

# Technical Environment & Infrastructure

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The Information Technology (IT) Division is responsible for managing the City's technology infrastructure that includes all hardware, software applications, databases, servers, data storage, the phone system, and internet/intranet access to all facilities.

Although West Hollywood is not a large city, the City has recently been investing to upgrade our technology infrastructure as our customers and employees' needs change. The following provides an overview of the key components of the City's technology environment:

- Cisco Network infrastructure
- Phones System
  - Cisco Call Manager (6.1.2.1002-1)
  - Cisco Unity 8.0 Build 8.0(3.3)
  - Cisco Presence 6.0.3.1000-12
  - Cisco MeetingPlace Express 2.0
  - Cisco 7945 phones
  - Cisco 7965 phones
- Desktops
  - HP Hardware
  - Microsoft Windows 7 SP1
  - Microsoft Office 2010
  - Microsoft Internet Explorer 9
  - McAfee antivirus
  - 100/1000 Ethernet LAN
- Servers
  - HP Hardware
  - Windows Server 2008 R2 64bit
  - Microsoft Exchange 2010 SP1 64bit
- Virtualization
  - VMware ESXi Server 5
- Directory services - Active Directory
- Database
  - Microsoft SQL Server 2008 64bit
- Terminal Services
  - Citrix Xen App 6.5
- Remote Access
  - Cisco VPN, GoToMyPC
- Mobile devices
  - BES 5.0.3 MR3
  - Blackberry Curve primarily with some iPhones

- HP Notebooks
- Panasonic Toughbooks
- Backups
  - BackupExec v12
- Microsoft Visual Studio 2005
- Microsoft SharePoint Designer 2010
- Storage Area Network (SAN)
- Wireless – Verizon 4G

The City currently has very few enterprise-wide applications. It is very common for departments that should be sharing information to enhance inter-departmental collaboration to have critical information in siloed databases and Excel spreadsheets or Access databases which reside on an employees' desktop. In the few instances where applications are shared across departments, such as HdL or Cartegraph, the feature functionality is not optimized. The list below identifies the current state of applications:

- ERP - Tyler Eden Inforum Gold v5.7.1.1
- Permitting - HdL
  - HdL Building Permits v1.10.52
  - HdL Rent Stabilization System v1.2.2
  - HdL Business License System v4.5.136
  - HdL Business License Regulatory v4.5.136
- Work Order
  - Cartegraph v8.2b
    - Administrator module
    - Navigator module
    - VERSAview module
    - WORKdirector module
- Report Writer
  - Crystal Reports v9 and v10
  - Crystal Reports Server v11
- GIS
  - ESRI ArcGIS v9.3 (10 concurrent licenses)
  - Digital Map Products – CityGIS 7.0 (web based GIS <http://maps.digitalmapcentral.com>)
- Document Imaging/Records Management
  - LibertyNet v9.0.00552(migration pending)
- Customer Relations Management (CRM)
  - GovPartner Connect 2012 – CRM Module