



SHAKER HEIGHTS

Administration Committee Agenda City Hall Conference Room B Tuesday, February 11, 8:00 AM

1. Introduction and Role of the Committee
2. Presentation of Human Resources Department Responsibilities and 2020 Initiatives
by Sandra Middleton

Documents:

[HR PRESENTATION 2020.PDF](#)

3. Presentation of Information Technology Department Responsibilities and 2020 Initiatives
by Frank Miozzi

Documents:

[IT PRESENTATION 2020.PDF](#)

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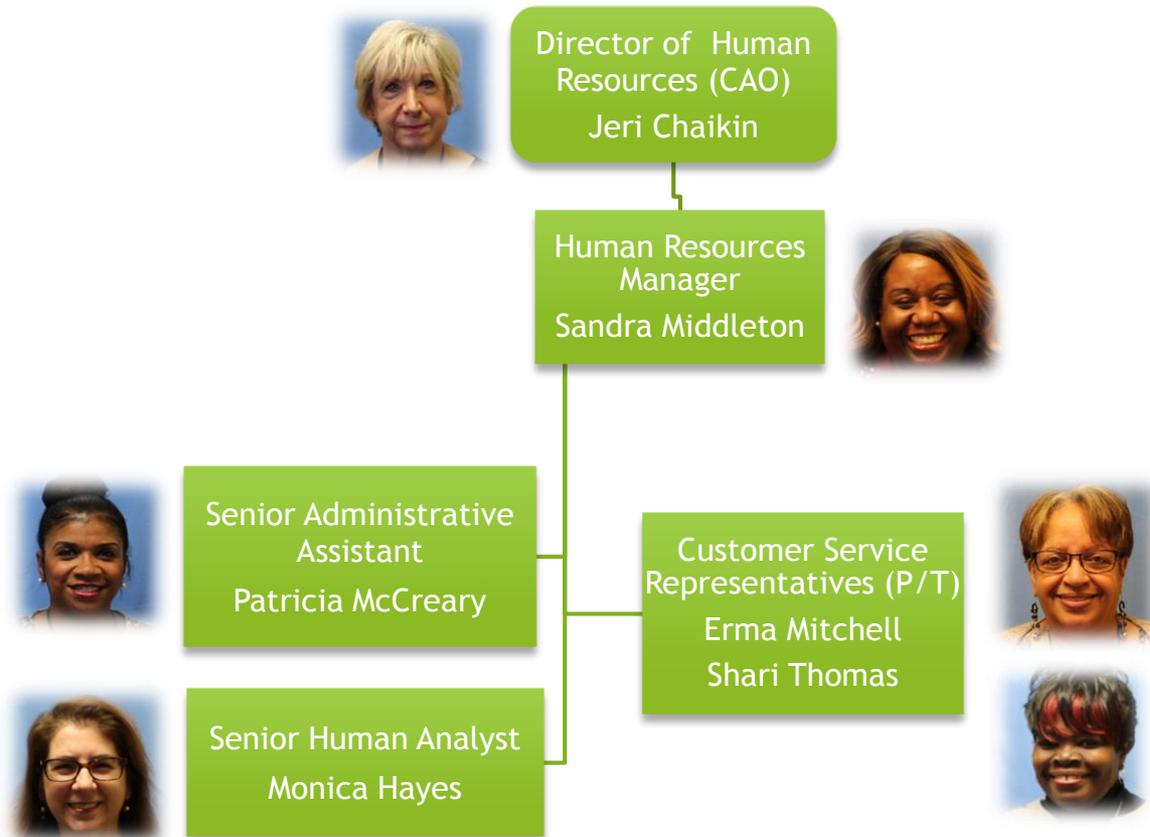


SHAKER HEIGHTS

HUMAN RESOURCES DEPARTMENT ADMINISTRATION COMMITTEE

Tuesday, February 11, 2020

ORGANIZATIONAL CHART



What We Do

- ▶ Recruitment & Selection
- ▶ Classification & Compensation
- ▶ Employee Relations/Labor Relations
- ▶ Benefits & Workers' Compensation Administration
- ▶ Training & Performance Evaluation
- ▶ Risk Management
- ▶ Civil Service
- ▶ Customer Service/Records Administration

Recruitment & Selection

- ▶ Work with Departments on job postings and advertising.
- ▶ Ensure diverse interview panels.
- ▶ Integrate staff into hiring process.
- ▶ 90 New hires 2019.

2020 - Goals

- ▶ Increase use of technology by making forms fillable.
- ▶ Start using LinkedIn for advertising open positions.
- ▶ Offer more pre-employment skill and leadership testing.
- ▶ Ensure our compensation and benefits are competitive.

Classification & Compensation

- ▶ Ensure employee pay is equitable and competitive.
- ▶ Review jobs to ensure properly classified.
- ▶ Maintain and update job descriptions.
- ▶ Ensure all federal, state and local laws are followed.

2020 Goals

- ▶ Implement new Classification Plan.
- ▶ Institute new Compensation structure (Merit Plan).
- ▶ New non-bargaining job descriptions.
- ▶ Serve on ExecuTime Steering Committee.

Employee Relations/Labor Relations

- ▶ Facilitate annual Employee Recognition Program and Winterfest.
- ▶ Monthly Lunch & Learn and Cupcake Day.
- ▶ Quarterly New Hire Reception.
- ▶ Consult with managers on personnel matters.
- ▶ Consult and advise management on policy interpretation, administering performance appraisals, progressive discipline, staffing, compensation and hiring procedures.



Employee Relations (con't)

2020 - Goals

- ▶ Increase HR staff development.
- ▶ Introduce more employee engagement opportunities.
- ▶ Promote sustainability initiatives.

Labor Relations

- ▶ Work on gathering information and cost analysis for union negotiations.
- ▶ Interpret the Cities five bargaining agreements.
- ▶ Assist with Management/Union relations.
- ▶ Grievances.

2020 Goals

- ▶ Assist with wage reopener for three Union Contracts.
- ▶ Complete negotiations with OPBA Patrolman and Detectives Union and Teamsters 507 (Public Works).

Benefits & Workers' Compensation Administration

- ▶ Wellness Program.
- ▶ Manage Self-Insured Medical Plan.
- ▶ Manage Self-Insured Workers' Compensation Program.
- ▶ Process claims.
- ▶ Conduct Open Enrollment.
- ▶ Work with Third-Party Consultants.

2020 - Goals

- ▶ Implement changes to benefit offerings.
- ▶ Develop new incentives based on Employee Perception Survey outcomes.
- ▶ Increase use of technology for Open-Enrollment process.

Training & Performance Evaluation

- ▶ Coordinated Cyber Security awareness training for all current employees and newly hired employees.
- ▶ Training on new classification tool.
- ▶ Continue to send staff to Lead Diversity Program and Cleveland State Leadership Academy.
- ▶ Performance management.

2020 - Goals

- ▶ Conduct Racial Equity Training.
- ▶ Champion succession planning efforts.
- ▶ Institute web-based training tool for annual training needs.
- ▶ Implement new performance management tool.

Risk Management

- ▶ Continue to implement recommendations of the Risk Management Task Force.
- ▶ Manage auto and general liability claims for the City.
- ▶ Pursue collections for damage to City property.

2020 - Goals

- ▶ Research implementing an anonymous employee hotline.
- ▶ Renew insurance policies for 15 months.
- ▶ Cyber Security Phishing incentives.

Civil Service

- ▶ Research and recommend tests and testing companies to the Civil Service Commission.
- ▶ Oversee testing procedures.
- ▶ Maintain contracts for polygraph and psychological testing.
- ▶ Facilitate candidates through pre-employment testing and panel interviews.



Civil Service (con't)

2020 - Goals

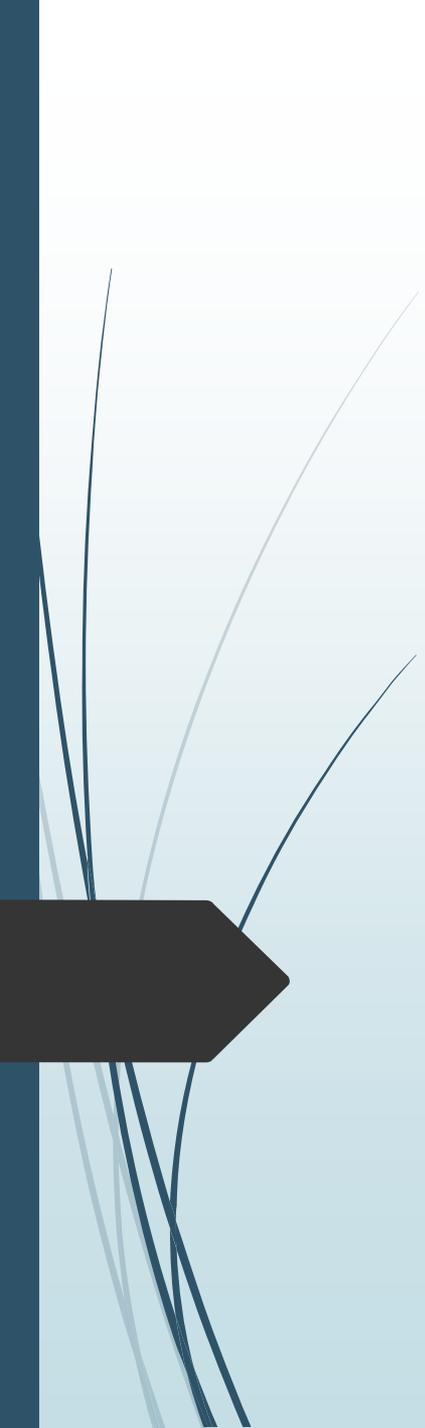
- ▶ Complete Fire Lieutenant Promotional Process.
- ▶ Administer Fire Battalion Chief Promotional Process.
- ▶ Continue hiring process from the current Police Entry-level Eligibility List.
- ▶ Administer Police examination.

Customer Service/Records Administration

- ▶ Greet visitors.
- ▶ Manage main telephone switchboard for the City.
- ▶ Provide security for evening meetings.
- ▶ Manage HR department record retention policy.
- ▶ Respond to public record requests.

2020 - Goals

- ▶ Offer customer service training.
- ▶ Search for outside storage for records.



Information technology

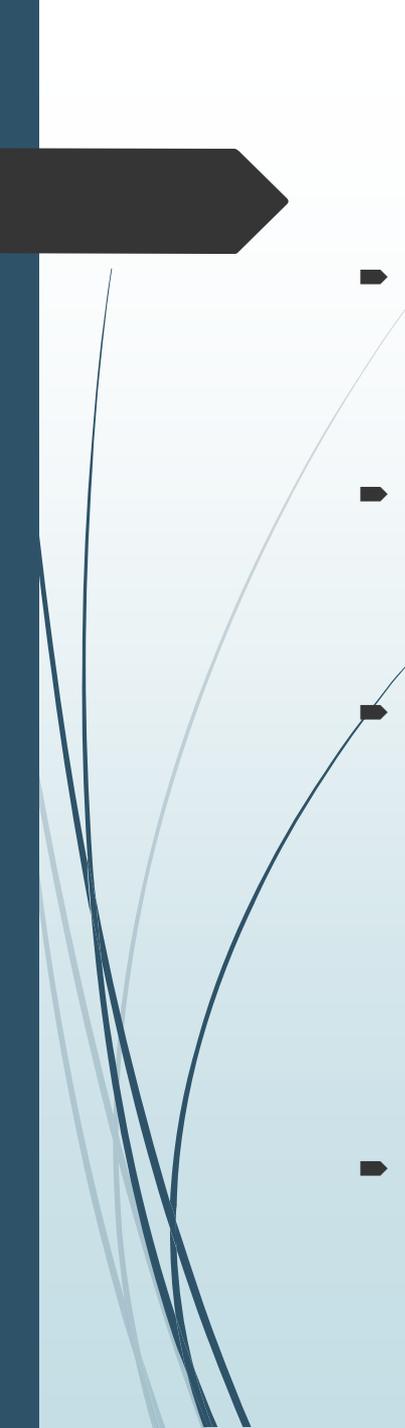
Administration Committee Update

February 11, 2020



Department Mission and Objectives

- ▶ Support efficient, cost-effective government by:
 - ▶ Providing a reliable, integrated and secure technology environment that fosters collaborations and ubiquitous access to necessary information
 - ▶ Ensure high quality customer service, delivering appropriate technology services and resources for city employees to perform their jobs effectively.
 - ▶ Cultivate skilled, responsive and innovative technology workforce, proficient in new technologies.
- ▶ Through strategic partnerships with technology vendors and suppliers, enhance the quality of life for people who work and live in Shaker Heights.



Computer Room Operations

■ Server Administration

- Physical setup of equipment in server racks in two data centers. (City Hall, Police/Court)
- Power and connectivity management
- Maintain environmental control monitoring systems

■ Server Application Support

- Maintain Windows server operating systems
- Maintain virtual server operating software
- Install software drivers for equipment and update BIOS patches

■ Storage Network Administration

- Provision High Availability Storage System (SAN and NAS) for use for
 - Database Storage
 - File Storage
 - Video Storage
 - Email Storage
- Backup Storage System Data
 - Disk to Disk backup and off-site replication for Public Safety Servers
 - Tape Archive backup for large City storage volumes

■ Co-Location of Equipment

- Shaker School Network Switch
- Shaker Courts Web Server and Offsite Backup
- Shaker Police Image System Offsite Backup



Network Support

► LAN Connectivity

- Manage and replace as appropriate network switches
- Administer Networking addressing schema to improve networking performance and security
- Coordinate network wiring installations

► Network Security

- Manage Internet and wide area network firewalls
- VPN Management
- User Access Management

► Wireless Networking

- Administer and upgrade Guest Wi-Fi network
- Administer and upgrade Police Video Wi-Fi network
- Administer expanded wireless business network
- Implement and Administer City Hall Security Camera wireless networks

Department Application Support

- MS Exchange Email
- TAC RMS / Mobile
- Munis Financials ERP / MS SQL Database
- ETRAK online registration
- Fire Records - EMS Reporting and legacy system support
- In-Car and Body Camera Video Management
- Franklin Building Department Software/transitioning to CitizenServe
- Maintstar Fleet Maintenance
- Minor Applications
 - Microsoft Word, Excel, PowerPoint, Outlook, Access, Visio, Publisher, OneNote, Silverlight
 - Adobe Acrobat, InDesign, Illustrator, Photoshop, Flash Player, Media Encoder, Fireworks, Bridge, Reader
 - CCTV Software from NUUO, Exacq, Integral , Pelco, Joey, Epi Suite, Oculus, GPG4Win, UltraVNC, TightVNC
 - Internet Explorer, Mozilla FireFox, Google Chrome, Google Earth, CadZone, Dropbox, EMScharts, Oracle Java, Turning Point, ESRI ArcGis, Autodesk AutoCAD, Bright-Sign Bright Author, Crystal Reports, CyberLink PowerDVD, Firezone, Haines CrissCross, GoTo Meeting, HoneyWell Rapid Eye, Huntington Visual Archive, HP Procurve Manager, Jamar TraxPro, NCH ExpressScribe, Dragon Naturally Speaking, RSA Authentication Manager, NICE Verify, Snow Fox, TeamViewer, Time Trak, Tweet Deck, WinZip, Avaya Site Manager, Sharp Touch Link, Trend Micro Worry-Free, TSI Fit Tester, VZ Access Manager, WinDSX, WinRAR, WinZip . . .

Asset Management

- ▶ Software License Purchase and Tracking
 - ▶ Ensure legal Compliance
 - ▶ Ensure availability of current applications
- ▶ Technology Hardware Asset Inventory
 - ▶ Maintain database of all technology assets supported by IT
- ▶ Asset De-Commission and Disposal



- ▶ Shared Asset Management
 - ▶ Coordinate scheduling of shared assets such as
 - ▶ portable projectors; laptop computers; training computers



User/Desktop Support

- ▶ Computer Setup and Installation
 - ▶ Replace desktop computers according to 5-Year replacement Program
 - ▶ Maintain Kace K2000 PC Image Deployment Server
- ▶ Help Desk Service
 - ▶ Assist staff with hardware and software troubleshooting (1,500/Yr.)
- ▶ Desktop Software Installation and Upgrades
 - ▶ Manage software installation for security, stability and asset compliance
 - ▶ Update existing software, patching software vulnerabilities; ensuring current definition files for security software. (Microsoft updates/Monthly; Java/Adobe Reader/Adobe Flash updates/Quarterly)
- ▶ Print Services
 - ▶ Manage printer server; coordinate printer hardware repair/replacement; coordinate digital multi-function copier agreement

Hardware – Workstation Replacement

- ▶ The City has 250 personal computers in service. (Does not include the Shaker Heights Municipal Court, which is an independent operation.)
- ▶ 14 Systems are scheduled for replacement in 2020
- ▶ The PCs are replaced after 5 years and are purchased with warranty coverage for the 5 years.
- ▶ A failed computer requires 4-10 hours of labor to replace, so it is cost efficient to buy quality systems.
- ▶ We leverage the State Cooperative Purchasing program for pricing.





Telecommunications Support

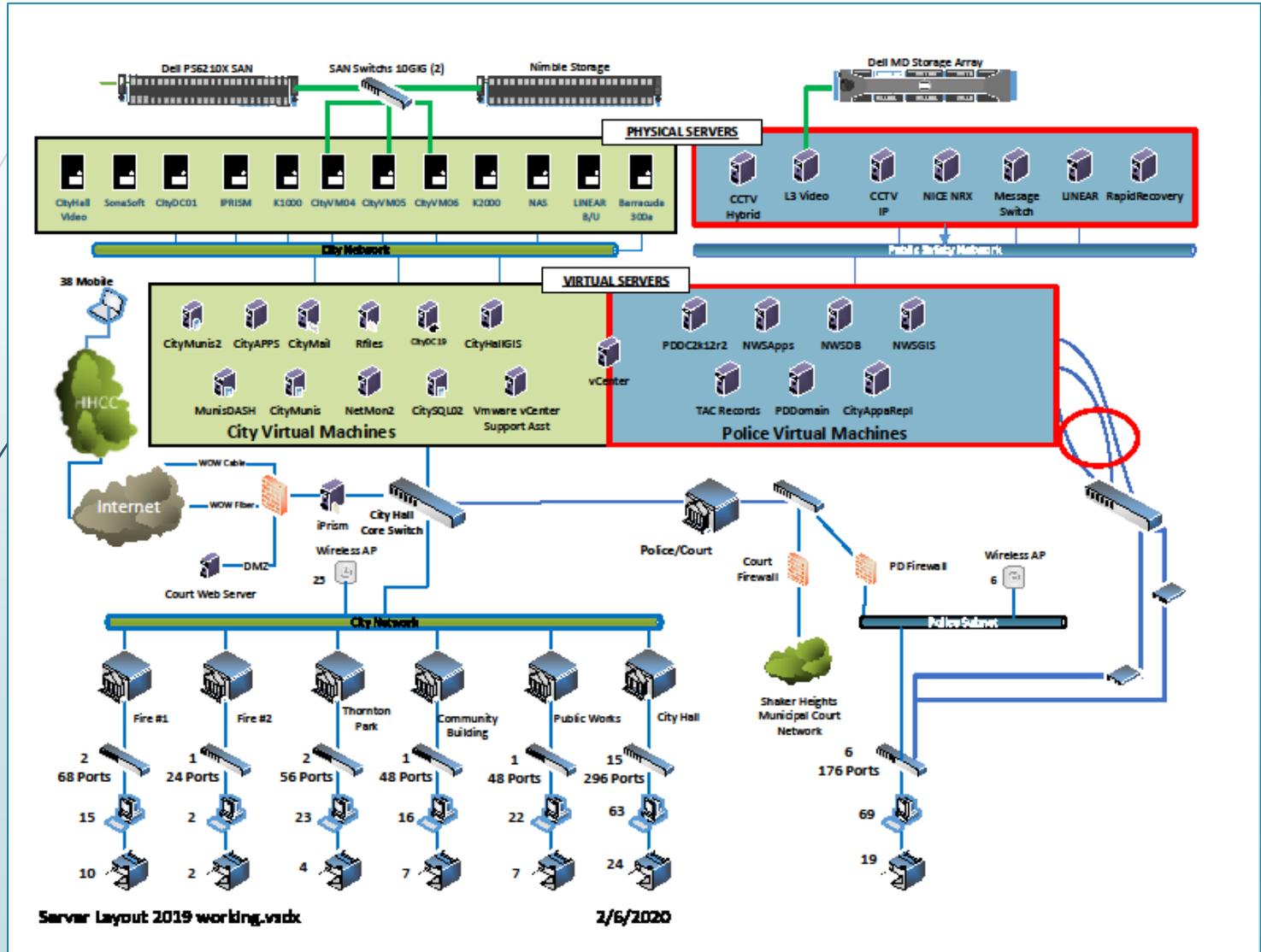
- Provide and Maintain Telephone Equipment
 - The City Operates an Avaya Digital PBX telephone system that is comprised of approximately 350 telephones, 250 voice mailboxes and 700 telephone numbers.
 - The City outsources administration and maintenance of services(IT provides oversight):
 - Administer moves, adds and changes
 - Administer Voicemail system
 - Coordinate service and repair of equipment
- Manage Voice Services
 - Coordinate local telephone lines
 - Coordinate Long Distance
 - Coordinate leased circuit installations/service
 - Police Radio Communications System
 - City Building telecommunications connections
- Analyze telecommunications invoices and audit services
 - Monitor department usage of telecommunications services, recommending where appropriate changes to or elimination of services.
 - Identify and recommend new service providers or provider programs that increase efficiencies or lower expenses.



Collaboration and Technical Assistance

- ▶ Provide Partner Organization Technical Assistance
 - ▶ Shaker Heights Municipal Schools, Shaker Heights Municipal Court, HHCC/CVD Joint Dispatch, Shaker Heights Library, and Shaker Heights Development Corp.
- ▶ Purchasing Assistance and Technical Advice
- ▶ IT Management and Planning
 - ▶ Project management and strategic planning
- ▶ Website Collaboration and Technical Assistance
- ▶ Provide Assistance with other Technology
 - ▶ Assist departments with equipment and systems not routinely identified with IT, but which have a technical component. For example, security systems, building paging, access controls, intercoms, recording equipment, video conference phones, ID Badge Systems/printers, credit card machines,....

Shaker Heights Network Drawing 2019





2019 Highlights

- ▶ Complete Network Address schema re-design
- ▶ Coordinate software upgrade for City Hall surveillance camera system
- ▶ Completed upgrade of the Network's Active Directory Services
- ▶ Configure/administer new Email Archive solution
- ▶ Complete Wireless network equipment upgrades/service expansion
- ▶ Replaced Network WAN Firewalls
- ▶ Replaced 38 personal computers, ID Badging System
- ▶ Upgraded two file servers and database server software
- ▶ Deployed new server to support Building Maintenance's new Door Access control system.
- ▶ Configured networking to enable new panic alarm system communications with the Dispatch Center.
- ▶ Implemented new video communications system with Cuyahoga County Prosecutor's Office, new Police Records to Web service.
- ▶ Implemented new managed Cyber Awareness training solution for city employees



2020 Initiatives

- ▶ Complete replacement of the City's telecommunications system
- ▶ Assist with implementation of Munis Time keeping software module
- ▶ Support Implementation of cloud-based Property Management System, including deployment of new servers for SSO efficiencies
- ▶ Replace 14 Desktop computers
- ▶ Update Employee IT Policies Manual
- ▶ Update Disaster Recovery Plan with technology focused business continuity planning
- ▶ Replace Data Center Uninterruptable Power Supplies
- ▶ Consolidate data backup systems and deploy site-to-site replication for increased availability
- ▶ Deployed new virtual server hardware and re-configure in manner that reduces risk
- ▶ Assist Police personnel with digital imaging system replacements
- ▶ Continue to enhance awareness and preparedness for cybersecurity risks
- ▶ Begin network switching infrastructure upgrades/hardware replacements