



The Village of
Glenview

**Information Technology Strategic Plan
FY 2012 – 2014**

**Administrative Services Department
July 2011**

Table of Contents

Our Mission, Vision and Values..... 3

Our Past..... 4

Our Future..... 8

Critical Success Factors 13

Appendix A – Five Year GIS Project Plan by Fiscal Year 14

Our Mission, Vision and Values

Mission

The Village of Glenview encourages innovation through the development and deployment of technological solutions promoting responsiveness of Village operations.

Administrative Services information technology staff will work with departmental staff and customers to identify critical information and technology needs in order to better meet operational and information demands. The Village of Glenview is committed to providing solutions that allow residents and customers to easily connect with and access information regarding the Village. Further, it is our focus to continually assess business operations and whether or not technological solutions exist to enhance operations.

Vision

To make the Village of Glenview a leader in aligning technology resources with all stakeholder expectations and advancing the innovative use of technology to enhance responsiveness, reduce costs, and improve the effectiveness of decisions.

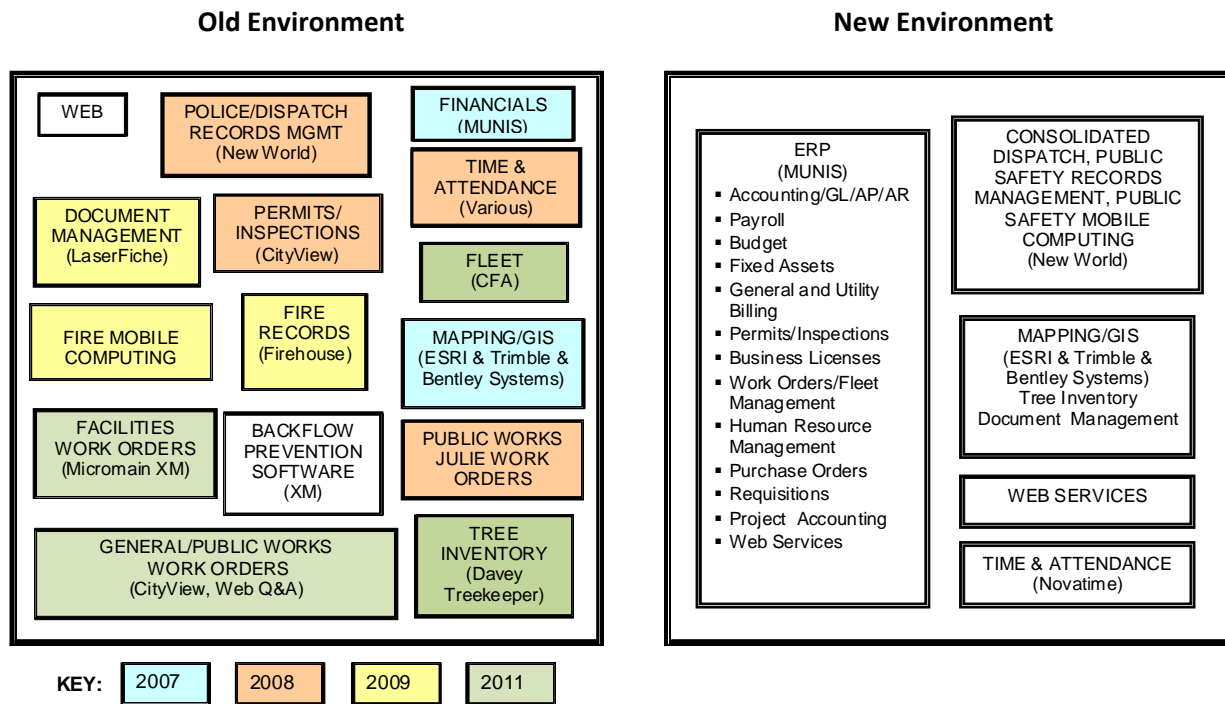
Administrative Services information technology staff is focused on continually assessing opportunities for increased effectiveness of operations, streamlined operations and standardization of data. This allows the Village to ensure that services are delivered in the most cost effective manner.

Values

- We build strong and lasting partnerships.
- Transparency of operations is paramount.
- We are good financial stewards.
- We hold ourselves accountable for achieving superior outcomes.
- Our customers come first.
- We have the courage to innovate and change.

Our Past

The Village of Glenview has demonstrated a strong commitment to improving information technology (IT) operations. The Village has made significant steps to move from a technology environment that is characterized by multiple, standalone systems to one that is integrated and has a vision to the future. The diagram below demonstrates how far the Village has come since 2007 in the simplification of its technology infrastructure.



The Village has realized several benefits from this shift. First, by moving to a more strategic vision of how systems are purchased and integrated with the larger whole, the overall system becomes more efficient and needs less maintenance. As less platforms and licensing is maintained this change results in a cost savings to the Village. Additionally, as systems are simplified and integrated with one another, data is more easily shared between the systems – eliminating data redundancies and duplication of effort.

In addition to these substantial changes, the Village has also completed a number of significant projects from its last IT Strategic Plan (issued in 2007). The following provides an accounting of progress for each of the Goals and Objectives identified in the previous plan.

Goal: System Management	
2007 IT Strategic Plan Initiatives	Status
Manage outsourced contracts to best achieve efficiency and evaluate contract performance.	✓
Develop information technology policies for computer access and use, electronic record retention, server and workstation backup standards, wireless access and media disposal.	✓
Recommend, implement and document routine server, workstation and mobile field device replacement cycles.	✓
Establish Project Agreements with departments on project lifecycle, phases, activities and responsibilities.	✓
Increase communication of technology initiatives with employees through the intranet.	✓
Pace and coordinate training with system initiatives	✓
Goal: Efficient and Stable Communications Network	
2007 IT Strategic Plan Initiatives	Status
Redesign the network architecture and implement in phases.	✓
Plan for the replacement of Village Hall telephone switch and related conventional telecommunications equipment.	In Progress
Seek telecommunications cost savings as plans are developed.	✓
Refresh and replace equipment to enable future migration of desktop operating systems.	✓
Manage Village-owned equipment at locations that support mobile communications.	✓
Evaluate Cost savings opportunity of server and data storage consolidation.	✓
Develop a Disaster Recovery Plan and implement in three phases (file recovery, server recovery and site recovery).	✓
Goal: Efficient Management of Licensing Agreements	
2007 IT Strategic Plan Initiatives	Status
Evaluate cost and management consequences of volume licensing.	✓
Evaluate printer and copier maintenance agreements in terms of price and level of service; seek efficiencies of print and copy consolidation.	✓
Evaluate functionality, renewal and upgrade of system management licenses.	✓
Bring Village workstations up to Vista minimum requirements; install software and provide staff training.	✓
Goal: Service Consolidation	
2007 IT Strategic Plan Initiatives	Status
Support, stabilize and expand the MUNIS application environment.	✓
Standardize database programming language for major applications to enable simpler and more efficient report creation, data backup and maintenance.	✓

Eliminate software maintenance agreements and decommission hardware for non-supported services.	✓
Take advantage of opportunities to create data at the point of collection; assist in the creation of electronic forms to standardize data entry.	Ongoing
Program batch updates from a central address source.	✓
Establish workflow process for address creation and update; train staff.	✓
Broaden Intranet portal to enable collaboration on multiple platforms.	✓
Assist with department services such as schedule coordination, alerts, managing multiple revisions of same information and surveys.	✓
Create summary reports of performance metrics data.	Ongoing
Evaluate and document results of employee time and attendance.	✓
Goal: Electronic Services	
2007 IT Strategic Plan Initiatives	
	Status
Provide initial Wi-Fi access at the Village Hall Board Room and the Police Department Community Room; expand staff conference e rooms and ancillary facilities (Capital Projects, Public Works, Fire Stations) in second phase.	✓
Separate public Internet data traffic from the Village data and voice requirements.	✓
Define and communicate extent of web services; include an exploration of community dialog tools; include search on the financial impact and infrastructure requirements for electronic procurement.	Ongoing
Support and enable the next generation of voice and data communication devices to field staff.	✓
Evaluate options to increase employee self service opportunities in terms of access to employee benefit data.	✓
Develop online forms for the top requested applications.	✓
Establish implementation plan for an online job application system.	✓
Promote updates to web content.	✓

The following serves as an overview of some of the tangible results of these accomplishments:

- Network infrastructure, Internet connectivity and server connectivity were reconfigured to allow greater performance throughout the network in addition to the providing increased Internet and server connectivity performance.
- Realized \$25,000 in annual savings through changes to the cell phone plan for Village staff.
- Eliminated software maintenance agreements and decommissioned hardware for non-supported services at a savings of approximately \$34,000.
- Eliminated many Access databases and supported migration to SQL Village-wide.

- Free, public access to the Internet at the Village Hall Board Room and Police Department Community Room is available.
- Video streaming of public meetings is available.
- Customers can make payments for water and sewer bills online.
- Deployed software which enables the delivery of electronic Board packets.
- Purchased, set up and trained users on an internal dashboard for metrics reporting.

Lastly, the following are the planned projects for the remainder of 2011:

- Deployment of MUNIS work orders for fleet, public works, general service requests and facilities. This will create one single application for all work orders in the Village and substantially simplify data collection.
- Implement Novatime for time and attendance tracking Village-wide.
- Upgrade the Village's phone system at a cost savings.
- Deploy government transparency initiative targeting the dissemination of critical Village information to residents.
- Expand online options to offer commuter parking permit renewal and payment.
- Enable residents to complete service requests online, track the status of current requests and follow through completion.
- Develop mobile Village of Glenview website where Glenview web content is delivered to multiple mobile platforms.

Our Future

In order to continue the progress that the Village has made with its IT initiatives, Village IT and senior management met in early July 2011 to discuss the objectives for FY 2012 – 2014. Staff considered the direction that the Support Services Department would need to take in order to solidify the Village’s place as a leader in technology and efficient operations.

The objective of the Strategic Planning Process is to provide an approach and guidelines for developing the vision and identifying the goals to accomplish this vision. A strategic plan describes the results of what the organization wants to achieve in light of current issues and future needs. Information Technology strategic planning helps the IT team to:

- Rethink how IT can contribute to the organization’s mission;
- Ensure that technology investments align with strategic priorities;
- Work with the Village to ensure that IT investments have solid business cases;
- Assess the performance of the existing plans and information systems and identify improvements or enhancements needed;
- Analyze existing and emerging technologies and plan which technological direction is appropriate to meet the business needs of its customers;
- Develop a plan to achieve strategic goals; review and update the plan annually.

Goal #1 - SELF-SERVICE: To empower Village employees (i.e., elected officials, contractors, full time and part time employees), customers, residents and businesses to easily access reliable information, conduct business and transactions through self service technologies on demand.

Objective	Project	Resources	Timeline
To the greatest extent possible, utilize interactive, fillable forms when collecting data and integrate this data with existing systems, eliminating data redundancies. Forms should also auto-populate to the respective Village Source system, where applicable.	<ul style="list-style-type: none"> ➤ Inventory which forms are currently online and which ones are still in paper form. ➤ Prioritize forms for development. ➤ Create interfaces with source systems. 	<ul style="list-style-type: none"> ➤ Staff to develop forms and interface. 	2012
Explore self-service kiosks for customers and residents to utilize for payments and Village information.	<ul style="list-style-type: none"> ➤ Complete a pilot study to determine use levels and patterns. 	<ul style="list-style-type: none"> ➤ Staff to complete study. ➤ Decide future of kiosk program. 	2012
Publish building inspection results online.	<ul style="list-style-type: none"> ➤ Scope out requirements. ➤ Develop interface. 	<ul style="list-style-type: none"> ➤ Staff to develop requirements and build interface with MUNIS. 	2012
Create and utilize mobile smart applications for interacting with customers.	<ul style="list-style-type: none"> ➤ Develop recommendations for which smart apps should be developed to interface with Village services. 	<ul style="list-style-type: none"> ➤ Staff to develop requirements and develop application. 	2013

Expand online options to offer payment for parking violations.	<ul style="list-style-type: none"> ➤ Scope out requirements. ➤ Research software. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. ➤ Funding to procure. ➤ Staff to implement. 	2014
Goal #2- EFFICIENCY: Where possible, utilize technology and/or process efficiencies to reduce processing time, eliminate redundancies, improve communications, enhance resident responsiveness, align resources and make information available to effectively manage knowledge.			
Objective	Project	Resources	Timeline
Explore opportunities to share bandwidth and procure IT assets with neighboring communities and jurisdictions.	<ul style="list-style-type: none"> ➤ Map Village and school district communication backbones and identify opportunities for strategic investments in fiber. ➤ Discuss procurement cycles and identify opportunities to joint purchase. ➤ Prioritize projects for pursuit. ➤ CAD coordination through dispatch centers to shorten the amount of time to find nearest mutual aid unit. 	<ul style="list-style-type: none"> ➤ Staff to work with other jurisdictions to pursue options. 	2012-2014
Utilize spatial identification of work in order to identify where issues exist in the community.	<ul style="list-style-type: none"> ➤ Add MUNIS work orders and service requests to Business Intelligence mapping tool. 	<ul style="list-style-type: none"> ➤ Staff to program application. 	2012-2014
Strive toward paperless offices.	<ul style="list-style-type: none"> ➤ Expand Laserfiche use for document storage. ➤ Inventory projects to be completed and prioritize. 	<ul style="list-style-type: none"> ➤ Staff to define projects and implement them. 	2012-2014
Increase intra-Village information availability.	<ul style="list-style-type: none"> ➤ Set up a cellular tower lease monitoring program. ➤ Set up a certificate of insurance and bond tracking in MUNIS. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. ➤ Funding to procure. ➤ Staff to implement. 	2012
Investigate options for the automation of plan reviews.	<ul style="list-style-type: none"> ➤ Identify business requirements and software options 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements and software solutions 	2012

Investigate options for automating tracking of vendor certifications for the purposes of automating bid distribution	<ul style="list-style-type: none"> ➤ Identify business requirements and software options 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements and software solutions 	2012 – 2013
Work on the integration of data between MUNIS and New World to eliminate data redundancies and enhance data integrity.	<ul style="list-style-type: none"> ➤ Expose fire inspection and fire records through one common portal. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. ➤ Staff to implement. 	2012-2013
Enable an on-line process to process and fulfill police records requests.	<ul style="list-style-type: none"> ➤ Explore the creation of a request form and efficient record expungement. ➤ Develop interface. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. ➤ Staff to develop interface. 	2013
Increase intra-Village coordination to facilitate resolution of customer service requests.	<ul style="list-style-type: none"> ➤ Explore how a closed New World ticket could be transferred to a MUNIS service request and/or work order. ➤ Move alarm billing from Access database to appropriate enterprise application and establish any links required. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. ➤ Funding to procure, if needed. 	2013-2014
Communicate standard operating procedures (SOP) for naming conventions.	<ul style="list-style-type: none"> ➤ New World global subjects database; GIS address standards. 	<ul style="list-style-type: none"> ➤ Staff to interview experts to determine issues and develop SOP. 	2013-2014
Eliminate redundant customer data.	<ul style="list-style-type: none"> ➤ Research opportunities to reduce customer record duplication in New World for incidents. ➤ Research MUNIS requirements to establish a common Property Master and a common Customer Master (including contractors, utility billing and employees). 	<ul style="list-style-type: none"> ➤ Staff to examine and clean data, and work with vendors to determine system capabilities. 	2014
Continue to pursue GIS efficiency (process and data) gains as identified in the Five Year – GIS Project Plan	<ul style="list-style-type: none"> ➤ Projects identified in Appendix A 		2012 - 2014

Goal #3 - TRANSPARENCY: To the greatest extent possible, make non-confidential information available to the public in order to enhance accountability and increase trust in government and enhance management decision-making.

Objective	Project	Resources	Timeline
Meet Village Administrative Goals for open government and provide Village financial and operational data online through a coordinated access point.	<ul style="list-style-type: none"> ➤ Define what information will be provided online, identify source of data, establish format. ➤ Develop interface. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements and develop interface. 	2012-2013
Seek input from residents and businesses to gauge the type of information they would like to see made available online.	<ul style="list-style-type: none"> ➤ Contact residents, customers and businesses. 	<ul style="list-style-type: none"> ➤ Staff to make contact. 	2012
Dashboard Village financial and operational data online for general consumption.	<ul style="list-style-type: none"> ➤ Investigate MUNIS dashboarding functionality. Map against Village needs. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. 	2012
Enhance the online provision of Village Board meeting minutes and agendas by adding workshop materials and presentations to the website.	<ul style="list-style-type: none"> ➤ Develop requirements and investigate possible software solutions. 	<ul style="list-style-type: none"> ➤ Staff to scope out requirements. 	2012
Provide information regarding key development sites in the Village online to residents and businesses.	<ul style="list-style-type: none"> ➤ Develop a centralized property file for query on the Village website 	<ul style="list-style-type: none"> ➤ Staff to scope requirements and deliver the service 	2012

Goal #4 - MOBILITY: To the greatest extent possible identify and implement cutting edge mobile technologies in order to enhance mobile operations data reliability and efficiency.

Objective	Project	Resources	Timeline
Continue to provide video streaming and archiving solutions for public meetings and events.	<ul style="list-style-type: none"> ➤ Research digital equipment necessary to support field webstreaming. ➤ Develop use policies. 	<ul style="list-style-type: none"> ➤ Staff to scope requirements and deliver the service. 	2012
Establish application deployment strategy for mobile devices	<ul style="list-style-type: none"> ➤ Research application deployment options. 	<ul style="list-style-type: none"> ➤ Staff to scope out options. 	2012
Increase the mobility of Public Works staff through enabling work orders to be completed in the field, new work orders to be notified in the field and updates to work orders are made in the field. Solutions will focus on light mobile devices.	<ul style="list-style-type: none"> ➤ Identify resources needed in the field. ➤ Implement pilot program. 	<ul style="list-style-type: none"> ➤ Staff to test solutions. ➤ Funding to procure hardware. 	2012
Increase the mobility of inspectors through the utilization of light, mobile devices.	<ul style="list-style-type: none"> ➤ Identify resources needed in the field. ➤ Implement pilot program. 	<ul style="list-style-type: none"> ➤ Staff to test solutions. ➤ Funding to procure hardware. 	2013
Continue to assess the mobility needs	<ul style="list-style-type: none"> ➤ Survey mobile needs of 	<ul style="list-style-type: none"> ➤ Staff assigned to 	Ongoing

of all Village staff and Board of Trustees.	staff.	continually examine needs.	
Match standards of applications and devices to the greatest extent possible.	➤ Identify devices that support mobile requirements.	➤ Staff to scope out requirements.	2012-2013
Resident or customer mobile devices submit service requests to the Village.	➤ Identify needs for resident and customer mobile access. ➤ Develop applications to address needs.	➤ Staff to identify needs and develop applications.	2014
Explore further use of GPS to track Village assets.	➤ Identify where GPS could be utilized for all Village departments. ➤ Inventory assets with location.	➤ Staff to inventory and deploy.	2014
Goal #5 – CONTINUITY: Define mission critical systems and implement disaster recovery solution(s) to maintain operations in the event of an outage, emergency or disaster.			
Objective	Project	Resources	Timeline
Prioritize Village systems in order to determine acceptable down times in the event of an outage, emergency or disaster.	➤ Inventory Village systems and develop recommendations for down times, etc. ➤ Develop oversight committee to approve recommendations.	➤ Staff for inventory and oversight committee.	2012
Identify costs associated with maintaining services as approved by oversight committee.	➤ Assign costs to each recovery scenario.	➤ Staff for the assignment of costs. ➤ Funding for executing the recovery scenario	2013
Complete an emergency information technology response and recovery plan for the Village Emergency Operations Plan.	➤ Develop a response and recovery plan by location, application, and services for the Village.	➤ Staff for development of the plan.	2012
Explore opportunities to share data redundancy pipelines with other communities and jurisdictions.	➤ Meet with representatives from other jurisdictions to determine network coverage and data redundancy pipelines. Assess whether there are cost savings opportunities.	➤ Staff to spearhead effort	Ongoing

Critical Success Factors

It is important that the strategic plan be reviewed annually for updates and critical success factors.

Village staff will meet yearly to monitor the success of the strategic plan and document that all goals and objectives are being met as committed to in the plan.

Appendix A – Five Year GIS Project Plan by Fiscal Year

Annual

- **Available Commercial Property Marketing Support** – Maintain KML maps that show available commercial properties via a link from the Village Manager’s Economic Development webpage.
- **Capital Improvement Program Support** – Provide data support to the Capital Projects Department and develop products related to Village’s Capital Improvement Projects (CIP) and road maintenance program.
- **Client Training and Support** – Prepare for and train staff members to use new products, systems, or methods outside of existing projects.
- **Community Map Maintenance** – Annually update the Village’s standard street map.
- **County Parcel and Assessor Data Integration** – Integrate county parcel data into the GISC standard feature classes, including the addressing model and all layers coincident with parcels.
- **Data Maintenance** – Maintain data outside of existing projects.
- **Dispatch System Data Support** – Maintain the base data in the New World software products, which are used by the Village Joint Dispatch Center to dispatch police, fire, and EMS services.
- **Foreclosure and Vacant Lot Tracking** – Maintain the data and maps showing Village and North Maine foreclosures and vacant lots.
- **GASB 34 and GASB 51 Support** – Provide data support and product development related to the Village GASB summaries and status sections.
- **Infrastructure Updates**
 - **Sewer Utility Updates** – Create and maintain data and projects using the GISC’s sanitary system utility model.
 - **Storm Utility Updates** – Create and maintain data and projects using the GISC’s storm system utility model.
 - **Water Utility Updates** – Create and maintain data and projects using the GISC’s water system utility model.
- **MUNIS Support** – Update the address database that supports MUNIS software.
- **Revenue/Billing Review**
 - **Nicor Address Review** – Review Nicor’s accounts and locations to ensure that the community is properly charged.
 - **Sales Tax Address Review** – Compare addresses in the sales tax database to GIS records to ensure that the Village is receiving taxes from all businesses located within the Village limits.
 - **Street Light Billing Review** – Review ComEd’s accounts and locations for street lights to ensure that the community is properly charged.
- **Roadway Maintenance** – Create and maintain data and projects related to the maintenance of Village roads.
- **Snow Plowing Support** – Maintain data and related products showing the Village’s snow plowing districts and sidewalk routes.

- **Special Event Support Mapping** – Create and maintain special event maps for police, fire and EMS use, such as firework fallout distances and event setup for the Independence Day Celebration at Glenview Park Golf Course.
- **Support-Based Work** –Support community staff on request by developing maps, data, and other outputs on an ad-hoc basis.
- **Tree Inventory and Hazards Support** – Work with forestry staff to maintain a tree inventory, possibly with the work order management system, and create and act on action plans for managing Emerald ash borer, gypsy moth, Dutch elm disease, invasive species, and other tree hazards.
- **Zoning and Land Use Map Maintenance** – Annually update the Village’s standard zoning map.

2011

- **Annexation (Historical) Inventory** – Digitize annexation areas from paper records and enter related data such as date of annexation, ordinance number and document recording number. Use this data to update installation dates for water, sanitary and storm systems.
- **Backflow Prevention Device Mapping for Industrial and Commercial Locations** – Track location of backflow prevention devices in commercial areas.
- **Infrastructure Updates** – Update unknown installation dates for infrastructure by annexation years and continue to digitize information from as-builts.
 - **Water System** – Support the Village project to model the community’s water system using GIS data and integrate the data back into the GISC geodatabase model; Enhance utility feature classes from notes on the Public Works paper copy of the water system atlas.
 - **Sanitary System** – Close all network gaps on gravity mains; resolve missing structures on lateral lines; correct annotations.
 - **Storm water System** - Close all network gaps on gravity mains; resolve missing structures on lateral lines; correct annotations.
- **Environmental Contamination Tracking** – Map all Leaking Underground Storage Tanks (LUST), HAZMAT locations, and superfund sites.
- **Impervious Surface Study** – Determine impervious surface percentages for the entire Village by using existing planimetric data; compare those percentages with existing Village ordinances in support of a possible storm water service utility fee.
- **MUNIS Property Master Conversion Support** – Assist IT in the conversion of the property master database from an address-based to a PIN-based model.
- **On-Street Parking Management Support** – Track parking locations on streets though the Village.
- **Ordinance Mapping** – Work with the Development Department to map locations with conditional uses, variances, amendments, and special-use permits, beginning in 2000. Make map available in MapOffice™ Advanced as well as in paper form.
- **Pace bus routes and stops** - Integrate GIS data available through PACE on bus routes, stops, and shelters.

- **Setback Conversion** – Help Community Development, Planning, and Building Departments visualize setback and variances throughout the Village by digitizing setbacks per block and variances to those setback values.
- **Street Lights** – Migrate Public Works maintenance and LED data into GIS.
- **Traffic Signals** – Migrate Capital Projects signal pre-emption inventory into GIS.

2012

- **Sewer Video Tape Library Automation** – Create an automated system that will display the pipe segments that have been video recorded, starting with the current year and going forward by providing a link in GIS that will take the user to the sewer video software or directly to videos.
- **Cellular Infrastructure Tracking** – Track the locations and accounts of cellular structures, antennas, leases, and coverage through the municipality to support the community's goals of providing service and receiving funding from leased spaces.
- **Dead End Streets Tracking** – Digitize and maintain maps showing the locations of dead ends for the Fire Department.
- **Easement Tracking** – Migrate the existing easement data from CADD into GIS.
- **Fiber Optic Utility Support** – Create and maintain data and projects supporting the community fiber optic system, tying in private data when possible.
- **IMS Sign Inventory Support** - Incorporate the IMS data capture into GIS; provide Public Works with future replacement analyses.
- **Infrastructure Updates** – Continue to digitize information from as-builts.
- **Liquor License Mapping and Analysis** – Map liquor license locations using enterprise application data and compare them to the Village's ordinance distances (and/or state statute distances).
- **Parking Management Support in Parking Lots** – Track, analyze performance, and publish parking information for the community.
- **Police Incident Mapping** – Create a business process to provide spatial analysis of crime statistics on a monthly basis, such as crash incidents and robberies.
- **Structure Invert Survey Integration** – Integrate field-collected data into the infrastructure data layers.
- **Water Services** – Add water infrastructure service lines into the Water data model.
- **Water System Master Plan support** –Support the water system master plan with items such as water main break data spatially analyzed to identify problem areas within the city that are in need of repair and updating.
- **Water Use Analysis** – Use water billing records to map properties with abnormal water use in an effort to identify billing or building-use issues.
- **Zoning Violations** – Track and analyze known zoning violation locations.

2013

- **Backflow Prevention Tracking for Residential Areas** – Track backflow prevention devices in residential areas.
- **Business Intelligence** – Build map ability for Munis work orders.

- **Mutual and Automatic Aid Areas** – Map areas for which the community supplies mutual aid as well as the areas and levels of mutual aid that come into the community.
- **North Maine Service Area Address Update** – Update address points and street address range lines (GIS features) from field checks and other data sources to improve location analysis for Public Works and Public Safety.
- **Pavement Striping and Marking** – Create and maintain an inventory of pavement stripes and marks so that the Streets Department can do cost planning and request accurate quotes from outside vendors.
- **Storm Water Utility Fee Support** – Work with staff to support the creation of documents for presentations regarding the proposal of a community storm water fee.

2014

- **3D Mapping Investigation** – Create 3D models of the Village showing zoning, architectural rendering, building modeling, view sheds, shadow effects, transportation networks, and displacement distances.
- **Emergency Management Planning and Scenario Support** – Work with local staff to include GIS in the creation of products for use in planning for hazardous events.
- **Parking Ordinance Mapping** – Related to the parking inventory, focus on spatially reviewing parking ordinances throughout the community to assist with parking decisions in the community as well as publication to residents.
- **Potential Flooding Areas Modeling** – Create a flood model using FEMA elevations and cross sections to assist in the prediction of flooding in the community.
- **Tracking Buildings with Sprinkler Systems** – Use community address data to map the locations of buildings with sprinkler systems.
- **Voting Precinct Map** – Create and maintain a map depicting the voting precincts in the Village and the addresses that fall within those boundaries.

2015

- **Gas Main Locations** – Request and convert data from Nicor to identify the locations of gas mains in the community.
- **High Pressure, Gas, or Petroleum Pipeline Locations** – Request and convert data from public and private agencies.
- **Nicor and ComEd Station Locations** – On request from the Fire Department, work with ComEd and Nicor to locate stations through the community for emergency response reference.
- **Planting Bed and Green Space Maintenance** – Create and maintain data and maps in support of the planning and maintenance of planting beds and other green space.
- **Rail Mile Markers** – Add railroad mile markers to the GIS dataset for use by Public Safety when working with the Rail Authority.
- **Sex Offender Management** – Map sex offender locations in relation to appropriate buffer zones around schools, parks, day care facilities, and other related locations to show any conflicts.

- **Wireless Water Meter Replacement Support** – Support the community in the investigation, planning and potential implementation of wireless water meters.

Year/reoccurrence to be determined

- **Community Rating System (CRS) Support** – Provide data support and develop products related to the Village's Community Rating System (CRS) renewal.
- **Fire ISO Accreditation Support** – Create and maintain maps and data in support of the Fire Department's ISO accreditation process.
- **National Pollution Discharge Elimination System (NPDES) Support** – Support the community's storm water permit renewal process.
- **Police Accreditation Support** – Create and maintain data, projects, and analysis for the Police Department's accreditation process.