

# Information Technology

Tony Gonzalez  
Director



# Organizational Structure

Director of Information Technology

GIS Manager

Business Systems  
Manager

Network Manager

Assistant Director

GIS Technicians

Business Analysts

Network Administrators

Service Desk Technicians

GIS Analysts

Systems Administrators

# IT is an Always Changing Service



## ▲ What we used to do:

- Break/Fix
- Network Services
- Computer replacements
- Communication Services
- Disaster Recovery

## ▲ Plus, what we also do today:

- Location Intelligence/GIS Services
- Security Services
- Data Management
- Project Management
- Consulting Services
- Mobility Services
- Disaster Recovery/Business Continuity
- Artificial Intelligence

# IT By The Numbers



**1,400+**

Enterprise Directory  
Service Accounts

**250+**

Databases

**4+ TB**

Database Storage

**190**

Wireless Access Points

**5,517**

Network Connections

**600+**

Desktops/Laptops

**220+**

Mobile Computers

**850+**

Cellular Lines of Service  
(iPads, Phones, Laptops,  
MDTs)

**350+**

Peripherals (Printers,  
Plotters, Scanners)

# What's Your Best Guess?



**Email Systems – How many emails do we have archived?**

28.5 Million

**How many applications do we support?**

150+\*

**How many intrusion attempts do we have per month?**

60,000 and growing

**Miles of fiber-optic cable we have installed?**

107 miles

# Cyber Security



- ▲ HB 3834 – State Law now requires Cyber Security Training
  - Went into effect in 2019
  - Monthly Phishing Tests via e-mail
  - Additional training for “clickers”

# Let's Talk About those Layers...

- ▶ Immutable Backups
- ▶ Air-gapped “Connection”
- ▶ Third-party Security Assessment
  - UT partnership
  - Penetration Testing
- ▶ MFA
- ▶ Passwords – Big change in the last year

Number of Characters	Numbers Only	Lowercase Letters	Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters	Numbers, Upper and Lowercase Letters, Symbols
4	Instantly	Instantly	Instantly	Instantly	Instantly
5	Instantly	Instantly	Instantly	Instantly	Instantly
6	Instantly	Instantly	Instantly	Instantly	Instantly
7	Instantly	Instantly	2 secs	7 secs	31 secs
8	Instantly	Instantly	2 mins	7 mins	39 mins
9	Instantly	10 secs	1 hour	7 hours	2 days
10	Instantly	4 mins	3 days	3 weeks	5 months
11	Instantly	2 hours	5 months	3 years	34 years
12	2 secs	2 days	24 years	200 years	3k years
13	19 secs	2 months	1k years	12k years	202k years
14	3 mins	4 years	64k years	750k years	16m years
15	32 mins	100 years	3m years	46m years	1bn years
16	5 hours	3k years	173m years	3bn years	92bn years
17	2 days	69k years	9bn years	179bn years	7tn years
18	3 weeks	2m years	467bn years	11tn years	438tn years

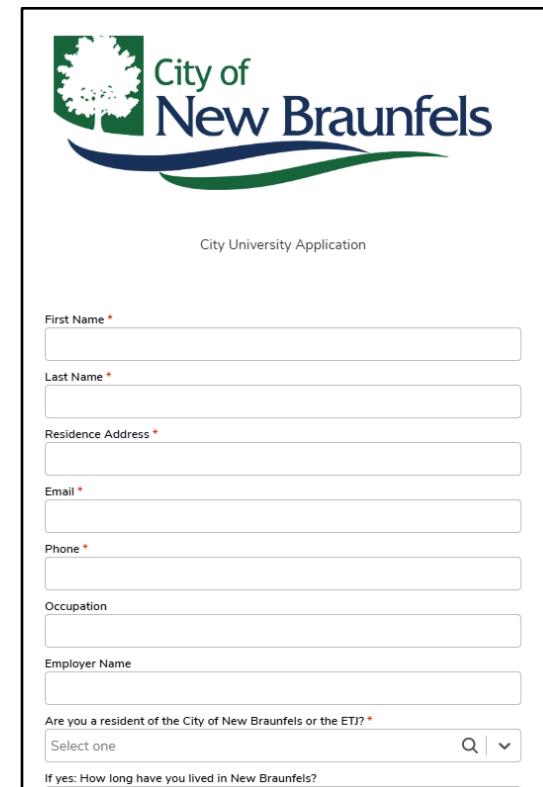
# Application Development – What a Journey



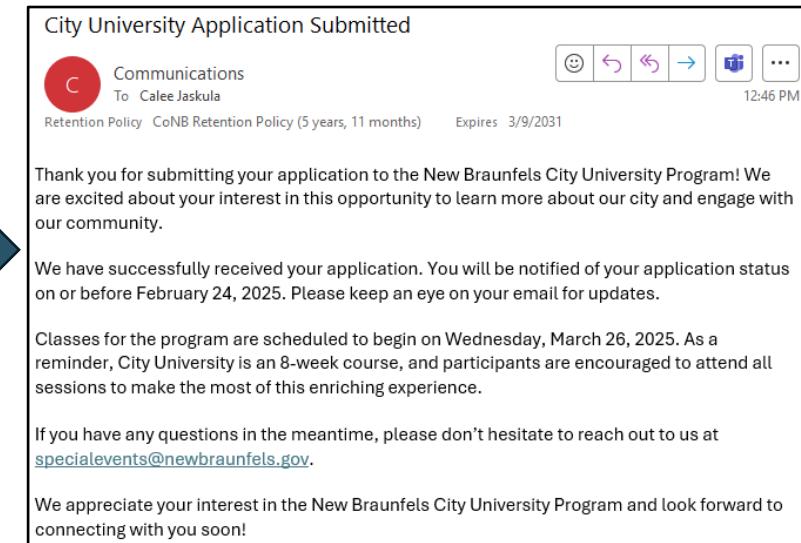
## From Smartsheet to Quickbase

- How many Smartsheets would you guess we had when we started?
- We have “outgrown” Smartsheet

## NB Stat



The image shows a screenshot of a web-based application form titled "City University Application". The form is presented on a page with the "City of New Braunfels" logo at the top. The form fields include: First Name, Last Name, Residence Address, Email, Phone, Occupation, Employer Name, and a dropdown menu for "Are you a resident of the City of New Braunfels or the ETJ?". Below the dropdown is a note: "If yes: How long have you lived in New Braunfels?"



The image shows an email confirmation titled "City University Application Submitted". The email is from "Communications" to "Calee Jaskula". It includes a retention policy notice, a success message, class information, a contact email, and a closing message. The email has a "12:46 PM" timestamp and standard Microsoft Office ribbon icons.

# What is GIS?

How does the city use it?



# Maps, Maps, Maps!!!!



- ▲ Council Districts
- ▲ Parks and Rec Map
- ▲ Food Establishments
- ▲ General Reference
- ▲ Road Closures
- ▲ Short Term Rentals
- ▲ NB at Work Dashboard
  - NB at Work

2020 Census Demographic Data... 2020 Census Demographic Data Viewer	Active Transportation Plan Map Map of location and condition of all public bike facilities, shared...	Child Safety Zones Child safety zones and premises in New Braunfels as determined...	Drainage Map Drainage web map for the City of New Braunfels
Dry Comal Creek and Comal River Watershed Story Maps about protecting our watershed.	ETJ Release Dashboard Tracking ETJ releases per SB 2038	Fire Calls for Service Dashboard NBFD Calls for Service Dashboard	Flood Zone Map Floodplains and floodways for the city
Food Establishment Inspections View the most recent inspection scores	Garbage & Recycling Service Map Search the map to see Garbage & Recycling service days and...	General Reference Map View the general data for the city	Golf Carts & Similar Vehicles: Where to Drive Where golf carts can be driven in the City of New Braunfels

# Questions?

