

TECHNOLOGY & COMMUNICATIONS

DEPARTMENT UPDATE

SEPTEMBER, 2019

CRANBERRY TOWNSHIP, PENNSYLVANIA

For any questions, please contact:

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Communications Team – The Communications Team is responsible for the creation of the Township’s publications including the Cranberry Today newsletter and the Parks & Recreation Program Guides. The Communications Team manages the Township’s web sites, social media accounts and overall online presence as well as marketing programs for the Cranberry Highlands Golf Course and the Parks & Recreation Department. The team also is responsible for video production, brochures, presentations, posters, banners and other content creation needs.

Manager: Tina Fedko

Projects:

Project Title	Project Description
Art Box Project	Creation of program for artwork on traffic boxes
Coffee with Township Manager	Creation and coordination of events
Content & Communications Specialist Position	Filling position to replace Peter Longini (Staff Writer)
Cranberry Today Newsletter	January Edition
Donor Snap Database	Building database of all donors/sponsors to track the dollar amounts and asks
Golf Course Marketing	2019 Golf season and non-golf activities
Graham Park Sponsorship	Creation of sponsorship package and meetings with businesses
Parks & Recreation Guide	January 2020 program guide creation and distribution
Parks & Recreation Marketing	2019 Programs and Waterpark season
Project of the Year – 2019 & 2020	Fundraising for CTCC 2019 & 2020 POYs
Public Safety Web Site	Creation of new public safety department header site
Stormwater materials	Creating materials and web content for the new stormwater fee
Township Services Web Site	Creation of new site for public facing services
Web Site Refresh	Go-live planned for mid-December

Work Orders:

- 136 work orders completed in September
- 50 open work orders as of 10/28/19

Data Team – The Data Team is responsible for the management of the Township’s software applications, databases, reports as well as the GIS system for storing and mapping Township assets and geographical information. The Data Team handles project management, systems implementation and ongoing software maintenance including upgrades, reports, workflows and integration between systems. The GIS system is used to produce maps, data analysis and web applications which provide insight into geographical data including infrastructure, developments, parcels and other layers.

Manager: Chad Julkowski

Projects:

Project Title	Project Description
ArcGIS Pro Upgrade	Upgrading GIS desktop client software and training staff
Asset Management Software	Evaluating software options for tracking assets and work
K2 Software Upgrade	Upgrading K2 to latest version to integrate with Office 365
Munis – Enterprise Asset Management	Testing of new features in Munis version 2019.1
Munis – Field Sheet Mobile	Mobile application for accessing work orders
Munis – Tyler Content Manager	Munis document management system
Munis – Tyler Notify	Munis customer notification module implementation
Munis – Tyler Hub Dashboard	Implementation of new dashboard tools
Office 365	Migration of files from SharePoint and file shares Office 365
Online Property Surveys	Publishing of surveys online in PropertyFinder
Stormwater Billing	Integration between GIS system and billing for purposes of implementing a stormwater management fee
Sewer & Water GIS Data Update	Updating the GIS system to capture additional asset data
Sewer & Water Project	Expanding the use of technology by the Sewer & Water staff and consultants to provide additional Munis access and GIS capabilities

Work Orders:

- 47 work orders completed in September
- 40 open work orders as of 10/28/19

Network Team – The Network Team is responsible for the Township’s technology infrastructure including computers, servers, storage, networking equipment, phones, cameras and any other devices connected to the network. The Network Team manages technical projects and assists other departments with their hardware for running their operations such as SCADA, the traffic network and vehicle mobile data terminals. This team provides managed IT services to the Cranberry Library and Cranberry EMS organizations. They also provide helpdesk services to users including Windows, Office and software application support.

Manager: Andrew Clemens

Projects:

Project Title	Project Description
Collaboration Hardware	Research of collaboration solution for conference rooms
Computer Replacements	Replacing old computer hardware across the Township
Genetec Video Upgrade	Upgrading the video center software and expanding the system for additional recording capabilities
Library Project of the Year	Planning and installation of IT related equipment in the library
Network Security Enhancements	Deployment of security improvements to protect the network and users from malware, ransomware and other malicious activity
Network Upgrades	Planning for 2020 core network upgrades
Office 365	Rollout of new technology such as OneDrive, E-mail encryption, etc.
PSTC Audio/Video Upgrades	Updating projectors, screens and system controller
Secondary Internet Connection	Second fiber Internet connection for redundancy and high availability
Security Upgrades	List of projects to improve network security
Storage Upgrade	Purchase of new storage system for running virtual servers
Treatment Plant Upgrade	Management of new network installation and SCADA device setup
Virtual Desktop Setup	Setup of Microsoft Remote Desktop Services
Wireless Redundancy	Adding network links for network redundancy to remote sites

Work Orders:

- 197 Township work orders completed in September
- 7 Cranberry EMS work orders completed in September
- 12 Cranberry Library work orders completed in September
- 110 total open work orders as of 10/28/19