CITY ADMINISTRATOR'S OFFICE MEMO
cityadmin@hiawatha-iowa.com
319-393-1515 ext.523

To: City Council and Mayor Bennett

From: City Administrator, Kim Downs

Date: July 7, 2019

RE: City Hall Sever and Cloud Management

As technology changes and adapts to the future needs the city too reflects on how we can improve our systems and processes.

Every five (5) years we are in need of upgrading or replacing our city sever. Range of cost each time $15,000-$30,000.

When investing we look for the best way to get value out of our investment through information technology management. Technical components continue to increase and demand is high due to the continuous improvement of technology.

Technology management requires familiarity with our business needs and transforming those needs to goods and services for both our internal and external customers. In determining our effectiveness, it involves the implementation of technology, a proactive approach through processes, policies, procedures that support the effective running of the sourcing process and functionality.

In addition, to protecting the valuable city and customer data, reducing or eliminating disruptions in customer service and internal operations, as well as reacting quickly and effectively to issues that might arise in the process again to provide the best service outcomes. Disaster recovery is an essential responsibility of the city and is instrumental in ensuring our ability to be effective in any given day.

As a city we are taking the necessary steps to grow with technology changes by creating a redundant system connecting each of our city facilities through city owned fiber optics. Council made the first steps in 2015 approving and constructing fiber to each of our city facilities. From there we have provided funding in our 2019-2020 Capital Improvement Plan to install the last piece of our fiber connectivity complete the fiber ring. A fiber ring ensures our offices, sever, and internet will not see down time due to a cut in r-o-w infrastructure or potential disaster.

The next step in our technology management is to place all city data in the cloud-virtual servers. It is the best place to store our information. Virtual servers (VMWare) make sense due to cost, easy to scale up and provides a better plan for disaster management.

To do this we will appropriately switch our capital equipment reserve dollars to our operating budget. To staff a virtual sever will go unnoticed. Enseva would monitor and maintain the underlying physical infrastructure housing the virtual machines for city hall, library and finally replace fire/ambulance server which is currently acting as both a domain controller and file server. Inteconnex (our contracted IT management professionals) will migrate city hall, part of police, library and fire in its connection to Enseva-data center. Knowing our current system is windows 2008 and will no longer be supported as of January 2020 I have asked Inteconnex/Enseva to plan on upgrading to 2016 or 2019's version during our transition to Enseva.

- They are estimated 80 hours of work with up grads at a cost not to exceed $10,000.

In addition, as **part of the proposed buildout,** provides a dedicated internet connection to the fire department, ensuring they have access to communication resources at all times and/or if ImOn would ever go down.

We would not move forward with the police server (PD archives) due to the limitations of the Arbitrator programming system. Upon, Arbitrator's host becoming out dated is when we will move them to Enseva's data center.

- It is at this time I ask city council to approve and authorize staff to enter into an agreement with Enseva for services that include monitoring and maintenance of the city's underlying physical infrastructure housing the virtual machines for city hall, library and finally replace fire/ambulance server (See "Exhibit A" attached)
- In addition, authorize staff to engage with Inteconnex (our contracted IT management professionals) to migrate city hall, part of police, library and fire in its connection to Enseva-data center at a cost not to exceed $10,000.
- Lastly, ask that equipment reserve dollars for the replacement of city servers to be reallocated to the city's general fund moving forward providing funding for monthly reoccurring cost for such project.

Thank you for your consideration,

Kim

DRAFT

RESOLUTION NO. 19-
City Council

RESOLUTION APPROVING A PROFESSIONAL SERVICES AGREEMENT FOR CITY HALL SEVER AND CLOUD MANAGEMENT

BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF HIAWATHA, IOWA, hereby authorizes city staff proceed with the following:

- Sign a Professional Services Agreement between the City of Hiawatha and Enseva of Hiawatha to place all city data in the cloud-virtual servers (See Exhibit "A" attached), and
- Authorize Inteconnex (our contracted IT management professionals) to migrate city hall, part of police, library and fire in its connection to Enseva-data center upon completion of the fiber ring, and
- Authorize city staff to shift equipment reserve dollars for the replacement of the servers to be reallocated to the city's general fund for reoccurring cost for such project.

AYES:
NAYS:
ABSENT:

PASSED AND APPROVED this 17th day of July, 2019.

_____
Bill Bennett, Mayor

ATTEST:

_____
Amy Scheer, Deputy City Clerk

enseva
RELIABLE - FLEXIBLE - POWERFUL

Exhibit "A"

Service Order

Prepared for:

City of Hiawatha Iowa
101 Emmons St
Hiawatha, IA 52233

Service Order: 2749
Prepared by: Chris Sevey
Quotation Date: 11/30/2018 10:34am
Expiration Date: 12/30/2018
Service Terms: 36-Month(s)

IA01 - Monthly Recurring Fees (Enseva Azure) - City Hiawatha Replacement File Server

Qty	Service Description	List Price	Sale Price	Ext Price
2	EAC Instance vCPU v1 (IA01)	3.150	1.103	2.205
8	EAC Instance Memory (GB) v1 (IA01)	5.300	1.855	14.840
1,400	EAC Block Storage - Cached HDD (GB)	0.050	0.040	56.000
1	EAC Managed Backup License	15.000	15.000	15.000
1,400	EAC Managed Backup Instant Recovery Storage (GB)	0.040	0.020	28.000
1,400	EAC Managed Backup Archive Storage (GB)	0.040	0.020	28.000
1	Network Security Appliance: Fortigate 60D (Self-Managed)	75.000	37.500	37.500
			Total	320.700
			Discount	-139.155
			Group Total	181.545

yes

IA01 - Monthly Recurring Fees (Enseva Azure) - City Logging Server

Qty	Service Description	List Price	Sale Price	Ext Price
4	EAC Instance vCPU v1 (IA01)	3.150	1.575	6.300
8	EAC Instance Memory (GB) v1 (IA01)	5.300	2.650	21.200
320	EAC Block Storage - HDD w/Caching (GB)	0.050	0.040	12.800
			Total	71.000
			Discount	-30.700
			Group Total	40.300

yes

IA01 - Monthly Recurring Fees (Enseva Azure) - City Monitoring Server

Qty	Service Description	List Price	Sale Price	Ext Price
2	EAC Instance vCPU v1 (IA01)	3.150	1.575	3.150
4	EAC Instance Memory (GB) v1 (IA01)	5.300	2.650	10.600
120	EAC Block Storage - HDD w/Caching (GB)	0.050	0.040	4.800
1	EAC Managed Backup License	15.000	15.000	15.000
120	EAC Managed Backup Instant Recovery Storage (GB)	0.040	0.032	3.840
120	EAC Managed Backup Archive Storage (GB)	0.040	0.032	3.840

Total	58.100
Discount	-16.870
Group Total	41.230

yes

on hold

IA01 - Monthly Recurring Fees (Enseva Azure) - PD Archives

Qty	Service Description	List Price	Sale Price	Ext Price
2	EAC Instance vCPU v1 (IA01)	3.150	1.575	3.150
4	EAC Instance Memory (GB) v1 (IA01)	5.300	2.650	10.600
10,120	EAC Block Storage - HDD (GB)	0.025	0.020	202.400
			Total	280.500
			Discount	-64.350
			Group Total	216.150

NO

IA01 - Monthly Recurring Fees (Enseva Azure) - PD Offsite Backups

Qty	Service Description	List Price	Sale Price	Ext Price
4	EAC Instance vCPU v1 (IA01)	3.150	1.575	6.300
8	EAC Instance Memory (GB) v1 (IA01)	5.300	2.650	21.200
740	EAC Block Storage - HDD (GB)	0.025	0.020	14.800
1	Software License: Veeam Backup Agent (1-Instance)	15.000	15.000	15.000
			Total	88.500
			Discount	-31.200
			Group Total	57.300

yes

IA01 - Monthly Recurring Fees (Enseva Azure) - Fire Domain/File Share

Qty	Service Description	List Price	Sale Price	Ext Price
2	EAC Instance vCPU v1 (IA01)	3.150	1.575	3.150
4	EAC Instance Memory (GB) v1 (IA01)	5.300	2.650	10.600
320	EAC Block Storage - HDD w/Caching (GB)	0.050	0.040	12.800
1	EAC Managed Backup License	15.000	15.000	15.000
320	EAC Managed Backup Instant Recovery Storage (GB)	0.040	0.032	10.240
320	EAC Managed Backup Archive Storage (GB)	0.040	0.032	10.240
			Total	84.100
			Discount	-22.070
			Group Total	62.030

yes

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Service Order

Service Order Summary

Service Order	Sub-Total	Discounts	Grand Total
2749	902.900	-304.345	598.555

-216.15

$382.40 mthly RA

Service Order Notes

Cloud Services Documentation
Support documentation on Enseva Cloud Services (Enseva Azure Cloud and Symphony Cloud) can be located on the www.enseva.com website.

Service Terms: https://www.enseva.com/?page_id=2667
Customer Agreements: https://www.enseva.com/?page_id=2635
Service Level Agreements: https://www.enseva.com/?page_id=2689

Colocation Services Documentation
Master Service Agreement (MSA), Service Level Agreement (SLA) and Acceptable Use Policies (AUP) documentation will accompany the Service Order.

Fiber to the Premesis: Performance Internet Documentation
Support documentation Enseva Performance Internet to the Premesis can be located on the www.enseva.com website.

Service Agreement: https://www.enseva.com/?page_id=2759

Client Signature

Enseva Signature

Client Name (Print)

Enseva Name (Print)

Date

Date