From the IT Director:

The Wilsonville IT department is looking forward to the New Year! We have a lot of projects lined up that will help the City stay productive and efficient!

Before heading off into the New Year, I wanted to touch on everything we have accomplished in 2018. Last year was extremely busy, the IT department led the selection process for the new Enterprise Resource Planning (ERP for short) software. This software underpins all of the functions in the Community Development and Finance departments. Once fully implemented the new ERP will improve how citizens pay utility bills online and do business with the City. It is a massive software package and is anticipated to take approximately three years to implement.

An important project that we implemented in 2018 was installing software to analyze and filter email that comes into the City. On average, 85% of email sent to City addresses is categorized as spam or phishing attempts. This software not only keeps this junk out of staff inboxes and lets them focus on more important tasks but it also scans links within email for malicious content. Email is the number one way a system can become compromised. All of these features help keep the City and the data we maintain safe.

81,889
Total Inbound Messages
12,303
Weekday Average

88%
Inbound Rejected

9
Inbound Malware Detected

4,608
Total Outbound Messages
850
Weekday Average

0
Outbound Malware Detected

16%
Outbound Rejected

293
Total Clicks
URL Protect

0
Unsafe Clicks
URL Protect

0
Total Attachments Sandboxed
Attachment Protect

0
Unsafe Attachments
Attachment Protect

0
Detections
Impersonation Protect

0
User Device Pairs
Weekday Average

96
Searches

96.9%
Search Success Rate

IT's biggest change in 2018 was becoming our own department. Up until this year, IT was part of the Finance department at the City. This worked well for many years but after careful consideration by the City Manager, it was decided that IT should be its own department. This change allows IT to more effectively support all departments within the City. Technology crosses all department boundaries and that has become increasingly apparent over the last decade. Aspects of IT now exist in everything from the giant ERP project to small lighting projects. We are excited by the opportunity to work even closer all the departments in the City!

Looking forward to 2019 we have a full slate. New projects include updating our IT Strategic plan, implementing a new phone system, and upgrading www.wilsonvillemaps.com (GIS mapping site).
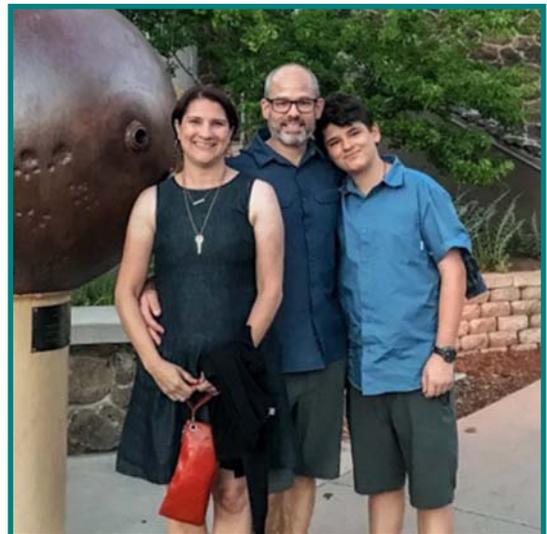
Speaking of our GIS mapping site, Dan Stark will be leading that project. Dan is the City's GIS (Geographic Information Systems) Manager. In this role he maintains both the GIS data and systems for WilsonvilleMaps.com, Cartegraph, and EDEN. He also maintains the back-end databases, software releases, and user permissions necessary in these "Enterprise Systems".

Dan also takes part in the regional GIS user groups where peers from agencies in the region and State coordinate their efforts to ensure the compatibility of GIS databases. Compatibility provides information for regional planning initiatives as well as emergency dispatch by policy and fire agencies.

As part of implementation of these systems Dan has mentored more than 25 interns over the past 10 years. The intern projects have aided multiple City departments as additional computer systems utilize GIS based maps and databases.

In between maintaining these systems he makes well over 100 maps per year based up request from City staff in each and every department.

Dan has worked as the GIS Manager for the City since January 2005. His wife Courtney Duke is a transportation planner for the City of Portland and his son Owen is almost 14 and in the eight grade at Jackson Middle School in Portland.

Dan was born in Minneapolis, raised in Chicago, attended college in California, and spent his entire professional career in Oregon. Dan started as an assistant planner for Marion County in 1994 in Salem ,and spent several years as a consultant before joining the City of Wilsonville.

In his spare time Dan is an avid landscape photographer, woodworker, and triathlete.

Until next time,

Andy Stone

IT Director