

INFORMATION TECHNOLOGY DEPARTMENT UPDATE OCTOBER 2023

CRANBERRY TOWNSHIP, PENNSYLVANIA

For any questions, please contact:

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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: Dave Hertz

Projects:

Project Title	Project Description
Asset Management Project	Working with Public Works on asset management program
GIS Enhancements	Securing GIS data, implementing new features and software
Golf Course Reports	Developing new reports/dashboards for golf management
HR Software Evaluation	Managing project to evaluate new HR software solutions
Munis – Work Orders	Deployment of mobile work orders
Munis – Tyler Hub Dashboard	Implementation of new dashboard tools
Office 365 – Intranet	Migration from on premises SharePoint to Office 365
Office 365 - SharePoint	Migration of files from SharePoint and file shares Office 365
Online Property Surveys	Publishing of surveys online in Property Finder
Sewer & Water GIS Data Update	Updating the GIS system to capture additional asset data

Work Orders:

- 21 work orders completed in October
- 77 open work orders as of 10/25/2023

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
Customer Service Consolidation	Working with Customer Service to provide hardware support
Network Security Enhancements	Deployment of security improvements to protect the network and users from malware, ransomware and other malicious activity
Network Upgrades	Planning for core network upgrades
Office 365	Rollout of new technology such as OneDrive, E-mail encryption, etc.
Phone System Upgrade	Upgrading hardware and voicemail system; rollout of new features including softphone on computers and mobile devices
SCADA Radio Connections	Connecting remote sites via ethernet radios
Secondary Internet Connection	Second fiber Internet connection for redundancy and high availability
Treatment Plant Upgrades	Management of new network installation and SCADA device setup
Win 911 Upgrade	Upgrading SCADA alerting system for redundancy
Laptop Refresh	Annual replacement of aging hardware

Work Orders:

- 69 Township work orders completed in October
- 2 Cranberry EMS work order completed in October
- 1 Cranberry Library work orders completed in October
- 64 total open work orders as of 10/25/2023