

TO: CITY MANAGER 2003 MARCH 31
FROM: CHIEF INFORMATION OFFICER File: IS- RTC
SUBJECT: CENTRAL INFORMATION SERVICES SITE EQUIPMENT & SOFTWARE
PURPOSE: To request funding for the purchase of Information Services network and central site equipment & software.

RECOMMENDATION:

1. THAT a Capital Reserves Expenditures Bylaw in the amount of \$ 416,550 (inclusive of 7% GST) be brought down to finance the purchase of network infrastructure upgrades, central site server equipment upgrades and server software.

REPORT

This report is a consolidation of a request for the funding of several initiatives to improve and maintain the city's computer network.

Over the last four years, Burnaby has implemented several city computer systems including Parks facility booking & registration, Library catalogues & circulation, Fire records management and thin client servers. The central site computer servers are critical to maintaining the city's business applications and after four years of increasingly heavy use, the servers need upgrading, enhancements and, in some cases, replacement. Also, network equipment, communications equipment and software programs are needed to improve the speed, performance and monitoring of the computer system's equipment.

Both the Library catalogue & circulation and Parks facility booking & registration thin client clusters need two additional servers to enhance and address the increased system usage that is creating reliability problems for the departments. Also, due to workload and increased usage, additional capacity and processing power is required for several other servers. The capacity and processing power issues are intended to be corrected by replacing the two existing print and file servers, as well as the Fire records management system server, and by providing enhancements for the Parks facility booking and registration server.

Currently, nightly data backups must be stopped prior to completion in the morning because there is not sufficient time to complete all of the work prior to the start of business, the addition of extra disk and tape storage capacity will overcome this problem.

The core switch provides the link for all data transmissions between the users desktop and the central site servers and has been identified as the bottleneck for responses between the users and the central site computers. The addition of faster equipment modules to the core switch and the introduction of network monitoring software will ensure network response will return to an acceptable level.

The equipment, software and installation to implement these products will cost \$ 416,550 (inclusive of GST) and is detailed in the schedule below.

#	Qty	Description	Cost
1	2	Thin client servers for Library & Park systems	\$ 93,260
2	6	Print & file, testing application, fire records management and log DMZ activity servers	62,170
3	1	Tape backup system including hardware, software and installation services	103,620
4		Communications upgrades, core switch network components, security firewall upgrade, network intrusion detection software and installation services	131,600
5		Network monitoring software and disk keeper software	25,900
		Total	\$ 416,550

FINANCING

Sufficient Capital Reserves are available and this project is included under the 2003 Information Services component of the 2003-2007 Provincial Capital Program.



Brian Sameshima
 Chief Information Officer

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cc: Director Finance

File: S:\Reports_Council\2002 Central equipment RTC.wpd