

## SCHEDULE OF EVENTS

5 - 7 p.m.	Booths Open
7 - 7:30 p.m.	Presentations
7:30 - 8:30 p.m.	Open Discussion
8:30 - 9 p.m.	Booths Open

## PRESENTATIONS

### Introduction

A brief overview of the goals and objectives of the technology open house and an introduction to the city's technology initiatives.

**Presenter:**

Larry Gunderson, IT Team Leader  
Information Technology Team

### Customer Empowerment

Overview of the various online services offered via the City of Naperville Web site.

**Presenter:**

Michael Masterson, Web Developer  
Information Technology Team

### Government Transparency

A look at all the methods employed to provide constituents with a view of the inner workings of the city, including social media, e-newsletters, RSS feeds and e-Agenda.

**Presenter:**

Kevin Apgar, Web Content Coordinator  
Community Relations Division

## OPEN DISCUSSION

An opportunity for attendees to share ideas and ask questions of city staff regarding the city's Strategic Technology Plan.

## Notification System

CityWatch is a notification system used to alert residents and businesses of emergencies as well as informational messages via an automated telephone dialing system. The messages can be sent to a subscriber's land line, mobile phone, fax machine or e-mail address.

**Presenter:**

Dan Voiland, Telecommunications Manager  
Naperville Police Department

## Online Bid and Notification Services

Through this vendor registration system, potential vendors are notified of upcoming projects and may bid on City of Naperville contracts.

**Presenter:**

Mike Bevis, Chief Procurement Officer  
Financial Services Department

## Vendor Online Services

This application allows active City of Naperville vendors access to maintain their current information, view payment history and other pertinent information.

**Presenter:**

Mike Bevis, Chief Procurement Officer  
Financial Services Department



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City of Naperville

# Technology Open House



An opportunity to gather input from residents and other constituents in the development of the city's Strategic Technology Plan.

Tuesday, March 9, 2010  
5-9 p.m.

Meeting Rooms A, B & C  
Municipal Center  
400 S. Eagle Street

## **Electronic Records Management**

OnBase is a fully integrated enterprise content management (ECM) software suite used to capture, manage, share and archive high volumes of electronic documents critical to business operations, audits and customer service. This system eliminates manual paper tasks, making all content instantly available from a single, easy-to-use interface that increases employee productivity and operational efficiency.

### **Presenter:**

Dave Buwick, IT Project Manager  
Information Technology Team

## **Electronic Meeting Agendas/Minutes**

Agenda Plus provides a completely electronic process for creating, editing, reviewing, compiling and publishing meeting agendas and their related information. Agenda Plus works as a central repository for all meeting agenda information, enabling staff to easily collaborate on the creation and review of agenda items.

### **Presenter:**

Dave Buwick, IT Project Manager  
Information Technology Team

## **Video and Web Streaming**

Granicus enables the City of Naperville to provide live streaming and on-demand public access to city meeting agenda, documentation, video and audio. Granicus archives meeting information, enabling constituents to view past meetings and access past meeting documentation. RSS feeds are available to notify users when new meeting information is posted.

### **Presenter:**

Dave Buwick, IT Project Manager  
Information Technology Team

## **Building Permits Online**

This application allows residents and contractors with active building permit applications to view the plan tracking status of their building permit as well as schedule inspections and view inspection results.

### **Presenter:**

LiLin Lo, Business Applications Manager  
Information Technology Team

## **E-Bill Online Utility Bill Payment**

The e-Bill Online Utility Bill Payment service allows you to receive your utility bill by e-mail as opposed to traditional mail delivery. You can also view, pay and store your bills online.

### **Presenter:**

LiLin Lo, Business Applications Manager  
Information Technology Team

## **Geographic Information Systems (GIS)**

The GIS booth will present the Your Place and Monument Viewer applications available on the city's Web site. As the city looks to redesign the Your Place application, new Web-based mapping technologies such as the ArcGIS Silverlight mapping application will be demonstrated.

### **Presenter:**

Jason Sheldon, GIS Coordinator  
Information Technology Team

## **Smart Grid**

Representatives from the Department of Public Utilities - Electric will provide information on the Smart Grid initiative with a focus on the aspects of the technology, such as advanced electric metering, energy usage management and Home Area Networks (HAN) that will

have the most impact on residents.

### **Presenter:**

Olga Geynisman, Electrical Engineering Manager  
Department of Public Utilities - Electric

## **Citizen Support Center**

GovQA is a request management product integrated into the City of Naperville Web site which allows easy interaction between city staff and Web site users. Modules implemented by the city include an online knowledge base of frequently asked questions (FAQs), submission of questions and concerns and initiation of service requests.

### **Presenter:**

Michael Masterson, Web Developer  
Information Technology Team

## **e-Newsletter Distribution**

Constant Contact is a Web-based electronic newsletter distribution service that the city uses for dissemination of press releases, meeting notifications, emergency alerts and construction news.

### **Presenter:**

Kevin Apgar, Web Content Coordinator  
Community Relations Division

## **Social Media**

The city uses the Facebook and Twitter social media networks as additional avenues of news and information distribution including road alerts, meeting notices, press release distribution and event notification.

### **Presenter:**

Kevin Apgar, Web Content Coordinator  
Community Relations Division

***A pre-event survey and more information about the City of Naperville's Strategic Technology Plan are available at [www.naperville.il.us/strategictechplan.aspx](http://www.naperville.il.us/strategictechplan.aspx)***