

BOWIE SENIORS COMPUTER CLUB

MEETING MINUTES FOR APRIL 2, 2015

Carl Bulger called the meeting to order at 12:35pm. He raised the question of how much interest there might be in a user group for Apple products.

Vanetta Pledger and Denise Haworth gave a presentation describing the City of Bowie Department of Information Technology. This included a view graph presentation (slides are enclosed) and question & answer session.

We were informed that City of Bowie has a Service Request application that can be downloaded and install on mobile devices.

Barry Hammond asked if anyone could lend him a Microsoft Office 2010 installation disk he can borrow. (He lost his disk but has his product code.)



Meeting Minutes prepared by Bill Long, Secretary

Photo by Dennis Edgington

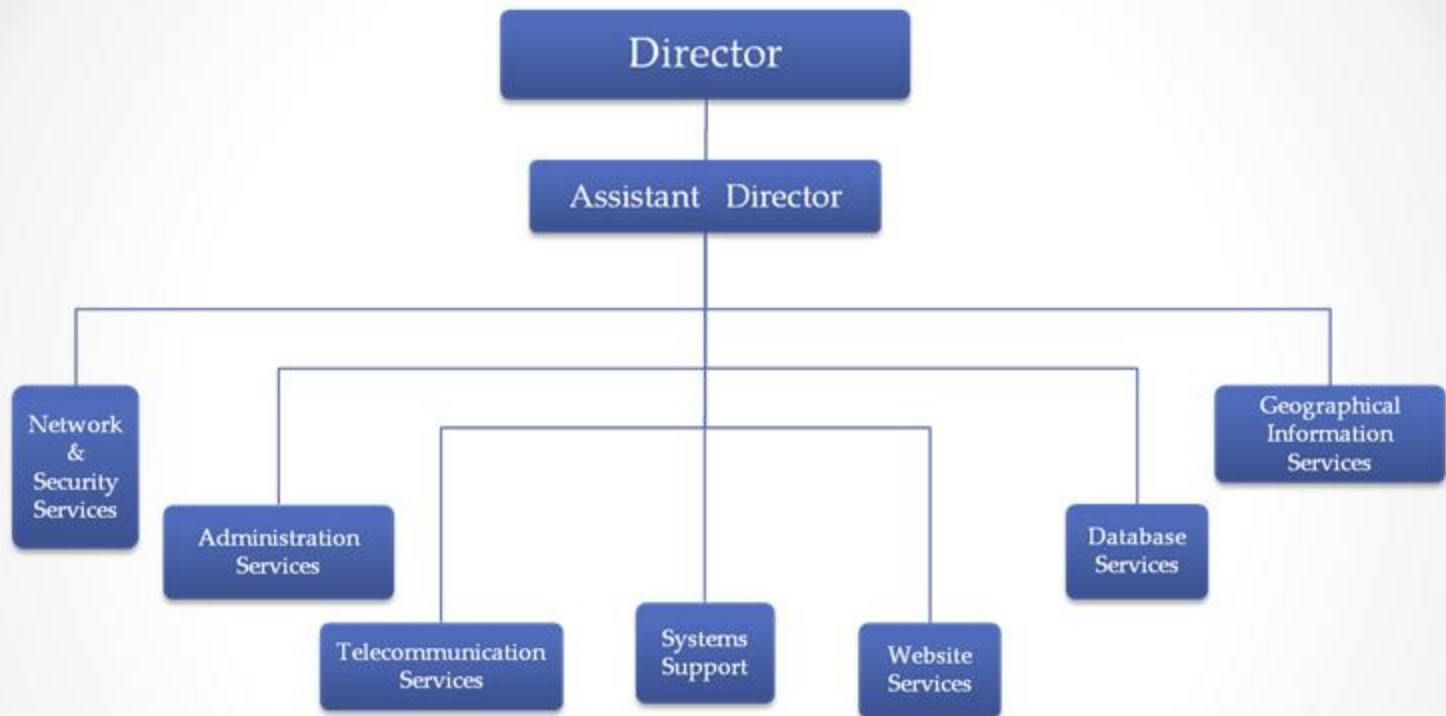


Information Technology Department

Scope

- Collaborate with City departments to strategize for the efficient and effective use of technology
 - Deliver economical technology products, solutions, and services to all City departments
 - Implement and maintain sound technological solutions to assist departments with the delivery of City services

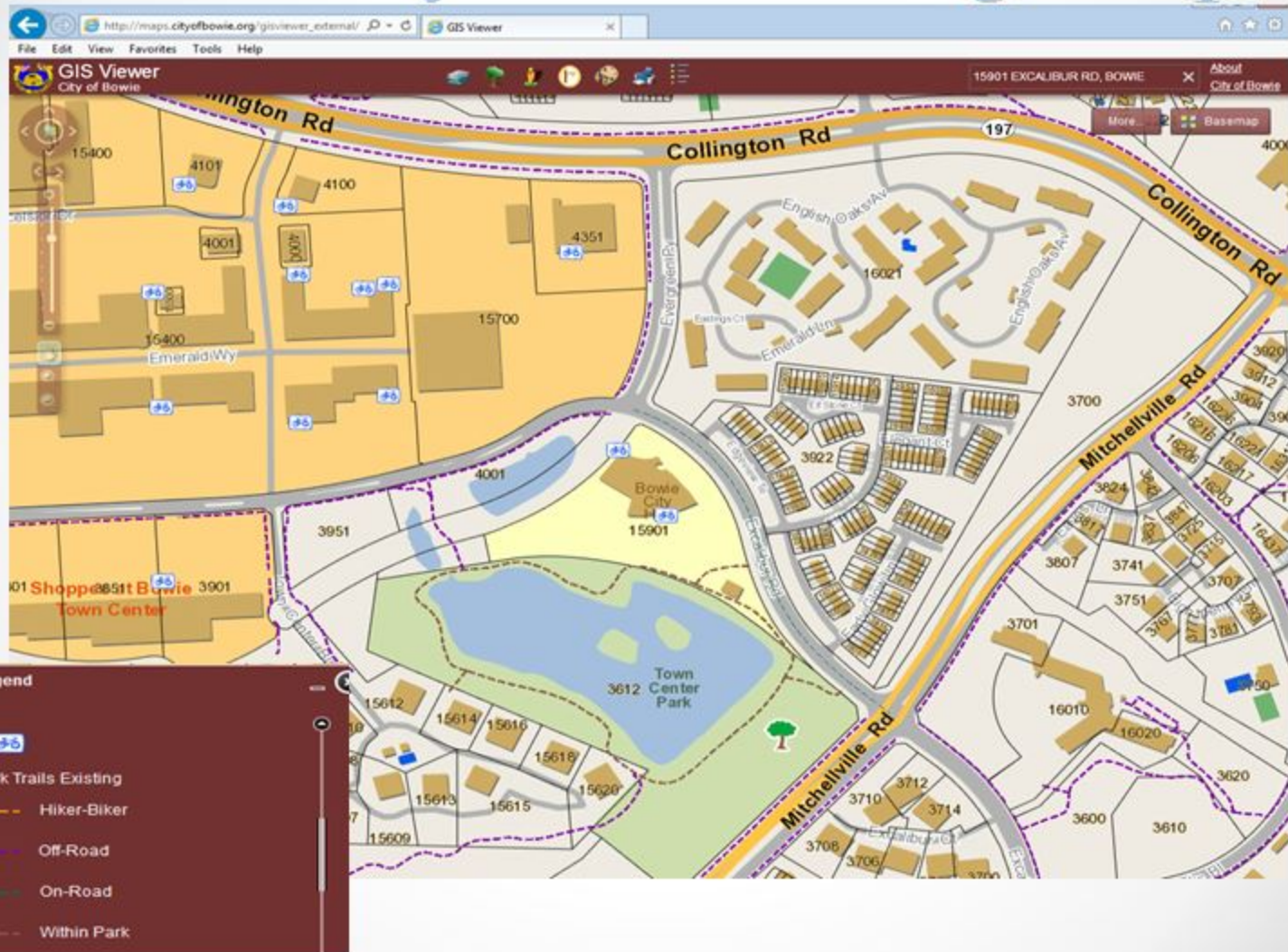
Information Technology Organization Chart



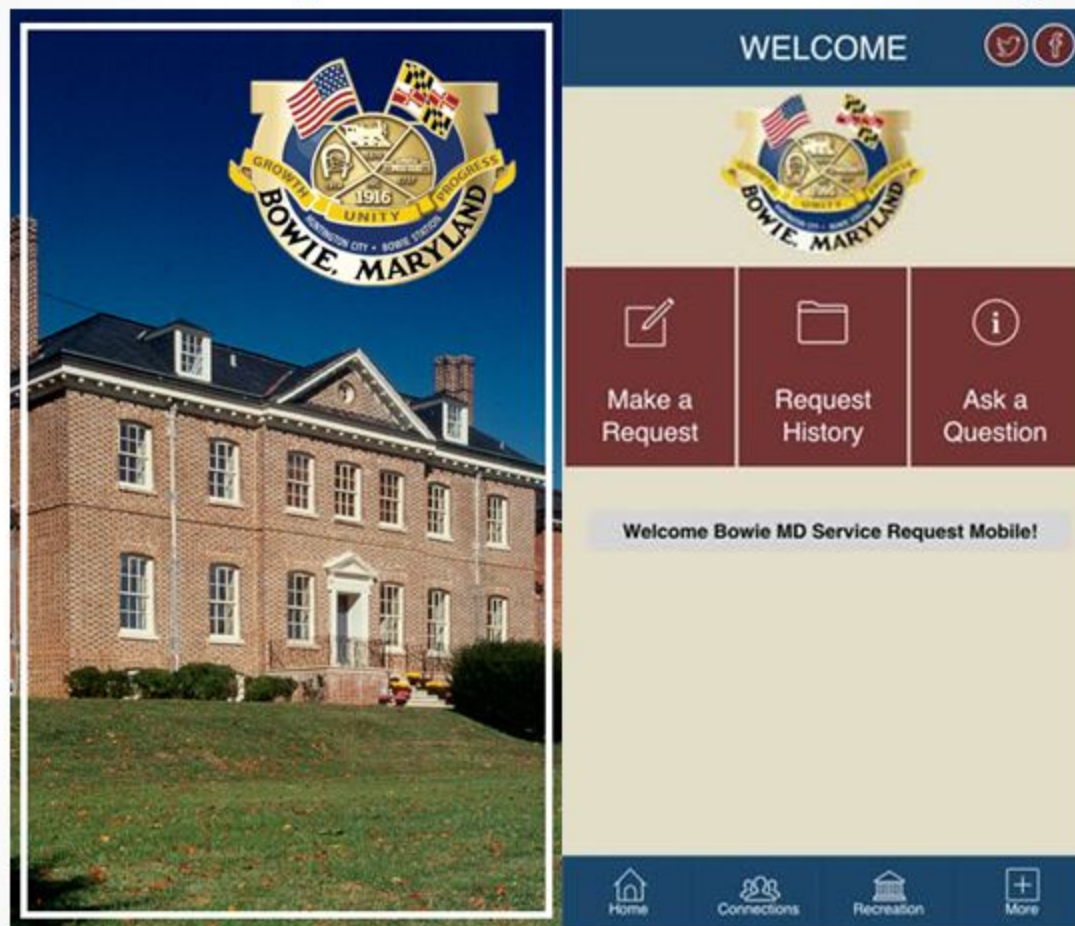
Accomplishments

- Transferred from Sprint to Verizon for wireless services
- Implemented mobile device management solution for smartphones
- Enhanced GovQA mobile application*
- Software upgrades – Laserfiche, Email, and Active Directory, Windows 7, & Office 2010/2013
- Deployed GIS mobile/web applications*
- Increased internet circuit bandwidth from 1.544 Mbps to 10 Mbps

www.cityofbowie.org/maps



Bowie Maryland Service Request



Current State

- Secure remote access project (staff)
- WiFi access (testing at City hall)
- Establish desktop standards/replacement plan
- Voice-over-Internet Protocol upgrade
- ERP – human resources
- Meter reading (automate the process)
- Strategic Plan (Information Technology)
 - Network
 - Security
 - Policies
 - Governance
 - Lifecycle management (software & hardware)
 - Server virtualization

Desired State

- Non-emergency center with appropriate IT tools to assist customers
- Mobility for staff
- Infrastructure upgrades
- Network refinement to support future requirements
- Define 5 year IT Strategic plan
 - Disaster Recovery (hosted backups)
 - Documented restoration processes
- Hosted applications (evaluate)
- Improve security posture

Thank you!

Questions & Answers