

ITS - Information and Technology Services City of Bloomington - 2012

What is ITS?

The Information and Technology Services Department (ITS) manages the City of Bloomington's IT systems, including computer hardware, software and networks on more than 550 workstations for 700-1000 City staff. We monitor and support 24-7 mission critical systems for Police, Fire and Utilities departments. The ITS department develops open source applications and maintains the servers that keep our sister City departments running. We provide IT training to City staff and coordinate IT purchasing for the City. We maintain the City's GIS (Geographic Information System) and print maps for the public. The department manages the City's fiber optic ring, a.k.a. the Bloomington Digital Underground (BDU) and WiFi deployments in City buildings. We also developed and maintain the City website.

Notable Accomplishments

- Award winning website
- First city to participate in Google Summer of Code
- First release of open source Open311 suite
- Leading community in open source software use and development...
<http://commons.codeforamerica.org/government-entities/city-bloomington>

Important Public Services

- Website: <http://bloomington.in.gov>
- Mobile Reporting App: Bloomington/GeoReporter App...
<http://itunes.apple.com/us/app/georeporter/id487304759>
- uReport online issue reporting: <http://bloomington.in.gov/ureport>

ITS by the Numbers

500 internal, 80 external map requests, 800 maps printed, 20 digital data per year. Web site usage: 90,000 visits per month, 1,100,000 per year. 550+ Workstations: desktops, laptops and Mobile Data Terminals (MDTs). 24 Servers at 6 locations, 30 (production & support) virtual servers across 3 VMWare ESX servers. 42 in-house custom applications. Support for dozens more third-party applications. 10.3 miles of Fiber Optic Cable in main BDU Loop. 4 million incoming email messages. Dozens of projects with Indiana University and Ivy Tech Community College of Indiana students and faculty

Contact ITS

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Useful City Web Resources

- My Bloomington web service: bloomington.in.gov/mybloomington
- Contact the City: bloomington.in.gov/contact
- Subscribe to newsletters: bloomington.in.gov/subscribe
- City Events Calendar: bloomington.in.gov/calendars
- City Boards & Commissions: bloomington.in.gov/boards
- City Map Center: bloomington.in.gov/maps/
- Interactive GIS Map: bloomington.in.gov/interactive-map
- City Locations: bloomington.in.gov/locations
- City Municipal Code: bloomington.in.gov/code/
- City Job Openings: bloomington.in.gov/jobs
- Bloomington Volunteer Network: bloomington.in.gov/volunteer/
- Data Center: bloomington.in.gov/data-center
- En Español:: bloomington.in.gov/latino
 - Oescribe@bloomington.in.gov
 - stood@bloomington.in.gov
- bloomington.in.gov/languages/documents.php?language=es for Spanish language documents online