



Information Services Department



SPECIALIZED APPLICATIONS

The Information Services Department provides services to analyze business needs, investigate applications that may satisfy those needs, assist with vendor selection and with programming and customization requirements. For enterprise solutions, ISD provides project implementation services. Some examples of specialized software applications are listed below:

For Your Assistance

Service Calls: 621-7100

**On-site Hours of Support:
8:00 am- 5:00 pm
Monday-Friday**

Dedicated Special Apps Resources

- Database Administrator — 2
- Programmer/Analyst III — 3
- Programmer/Analyst II — 2

<u>Customer:</u>	<u>Application:</u>
City-Wide	BRASS AMS Budget software City Council Request For Service system Clerk Search (search tool for City Council archives) Cognos (Business Intelligence) City Information Kiosks (remote, telecomm kiosks) Kronos (Time & Labor record-keeping) Website Development and Management
Airports	SMART (Noise abatement residential retrofits)
City Attorney	ProLaw; Legal Solutions Plus; Time & Billing
City Council	Council Meeting Video & Archive
Code Enforcement	Weed Abatement, Photo Management
Economic Development	ACT!
Fire	Asset Management system; Responder Fees System
General Services	Fleet Anywhere; MS2000; Purchasing Time & Billing
Housing & Community Development	Housing System; Rehab App
One-Call Center	Crystal Reports
Parks & Recreation Department	RecWare; Vermont Systems
Personnel	Online Job Applications; Sigma
Pubic Works	Street Trees System
Retirement	Levi, Ray & Schoop Pension Gold
Risk Management	Vehicle Allowance; Random Alcohol Testing; Risk Master

ISD Methodology for Special Application Charges

ISD Special Applications Support Service charges are based upon each department's annual Adopted Budget, as a percentage of the City's overall Adopted Budget, as adjusted.

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ISD
Uniting People Through Technology



HOW DOES ISD DEVELOP A NEW APPLICATION?

When a customer finds that a business process need is not adequately served by a computer application in place, they contact ISD to assist in finding a new solution. ISD will first meet with the customer and document their requirements. After definition of need, ISD will research the software application industry to find a best fit product. If no product is available, ISD will determine the feasibility of developing a program internally. Once risks and benefits, anticipated costs, an estimated timeline and resource needs are determined, ISD will present the options available to the customer.

If the customer decides to move forward and funding is available, ISD will collaborate with the project team to produce and implement a new solution.

SPECIAL APPLICATIONS SERVICE LEVEL AGREEMENTS

The Information Services Department pledges to meet the following service agreements with the City of Fresno Desktop support customers:

- The ISD Help Desk shall be available to users from 6:30 a.m. to 5:00 p.m., Monday thru Friday each week for Special Application support needs.
- Help Desk calls to ISD referred to Special Application Support resources shall be responded to within 24 hours of receipt.
- Initial diagnostic support for service calls shall be initiated by ISD resources working with user within two (2) business days.
- ISD Special Application Support resources will close at least 60% of all service requests within three (3) business days.

- Urgent, business-critical support requests for Special Applications shall receive diagnostic attention within 3 hours of receipt.
- ISD Special Application support will include technical advice and expertise on RFP content for software and consulting service agreements.
- ISD shall be responsible for initiating and monitoring maintenance and service contracts, and for payment of fees for city-wide applications on behalf of city-wide users. ISD also monitors and is responsible for the payment of fees for maintenance and service contracts for Department-specific applications. Departments are direct billed for their department-specific maintenance and service contracts.

- Special Application project support resources will document business requirements for new application requests, research and provide solution recommendations to customers within 60 days of the initial project kickoff.
- All functional areas of ISD, including applications, network, desktop support and Electrical & Communications will collaborate to support Special Applications.
- Project documentation will be backed up at regular intervals after normal business hours.
- Source code under development and development/test databases will be backed up nightly.