

I.T. DEPARTMENT

City of Palm Springs
Department Update
August 2019

NEW BADGING SYSTEM

The city is replacing the existing access control system at City Hall, Police Department, City Yard and Fleet Buildings with a new, expandable access control system that will have the ability to interface with a comprehensive Video Management System.

It is required that we create of a new network to be dedicated for the use of our new key card access system. What does this mean for you? In September the I.T. department will be sending out an email to schedule the staff at City Hall, Fleet and Facilities to come in and create new badges.



If you ever have a moment or two of downtime, we have a website that has information on some of our most asked questions. How to put your email on your City cell phone and how to book one of the conference rooms in Outlook. Check it out by going to help.palmspringsca.gov in your favorite web browser.

CITYWIDE CAMERA PROJECT

Many members of the I.T. department have been hard at work installing new security cameras across the city to ensure maximum security. In order to accomplish this project they have had to get

the help of many other departments and use some pretty awesome equipment.

Additionally all of the new cameras and their placement are being documented in a map by our GIS.



NEW PHONE SYSTEM

VoIP is going in

The I.T. Department has been hard at work to get a brand new phone system in across the City. This project means that we will get rid of several different small systems and replace it with a Citywide option.

The City has a combination of telecommunication systems ranging from disparate, single location devices, to 30 year old AT&T Definity systems running City Hall, Police, Fire Station 2, and Fleet, Maintenance and Facilities. These systems are aged and parts are no longer manufactured. This means any repairs must come from "used part stock" if the parts can be located. Additionally, these systems rely on old copper phone lines and cannot

take advantage of wireless or fiber technologies.

Due to individual line breaks and minor damages to cables over the last 30 years, several locations cannot add any lines making it hard for Department Heads to meet the technology needs for their staff. The modern systems utilize Internet Protocol technology that is the same technology computers use to talk to servers, network devices, and other computers. This gives

the City the ability to expand telecommunication services in each and every facility.

We met with many vendors and awarded IntelesysOne a contract which includes installation and support. The I.T. department has worked diligently to document every City phone at all of the various locations. We are currently working with the vendor to assign licenses and devices to everyone in the City.



RECENTLY COMPLETED PROJECTS

Replace Xerox Machines

Michael worked side by side with the City Clerk's office and ImageSource our vendor to update and replace the Xerox machines citywide.

Office 365

This spring the team was able to move everyone over to Office 365. Some of the benefits are that it is faster and allows for more email storage.

Submit a ticket at help.palmspringsca.gov

Stay tuned for our next issue.