

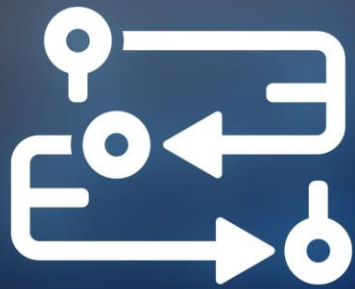


A TLANTA
I NFORMATION
M ANAGEMENT

Quarterly Report
Finance/Executive Meeting

Gary Brantley, CIO

A I M UPDATES



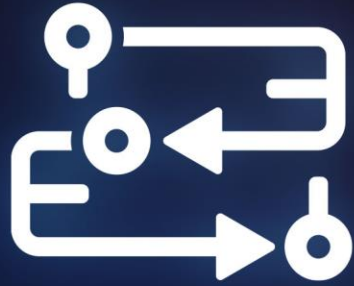
Operational
Efficiencies



Security Progress



Strengthening the
Core/Infrastructure



Operational Efficiencies

A I M UPDATES

IT Service Management Solution



AIMNow is an easy-to-use self-service portal that:

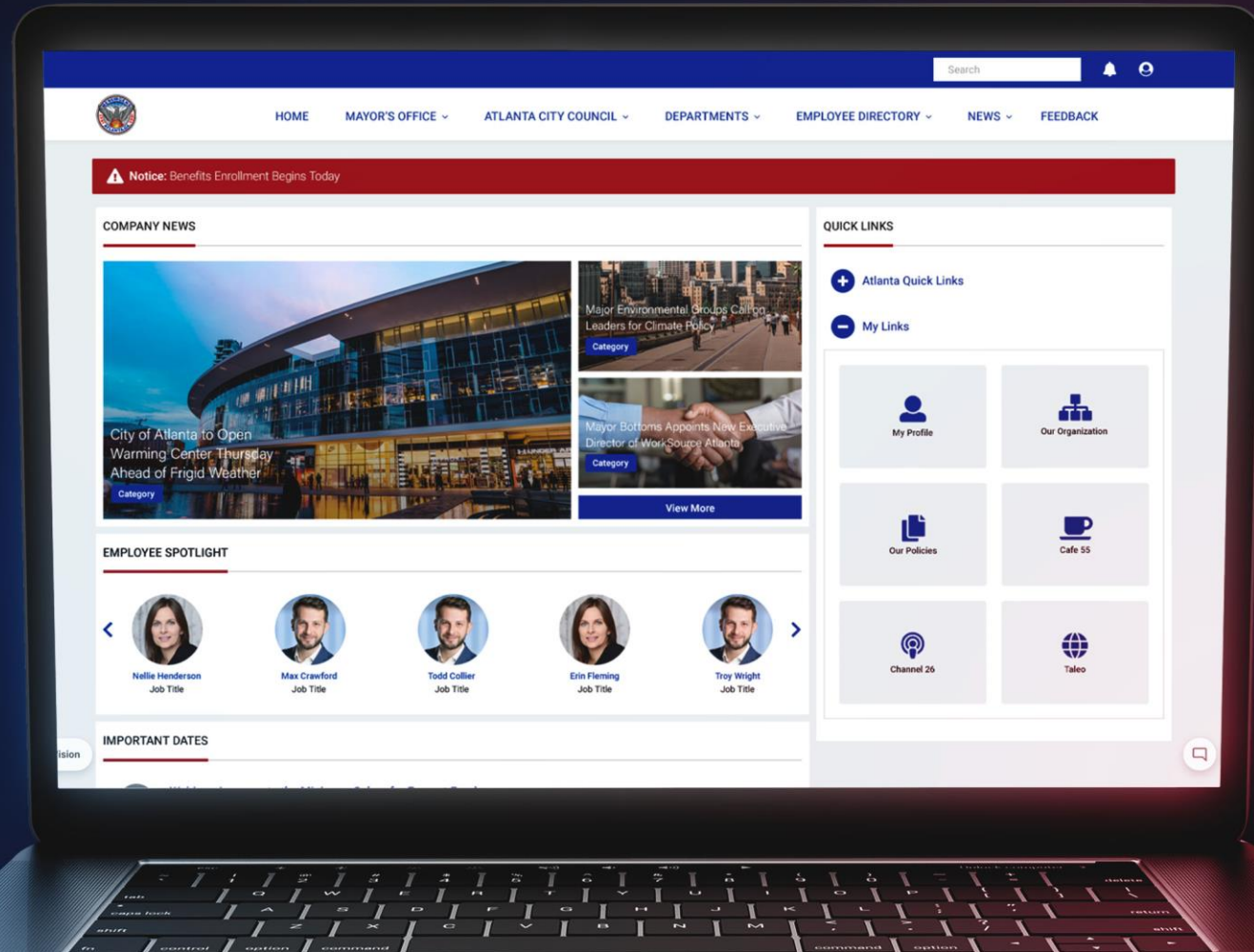
- Leverages innovation and technology to deliver world-class customer service
- Establishes standards to drive consistent processes
- Creates a seamless, intuitive and customer-centric experience
- Provides quick service to residents and customers

Benefits of AIMNow:

- Wider range of service solutions to better fit customer needs
- Around the clock automated tasking service
- Constant updates to ensure best-in-class service
- Real-time responses
- Faster resolution time

A I M UPDATES

CITYNET



A I M UPDATES

Contract Updates & Cost Savings



This is the City of Atlanta's first AT&T Master Agreement

Eliminated Legacy Voice Services - transition to new technology solution offerings with expected annual cost savings

Leveraged Competitive Pricing: Utilize the GTA competitive pricing for networking services and continue to fulfill Network Request for new sites, public safety bandwidth upgrades for video surveillance

Total Cost: \$26,928.75

A I M UPDATES

Microsoft Contract Update and Cost Savings

	FY19 Spend	FY20 Projected	Savings (Projected)
Licenses	\$5,047,975	\$4,795,264*	\$252,711
Azure	\$1,549,193	\$1,287,275**	\$261,918
Total Spend	\$6,597,168	\$6,082,539	\$514,629
Negotiated \$2,228,267 in Additional Services			

*Based on SHI budgetary estimate

**Based on current usage rates with no charges



Security Progress

A I M UPDATES

Data Privacy Update

Accomplishments

- Implemented Ethical Digital Standards over IoT devices.
- Adopted an internal Open Data policy and Terms of Use statement in preparation for the launch of City's Open Data Portal.

In Progress

- Formalizing the City's Data Governance Policy
- Conducting Privacy Impact Assessments
- Joined Coalition of Cities for Digital Rights

AIM UPDATES

City of Atlanta Business Continuity Program

In conjunction with the Mayor's Office of Emergency Preparedness, AIM is actively building a City of Atlanta Business Continuity Program.

Business Continuity Program Representatives will:

Provide representation of business units/divisions in decisions about what to include in scope, resource allocation, and how to best to engage their division.

Assist in embedding business continuity in the culture of his/her department through regular communications and meetings setting expectations with his/her personnel.

Establish goals and objectives for the program that align with the City's Business Continuity Strategy.

Meet regularly to evaluate performance of the program based on established objectives, assess the need to change objectives and evaluate allocation.

A I M UPDATES

Cyber Security Program Reporting Overview

(NIST) Cyber Security Framework (CSF)





Strengthening the Core/Infrastructure

A I M UPDATES

WIFI

- CoA Wi-Fi is now separate from the Guest Wi-Fi Network •
- Filtering Guest Wi-Fi •



A I M UPDATES

10G CIRCUIT UPGRADE

1G → 10G

A I M ACCOMPLISHMENTS

Operational Updates



End User Device Upgrade

- 2,752 devices were replaced/refreshed
- 1,486 devices were upgraded to Windows 10



Data Centers

- Removal of obsolete equipment (decommissioned)
4 IBM cabinets, 80 physical servers, 7 storage arrays,
2 tape libraries

A I M ACCOMPLISHMENTS

Aviation Office 365 Upgrade/Active Directory Consolidation Upgrade Project

Aviation Office365 Upgrade

Collaborate Anywhere, Anytime

Stay Up and Running Always

Provides Continuous Security Compliance

Benefits of integrating CoA and ATL Active Directory include:

Aviation users will have atlantaga.gov email address and atl.com address

Aviation users will now be able to log into CoA network (including wireless)

Aviation users will be able to print within CoA facilities

All users will be able to schedule meetings with no issues

A I M UPDATES

Microsoft Teams Buzz Day

Microsoft Teams is a unified communication and collaboration platform that combines persistent workplace chat, video meetings, file storage (including collaboration on files), and application integration.

Benefits:

- Easily converse, meet, share files and collaborate from anywhere
- Manage group projects in one place
- Save time by utilizing tools which support efficiency and mobility

Microsoft Teams Buzz Day

Wednesday, December 4 from 11:00 am - 2:00 pm

Atlanta City Hall Atrium – 55 Trinity Ave SW, Atlanta, GA 30303

