

IS Department's FY 2023 -2024 Key Work Items



Key Work Item
1. Migrate the City's Voice Over IP (VOIP) in-house phone system to a cloud-based VOIP solution.
2. Implement a new Contact Center Communications Manager solution.
3. Release an RFP and implement a recommended replacement for the WSPORS solution.
4. Collaborate with Finance on the implementation of a new IVR solution using the Paymentus platform.
5. Collaborate with Finance on the replacement of the existing Web Payment Reception application using the Paymentus platform.
6. Complete the installation of new technology equipment per the six distinct scheduled projects: <ol style="list-style-type: none"> 1) Infrastructure improvements including server replacements, cybersecurity improvements, back-up and storage solutions, security enhancements, and internet bandwidth upgrades; 2) Security cameras infrastructure and expansion; 3) Communications network expansion; 4) Telephone maintenance and system upgrade; 5) End-point device replacements; 6) Mobile device upgrade and refresh.
7. Support the City's Strategic Plan Priority #11 - Address the digital divide by increasing access to technology infrastructure, equipment, and education.
8. Select and purchase an Enterprise Integration Platform.