

Limited or no IT staff? That shouldn't hold a city back from taking advantage of technology. With a hosted desktop solution, users can take advantage of the cloud to access applications. City of Florence officials will talk about the decisions behind their move to a hosted desktop solution.





Desktop Solutions
Searching for Flexibility and Stability

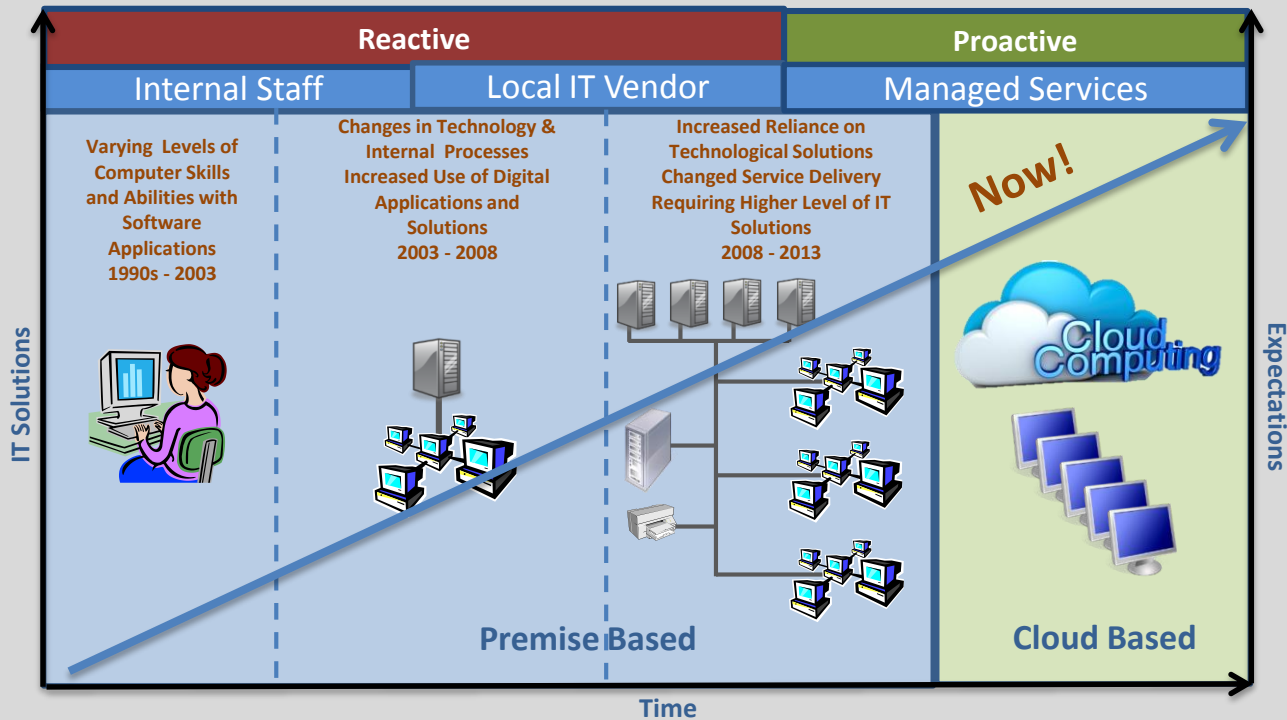
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IT Evolution in Florence

Local system to cloud



Early Computing

Limited Uses and Generally High Costs

- Shared resources with Florence County
 - Staff housed in shared building (City/County Complex)
 - Joint vendor relationships
- Software Systems available only in certain office environments
- Main frame computing (housed in the Finance Department)
 - Accounting
 - Payroll
 - Utility billing
 - State reporting
- Limited use of desktop computers
- Departments were isolated information islands



Software Driven Growth

Regulatory Requirements/Push for Efficiency

- Introduction of PCs at all individual worksites
 - Reliance on Computer savvy staff to support office PCs
 - Each Department had different levels of support
- Mainframe still primary system
 - In house programming of mainframe
- Limited IT support structure
 - Departments tended to contract with various vendors
- Remote access to internet/programs introduced
- Establishment of internal and external mapping (GIS) at Departmental level



Departmental Requests: Questions regarding Future Direction

Solution: Outsourced IT Management

- Mainframe programming and loss of key staff person
- Onsite vendor staff
- Introduction of structured IT processes
- Advanced networking and phones introduced
- Linked departments by wireless for computers and phones
 - Structured approach saved \$\$ by removing expensive communication links



Relocation to new City Hall (City Center)

Cloud Computing - Drivers

Agency and Staff Needs then
Citizen information

- 7x24 access to city services, any time...from anywhere
- Collaboration with other organizations
- Security
- Information Storage
- Business Continuity
- Budgets
- Technological Innovations
- Time

