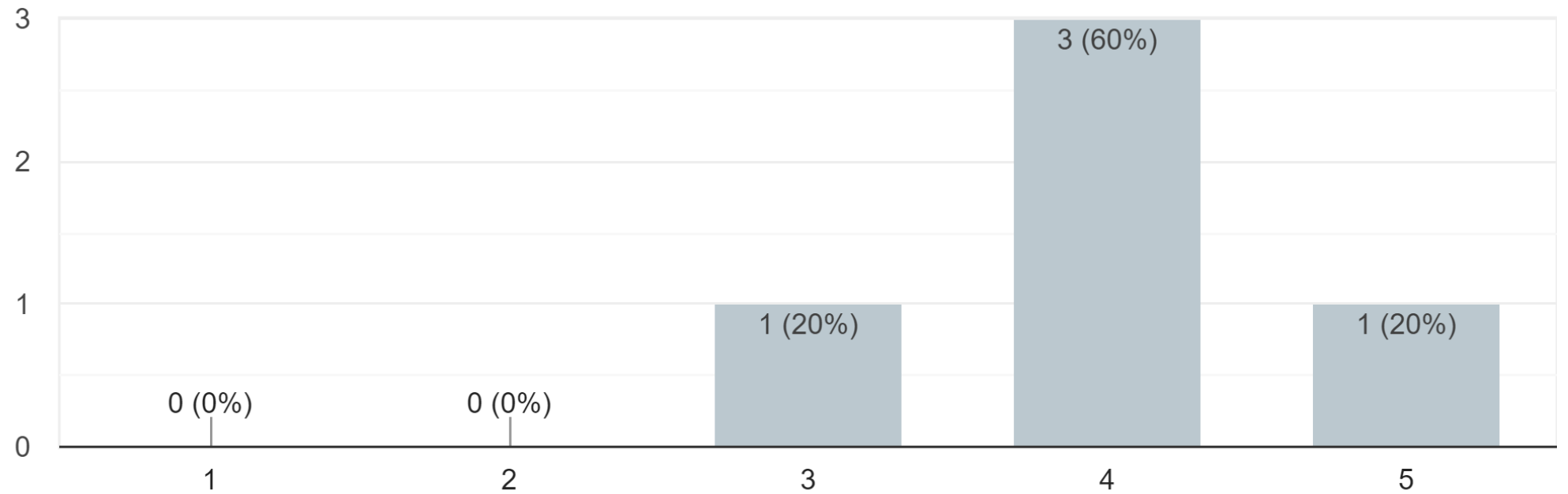
# Agenda

- Feedback (5 min)
- Department Updates (20 min)
- Automation Opportunities (30 min)
- Strategic Planning (5 min)

# Feedback
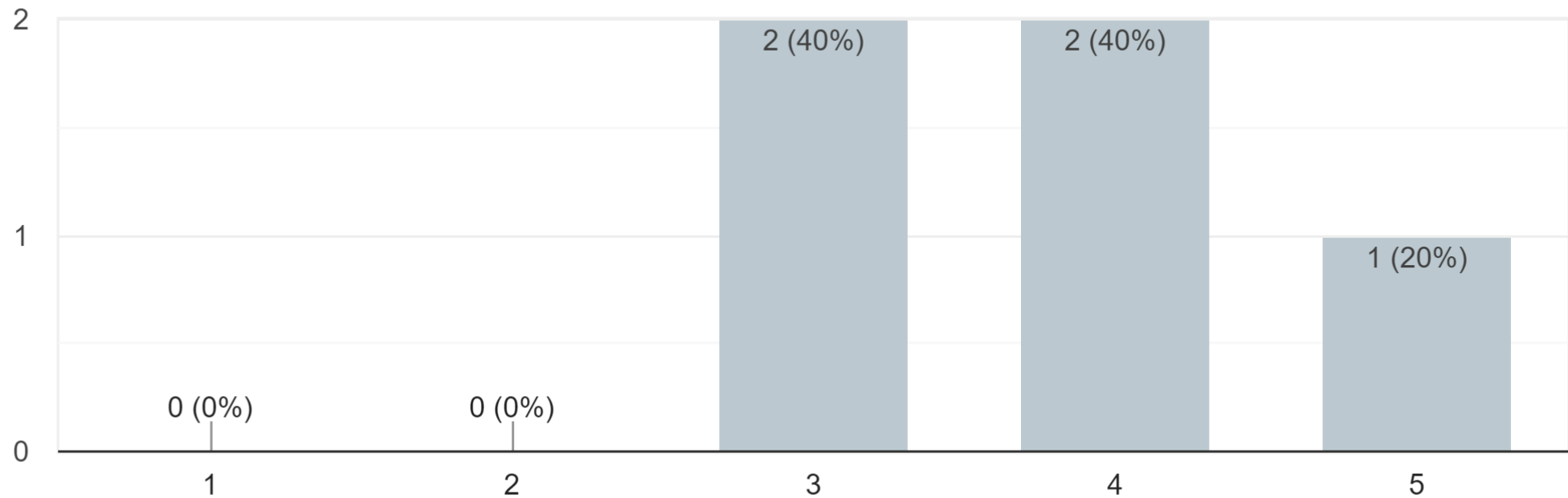
## How satisfied were you with the all-hands meeting?
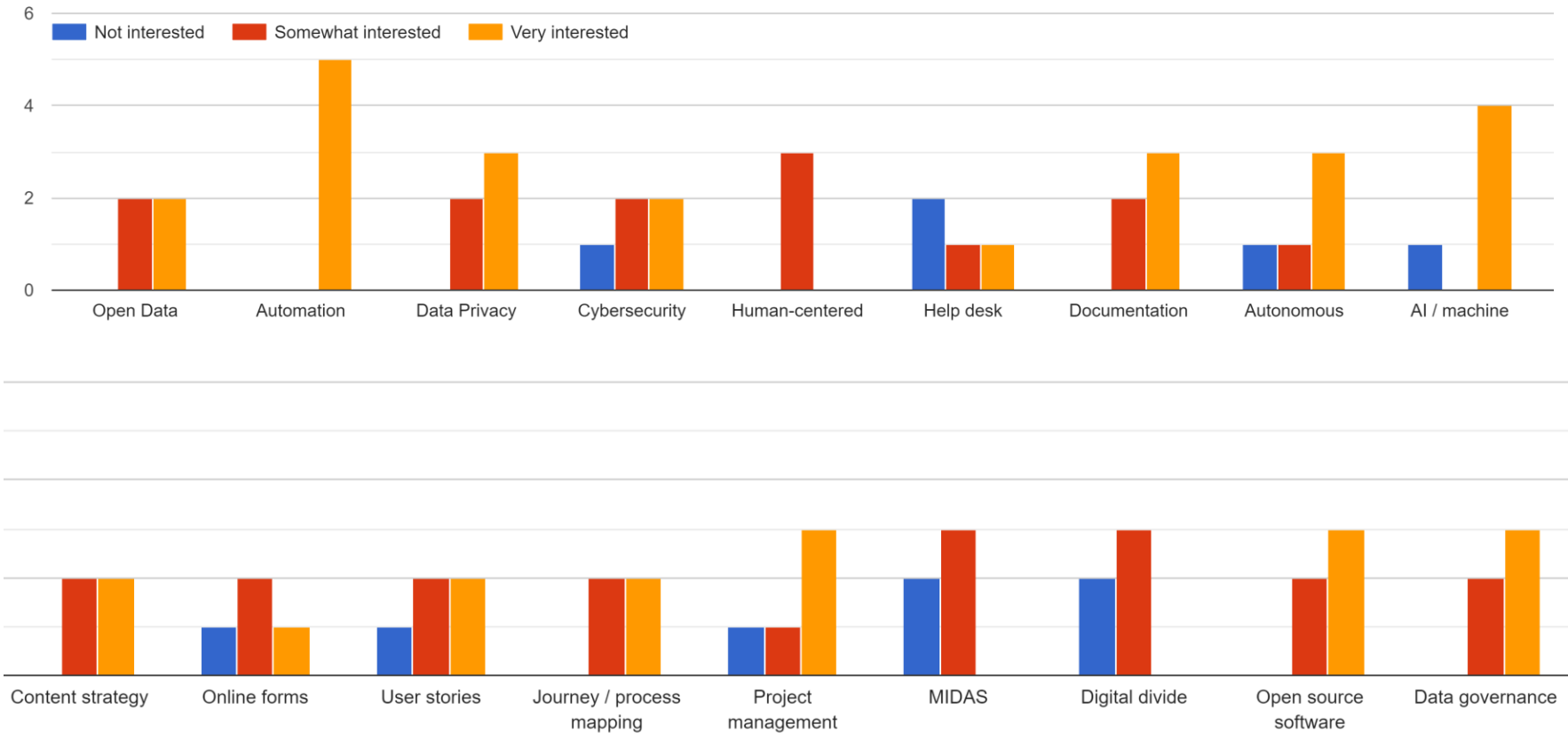
5 responses

# Feedback

How relevant and helpful do you think it was for your job?

5 responses

# Feedback



Future Topics

# Department Updates

- Mail Services & Print Shop – 2 min (Gus)
- Workspace
    - *Network team – 2 min (Vinh)*
    - *Wall space– 2 min (Sean)*
- Metrics
    - *Infrastructure – 2 min (Vinh)*
    - *Help Desk – 5 min (Eric)*
- Major Projects
    - *Office Upgrade – 2 min (Gus)*
    - *Essential Facilities – 2 min (Vinh)*
- New position – 1 min (Rebecca)

# Network Operations Workspace

2/20        Room clean of all IT equipment and personnel
2/21        Facility remove all shelving
2/26        Last check, give Charly the OK by 2/28
3/1          Times2 cabinets move and new shelving installation
3/1 - 3/8  PD move to IT Workshop, someone in PD lost a bet
3/8 - 5/31  Prep new space

Thank you to the teams and Facility for their hard work.  And PD for allowing us to swap the space.

# Infrastructure Metrics



city-pd-vcenter.city.local

Su  M  Co  P...  D...  Ho...

Virtual Machines: 77
Hosts:            7

**city-pd-vcenter.city.local** | ACTIONS ⌄

Su   M   Co   P...   D...   Ho...   V   D...   Ne   Linked...   E...   Up

Virtual Machines: 72
Hosts:            7

CPU
Used: 37.86 GHz          Free: 246.82 GHz
                         Capacity: 284.68 GHz

Memory
Used: 463.31 GB          Free: 784.13 GB
                         Capacity: 1.22 TB

Storage
Used: 34.9 TB            Free: 27.28 TB
                         Capacity: 62.18 TB

DPW-vCenter.city.loca

Summary   Monitor   Configure

Virtual Machines: 16
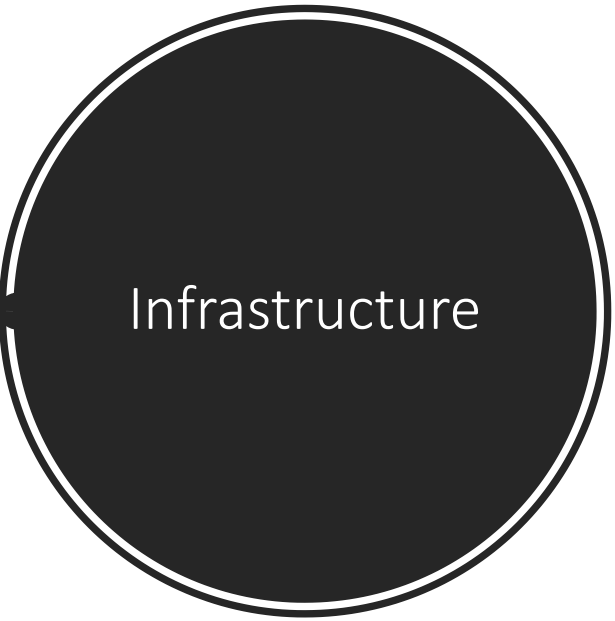Hosts:            3

**DPW-vCenter.city.local** | ACTIONS ⌄

Summary   Monitor   Configure   Permissions   Datacenters   Hosts & Clu

Virtual Machines: 16
Hosts:            3

CPU
Used: 2.93 GHz           Free: 74.55 GHz
                         Capacity: 77.48 GHz

Memory
Used: 140.39 GB          Free: 83.01 GB
                         Capacity: 223.4 GB

Storage
Used: 7.97 TB            Free: 10.81 TB
                         Capacity: 18.78 TB

vCenters: 42.87 TB, down from 43 TB

# Infrastructure Metrics

Infrastructure

**Green** [inbound traffic]
**Blue** [outbound traffic]

Refresh Now
2019-02-20 Wednesday 16:03:02
*Refresh every 5 minutes (Green = Incoming | Blue = Outgoing)

MIDAS ASE max 150Mb/s
City Hall max 150Mb/s
Terra Linda max 10Mb/s
B-street Data max 15Mb/s
Morphew Data max 50Mb/s
Al Boro Data max 15Mb/s
MIDAS / AU197 Wifi max 20Mb/s

The statistics were last updated **Wednesday, 20 February 2019 at 16:04,**
at which time **'GW-SanRafael-CityHall.marinorg.net'** had been up for **401 days, 6:38:36.**
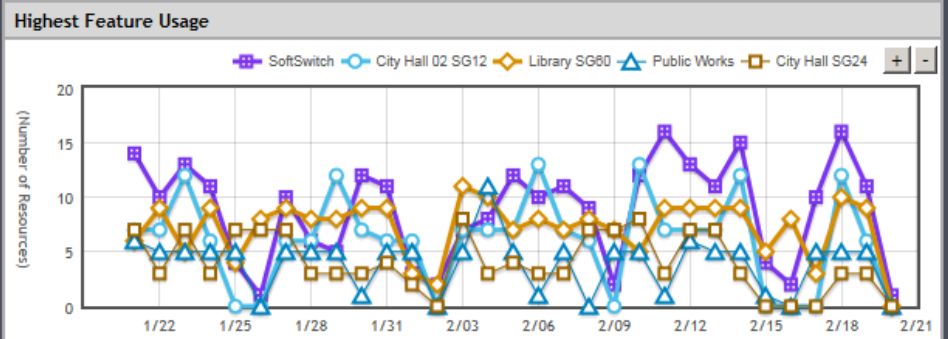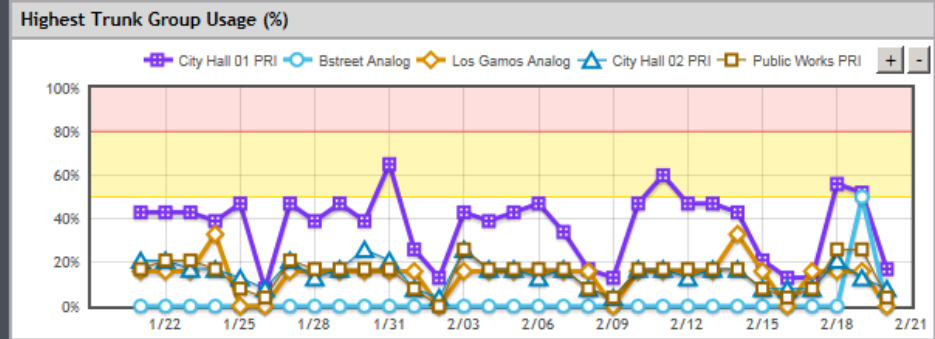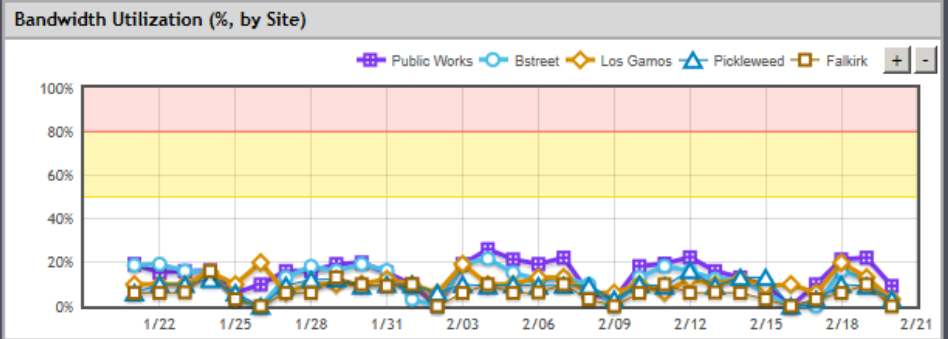
`Daily' Graph (5 Minute Average)
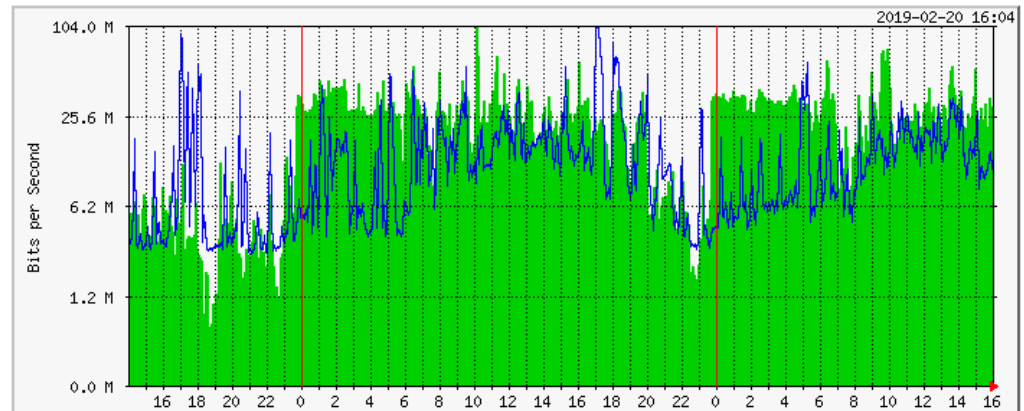
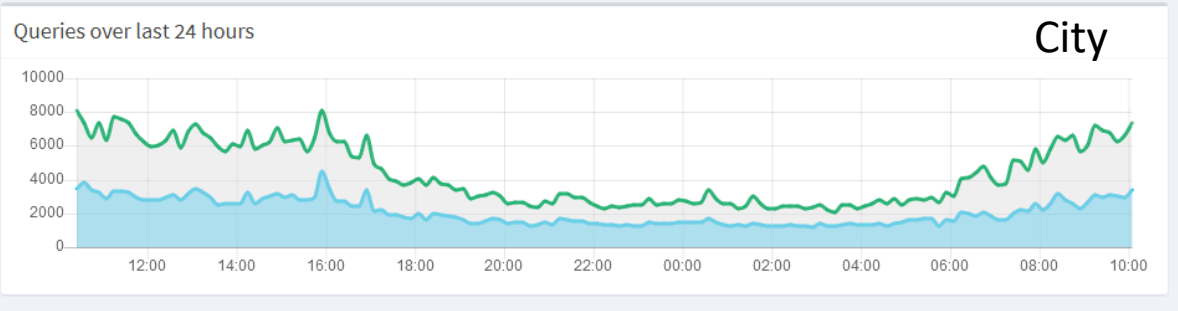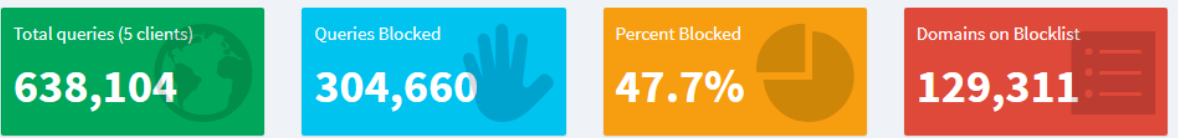| | Max | Average | Current |
|---|---|---|---|
| In | 102.2 Mb/s (10.2%) | 21.9 Mb/s (2.2%) | 20.3 Mb/s (2.0%) |
| Out | 99.6 Mb/s (10.0%) | 14.0 Mb/s (1.4%) | 10.9 Mb/s (1.1%) |

# Infrastructure Metrics
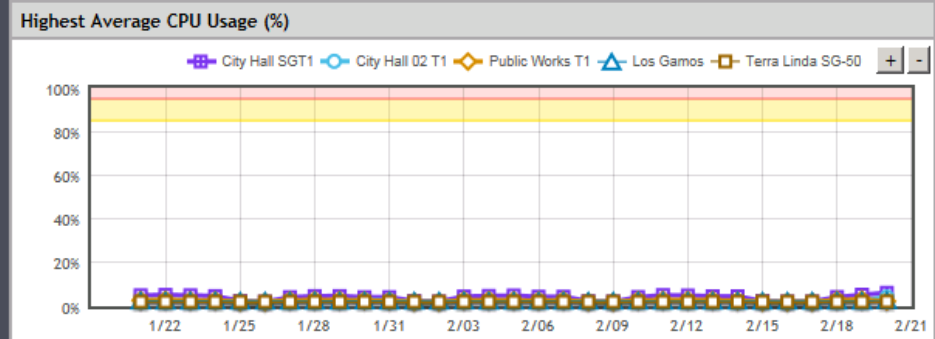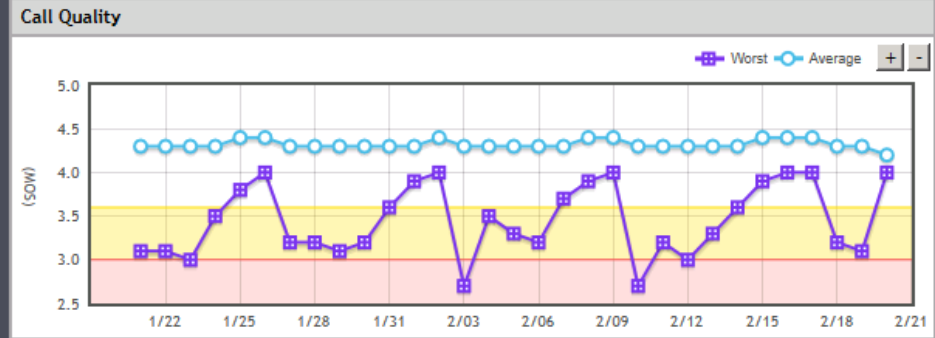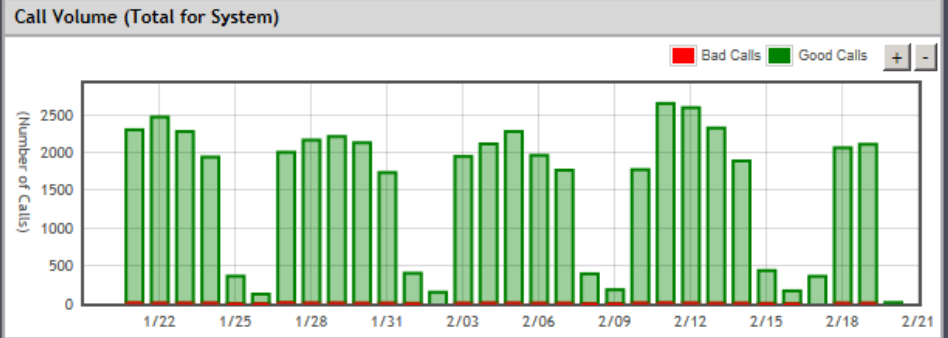


Touching the VOIP

Averaging over 2000 calls per day

# Infrastructure Metrics



The 90s Internet
(24 hours window)

Total queries (5 clients)
**638,104**

Queries Blocked
**304,660**

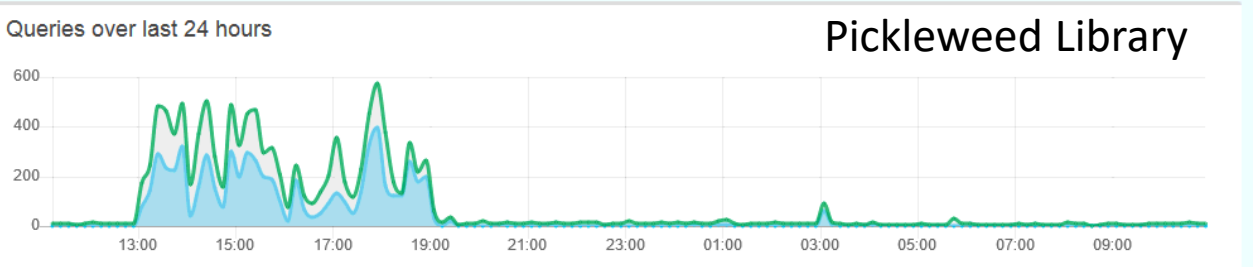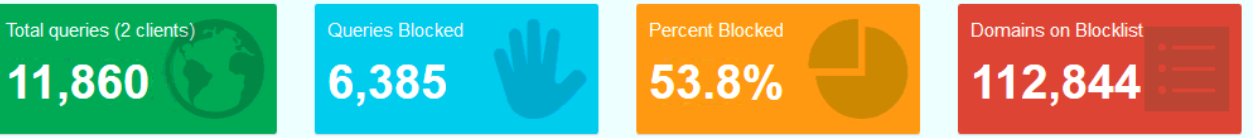Percent Blocked
**47.7%**

Domains on Blocklist
**129,311**

Queries over last 24 hours

City

Total queries went up, percentage remains close.

Total queries (2 clients)
**35,559**

Queries Blocked
**14,228**

Percent Blocked
**40.0%**

Domains on Blocklist
**112,844**

Queries over last 24 hours

Downtown Library
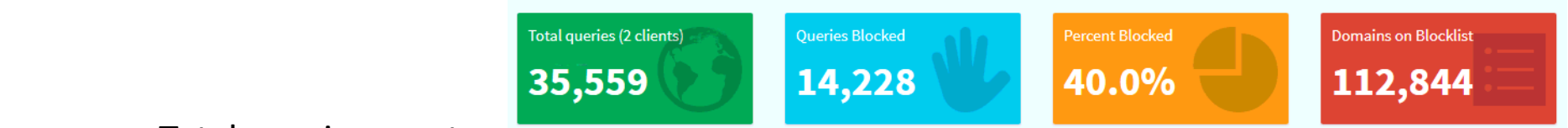
Total queries went down, percentage went down.

Total queries (2 clients)
**11,860**

Queries Blocked
**6,385**

Percent Blocked
**53.8%**

Domains on Blocklist
**112,844**

Queries over last 24 hours

Pickleweed Library

Total queries went down, percentage went way up from 21%

# Infrastructure Metrics

**Wireless Networks**

### Wireless Clients (per ESSID)

37 CLIENTS

■ AU197
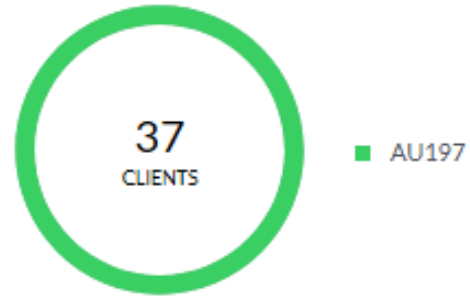
### Current Usage: Top Access Points

8 CLIENTS

21.1 GB TRAFFIC

■ FS6_Engine_Bay
■ CityHall-CouncilChamber3
■ CityHall-CouncilChamber4
■ CityHall-CouncilChamber1
■ Boyd_Upstairs
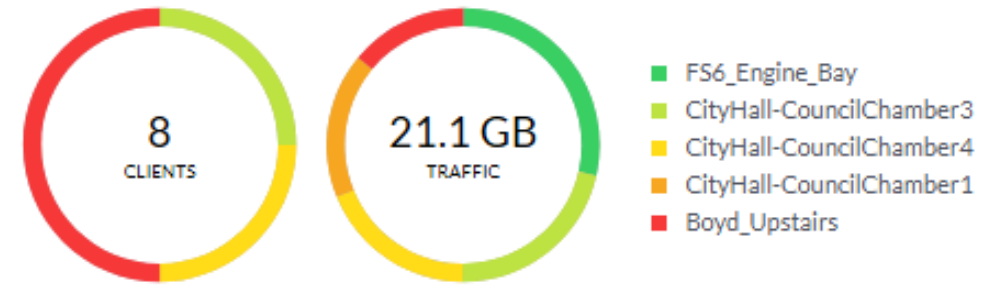
### Wireless Clients (per Radio Type)

37 CLIENTS

■ 2.4 GHz    17
■ 5 GHz      20
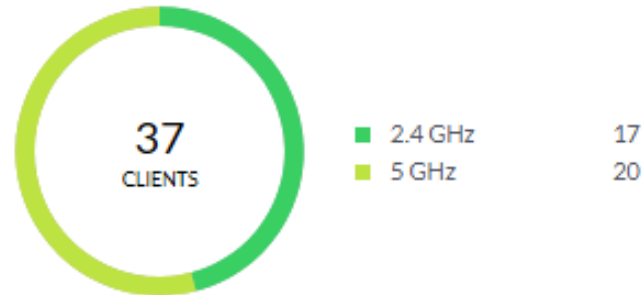
### Quick Look

**Most active AP**

FS6_Engine_Bay          ↓ 5.96 GB          ↑ 71.8 MB

**Most active client**

CC01C6300               ↓ 498 MB           ↑ 18 MB

- 23 Ubiquiti wireless access points @ 12 city facilities
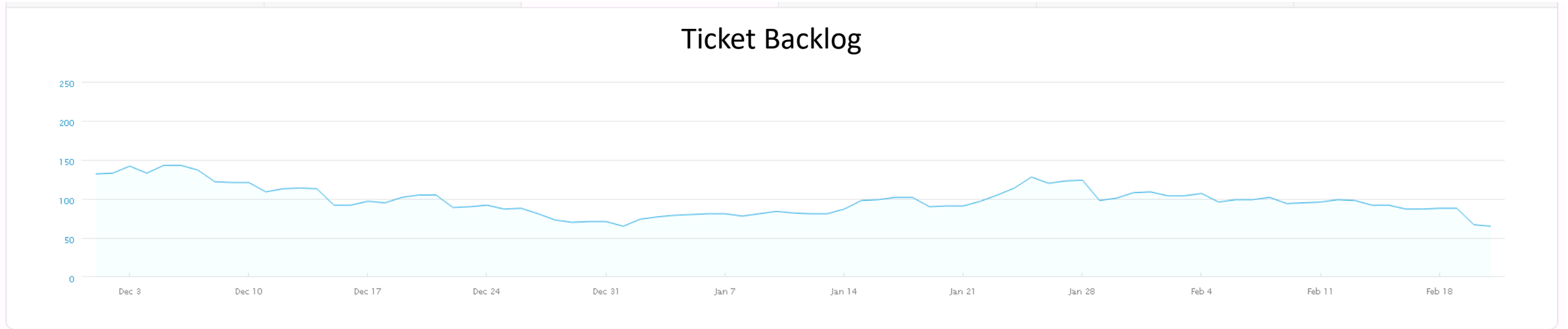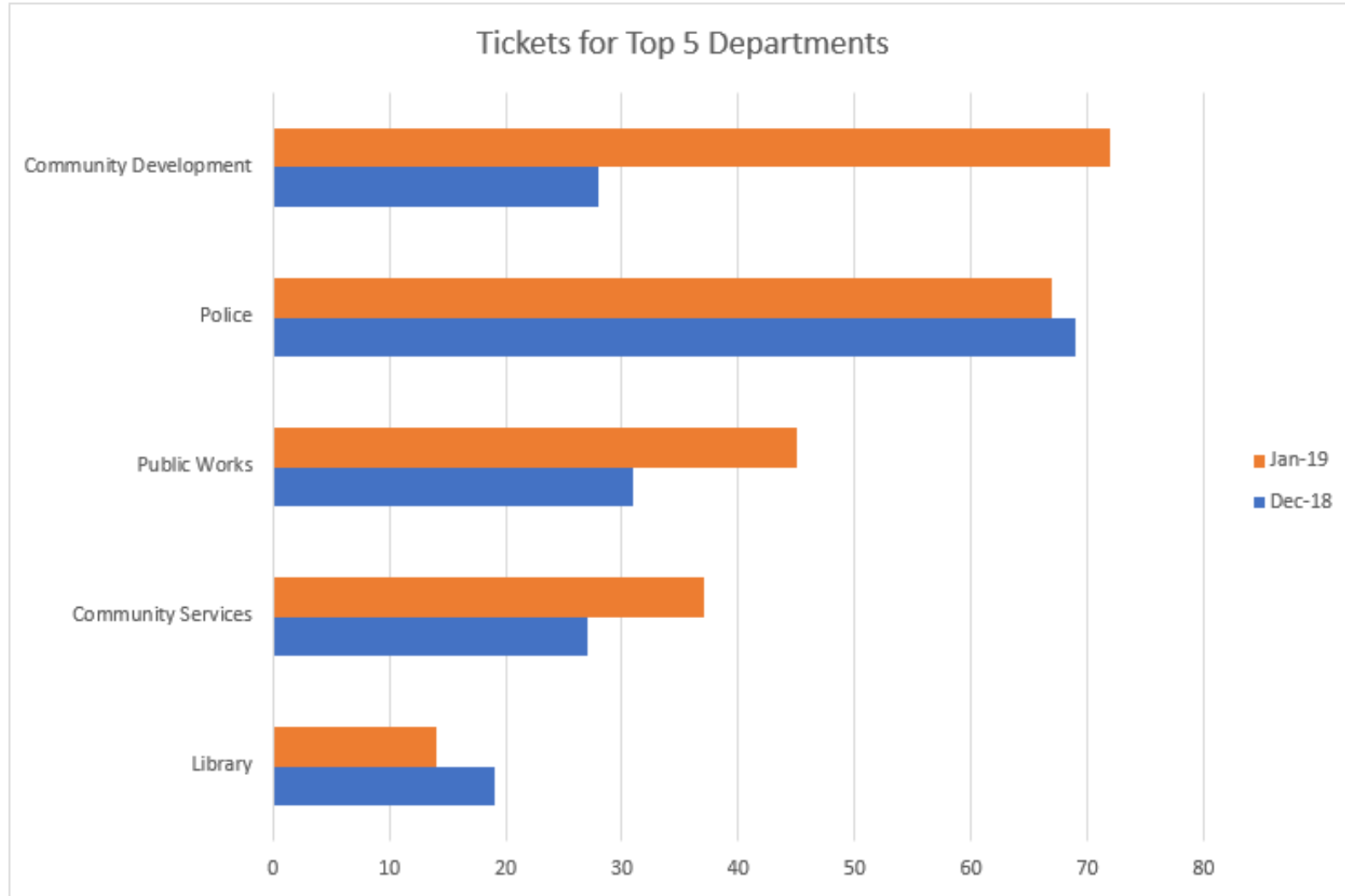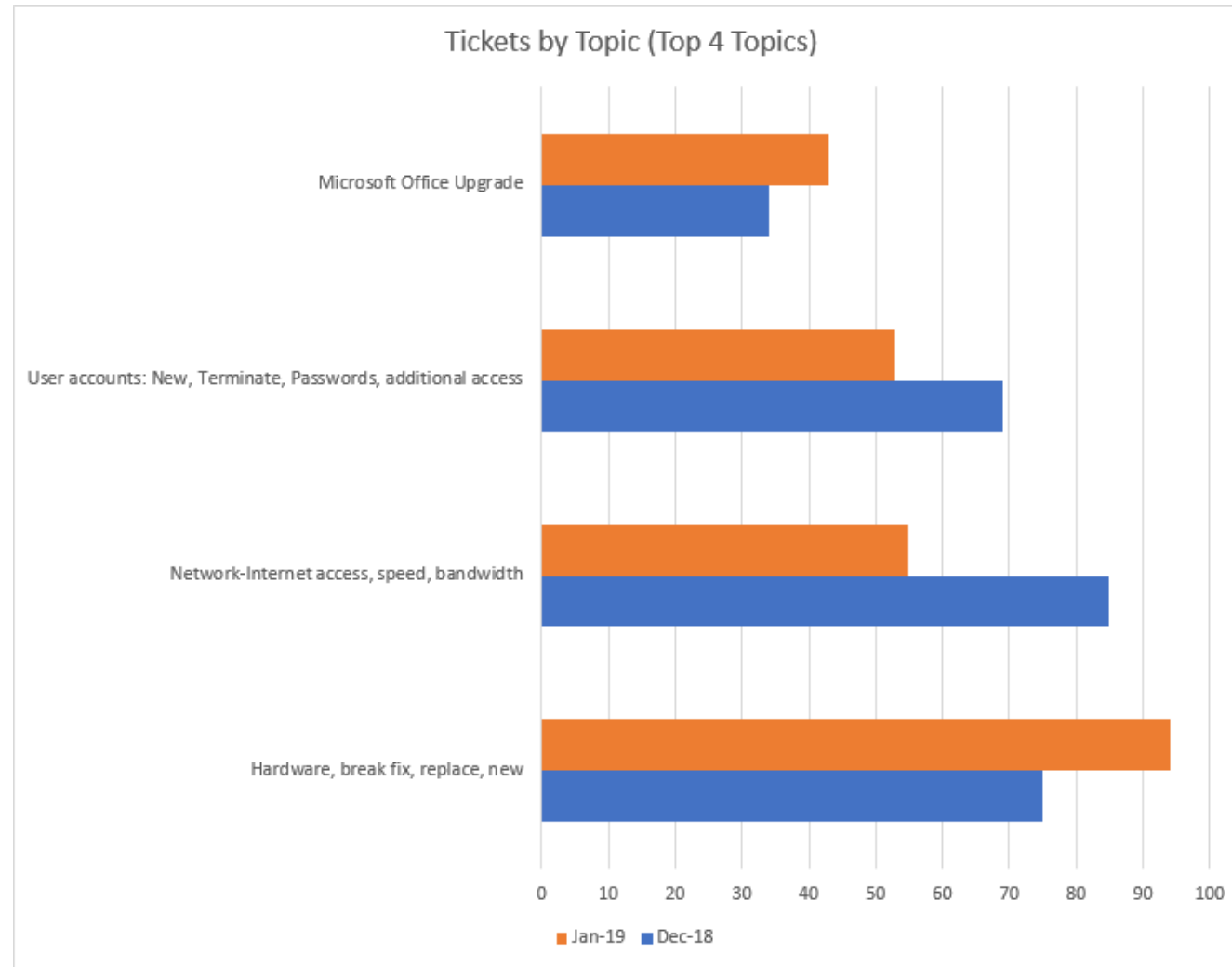- Around the corner, Cisco Wireless Controller for enterpriser deployment

# Support Desk Metrics



Ticket Backlog

# Support Desk Metrics



Tickets for Top 5 Departments

# Support Desk Metrics



Tickets by Topic (Top 4 Topics)

# Essential Facilities

Fire Station 52

– network equipment onsite waiting for ATT and Comcast.

– Substantial completion on 3/20th

– We are on track to meet station opening around 5/2019*

Fire Station 57

– Working with ATT and Comcast.  6/1 for Comcast fiber

– Network equipment ordered, in storage

– Network design verifications

– Grand opening around 8/2019*

Public Safety Center

– Network design discussion

– Architectural reviews

– Grand opening in Q1 of 2020*

*rough estimate timeframe, not official*

# Automation Opportunities

- **What have we done?**
  - PDQ
  - Logon script
  - vCenter VM Templates
  - Network equipment deployment templates
  - Automatic reminders (password & account expirations)
- **What should we change?**
- **New opportunities**
  - Impact ←→ Effort

# Strategic Planning

**MISSION** (draft)

To help continuously improve the delivery of City services by designing for and with people, engaging the community, using data to drive decisions, and maintaining modern technology infrastructure.

# Strategic Planning

**CORE VALUES** (draft)

- Human-centered and empowering

- Open and transparent

- Inclusive and collaborative

- Reliable and trusted

**GUIDING PRINCIPLES** (draft)

- We practice openness and empathy

- We design services with and for people

- We build, implement, and maintain scalable and secure infrastructure

- We measure outcomes and impact, and work to continuously improve everything around us

# Strategic Planning

**GOALS AND STRATEGIC OBJECTIVES**

**Goal 1. Service Design**

Establish human-centered design principles as the foundation for Citywide service delivery.

# Strategic Planning

**GOALS AND STRATEGIC OBJECTIVES**

**Goal 2. Community Engagement**

Refine and expand Citywide community engagement efforts to be more proactive, timely, and driven by a customer service culture of empathy and transparency.

# Strategic Planning

**GOALS AND STRATEGIC OBJECTIVES**

**Goal 3. Technical Support**

Develop a foundation for providing exemplary technical support through automation and improved service delivery (process design).

# Strategic Planning

**GOALS AND STRATEGIC OBJECTIVES**

**Goal 4. Network Infrastructure**

Design and develop network services and infrastructure to support the City for the future.

# Strategic Planning

**GOALS AND STRATEGIC OBJECTIVES**

**Goal 5. Open Data & Performance Measurement**

Create an open data program, measure things that matter, and leverage data for better decision-making.

# Strategic Planning

**We want your input.**