



# TECHNOLOGY SOLUTIONS

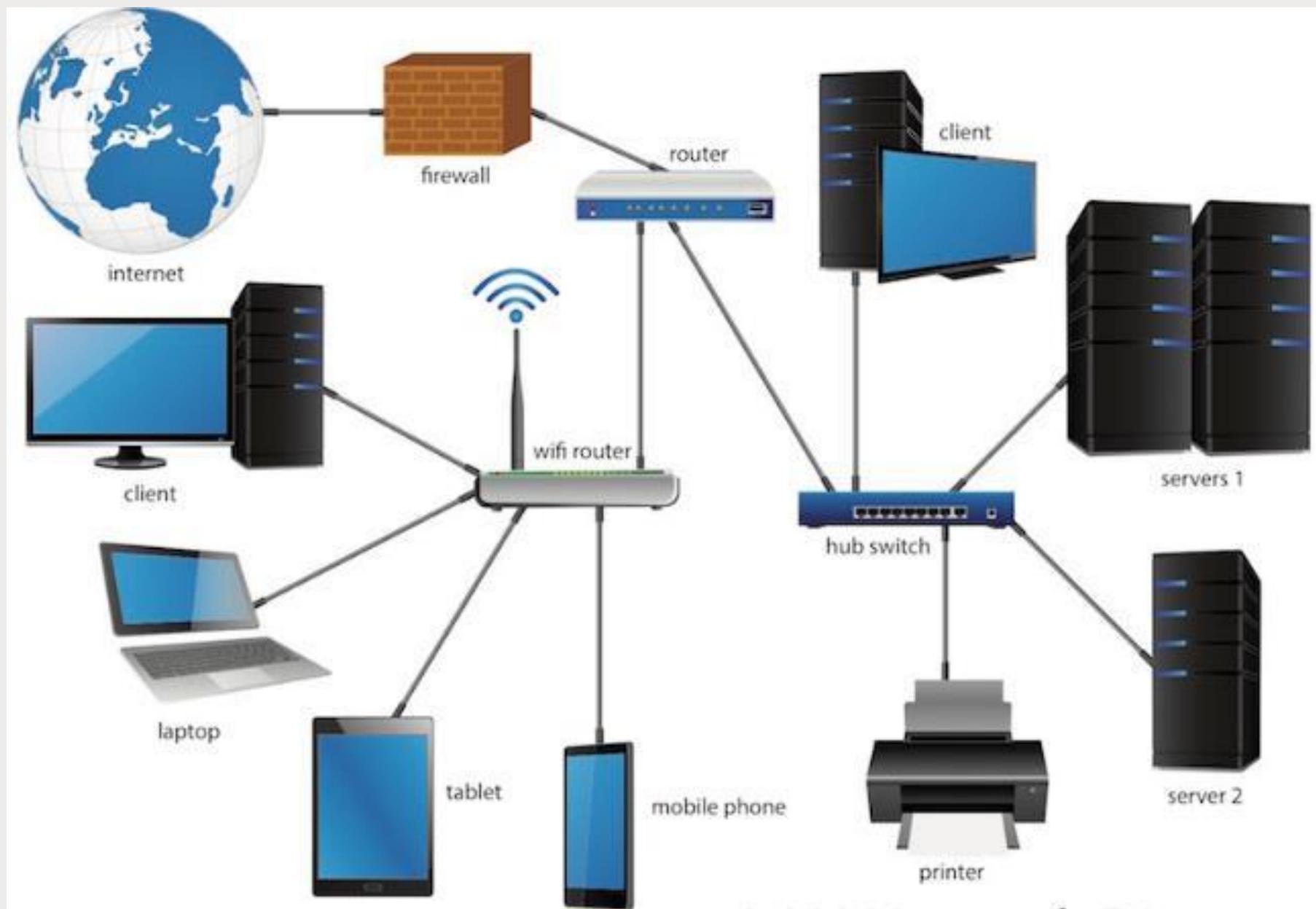
Provision and Support Technology Tools to Town Staff  
Partner with Town Departments to Include Digital in Solutions  
Support and Promote Public, Businesses and the Region

- 
- 
1. DATA CENTERS
  2. WORKSPACES
  3. SECURITY
  4. CONSTRUCTION
  5. DIGITAL TRANSFORMATION
  6. SMARTCITIES



# DATA CENTERS

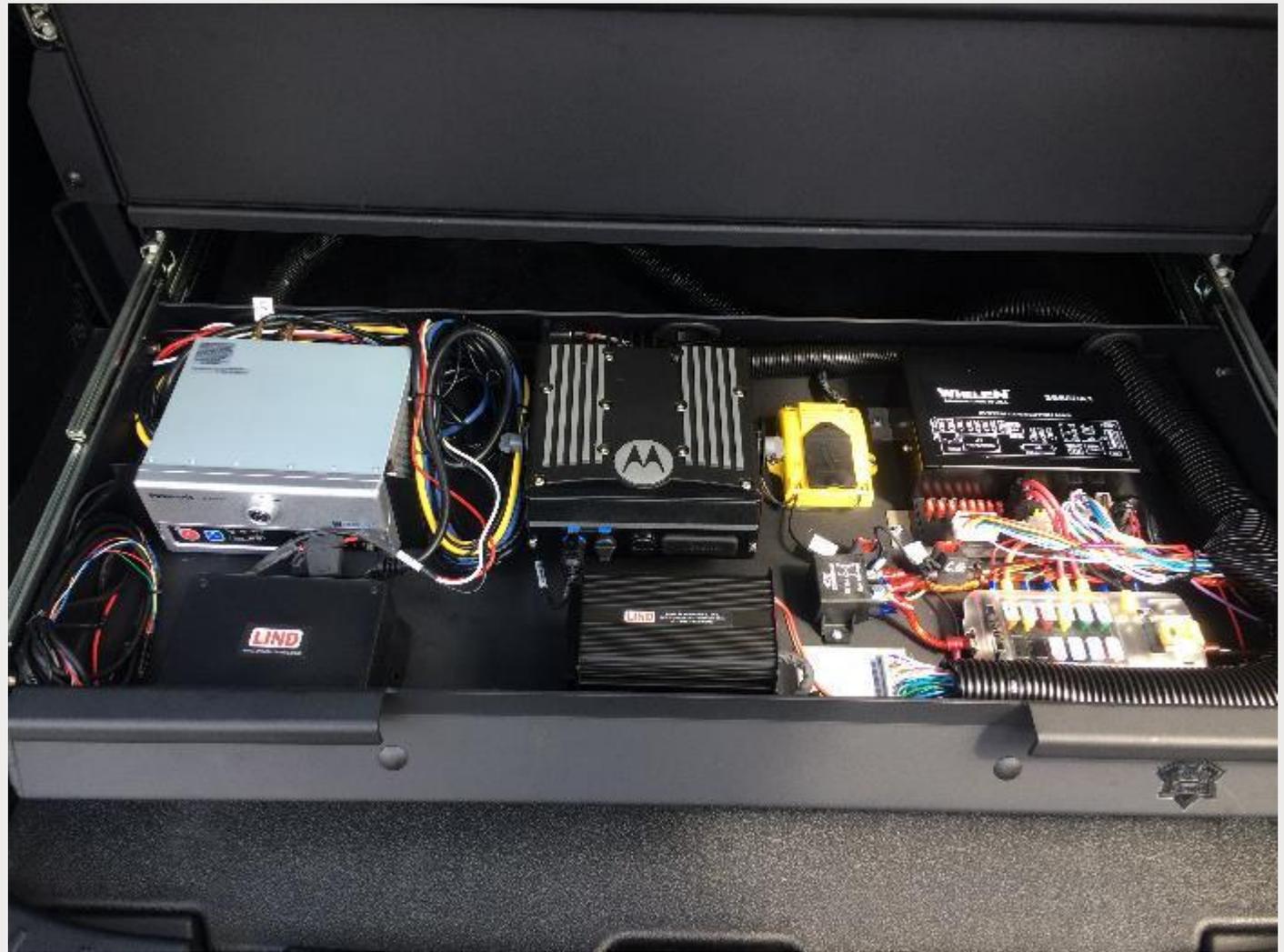
Three Data Centers in Town  
Cloud Services With Vendor Monitoring  
WIFI, Fiber Loop and Mobile Connection Points



Equipment connecting staff and the community to Town services



Equipment racks in facilities



Mobile public safety connection

# WORKSPACES

Wide Variety of Town Services Requires a  
Wide Variety of Workspaces for Staff and the Public



Traditional office plus many workers able to work remotely from home and in the field



Customer Service Area in Town Hall, the Police HQ, Parks and Recreation, the Library



Secure remote access from a police car – access to Town network, BMV, Criminal Justice information



Fire Stations and Fire Trucks – Connection to County 911 dispatch, radio systems, building information

Transit – Next Bus, Demand Response, Security, WIFI at Major Stops



Public Works – Vehicle Maintenance, Dispatching, Automated Vehicle Location



Council Chamber Construction (Several Years Ago)



Top IT Priority  
Least Privilege Access  
Risk Management  
Vendor Management

3

# SECURITY

Cybersecurity awareness  
Business Continuity Plans  
Redundant Systems  
Backups



# STOP

Before you use the Internet, take time to understand the risks and learn how to spot potential

# THINK

Take a moment to be certain the path ahead is clear. Watch for warning signs and consider how your actions online could impact your safety, or your family's.

# CONNECT

Enjoy the Internet with greater confidence, knowing you've taken the right steps to safeguard yourself and your computer.

[STOPTHINKCONNECT.ORG](http://STOPTHINKCONNECT.ORG)

## STOP | THINK | CONNECT TIPS FOR PARENTS ON RAISING PRIVACY-SAVVY KIDS

In today's world, digitally connected families must think about safety and security both online and offline. Every child is taught basic safety and security, like not talking to strangers and looking both ways before crossing the street. Teaching young people easy-to-learn life lessons for online safety and privacy begins with parents leading the way.

The first step is to teach children how to STOP. THINK. CONNECT.: take safety measures, think about the consequences of your actions and connect knowing you have taken steps to safeguard yourself and your family when online.

### SHARE WITH CARE - WHAT YOU POST CAN LAST A LIFETIME:

Help your children understand that any information they share online can easily be copied and is almost impossible to take back. Teach them to consider who might see a post and how it might be perceived in the future.

### PERSONAL INFORMATION IS LIKE MONEY. VALUE IT. PROTECT IT.:

Information about your kids, such as the games they like to play and what they search for online, has value - just like money. Talk to your kids about the value of their information and how to be selective with the information they provide to apps and websites.

### POST ONLY ABOUT OTHERS AS YOU WOULD LIKE TO HAVE THEM POST ABOUT YOU:

Remind children and family members about the golden rule and that it applies online as well. What they do online can positively or negatively impact other people.

### OWN YOUR ONLINE PRESENCE:

Start the conversation about the public nature of the Internet early. Learn about and teach your kids how to use privacy and security settings on their favorite online games, apps and platforms.

### REMAIN POSITIVELY ENGAGED:

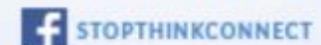
Pay attention to and know the online environments your children use. In the real world, there are good and bad neighborhoods, and the online world is no different. Help them to identify safe and trusted websites and apps. Encourage them to be cautious about clicking on, downloading, posting and uploading content.

### STAY CURRENT. KEEP PACE WITH NEW WAYS TO STAY SAFE ONLINE:

Keep up with new technology and ways to manage privacy. Visit [staysafeonline.org](http://staysafeonline.org) or other trusted websites for the latest information about ways to stay safe online. Talk about what you discovered with your family, and engage them on a regular basis to share what they know about privacy.

Created by the National Cyber Security Alliance  
Made possible in whole by a grant from the Digital Trust Foundation.

[STOPTHINKCONNECT.ORG](http://STOPTHINKCONNECT.ORG)



# Email

Mailboxes 1077

Individual Users 750

Random 30 days of email

490,000+ emails

197,918 allowed through to mailbox

288,797 blocked

8,039 quarantined for review

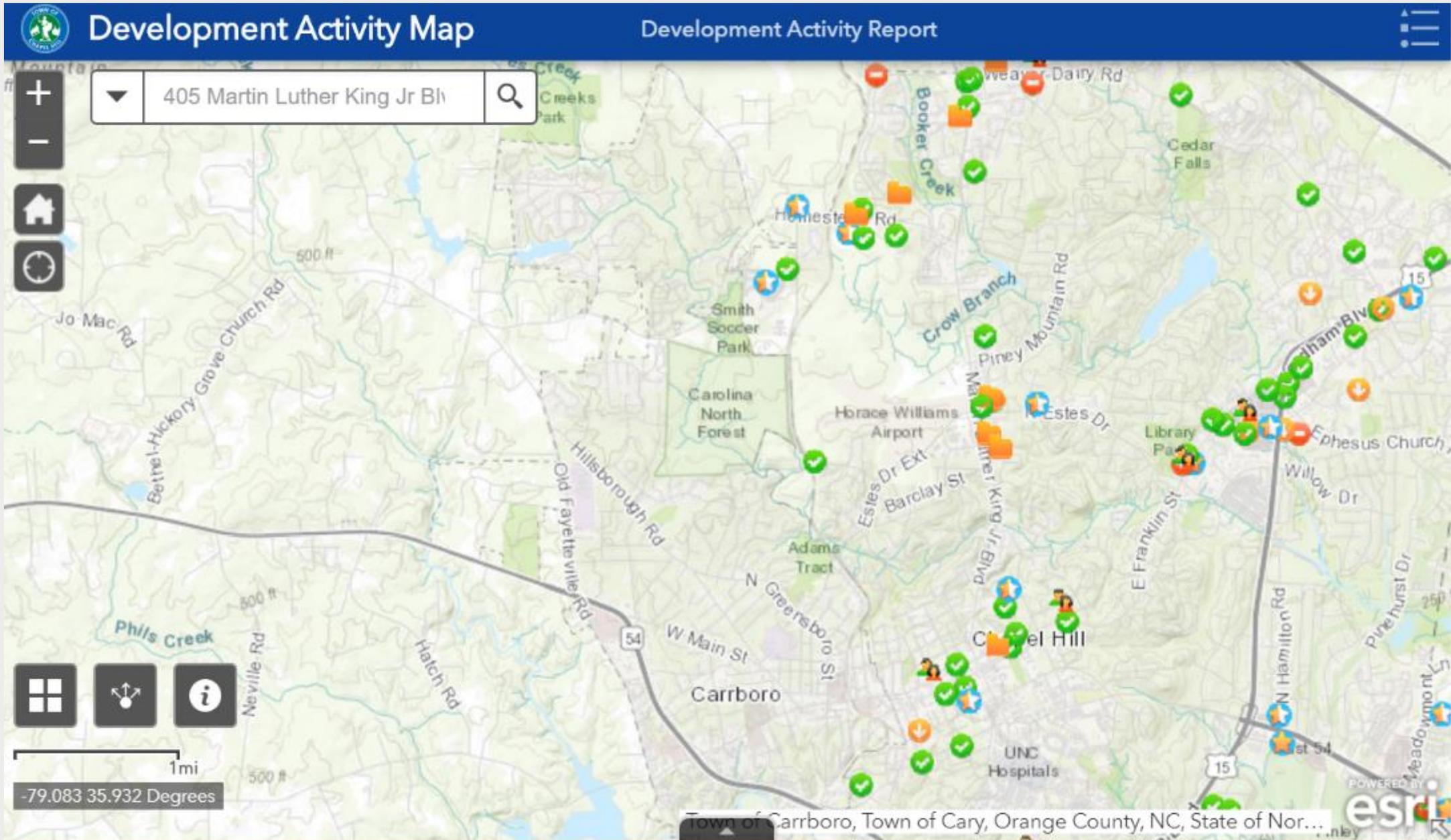
Averaging 6-7 million emails per year.



# CONSTRUCTION

Town Facilities

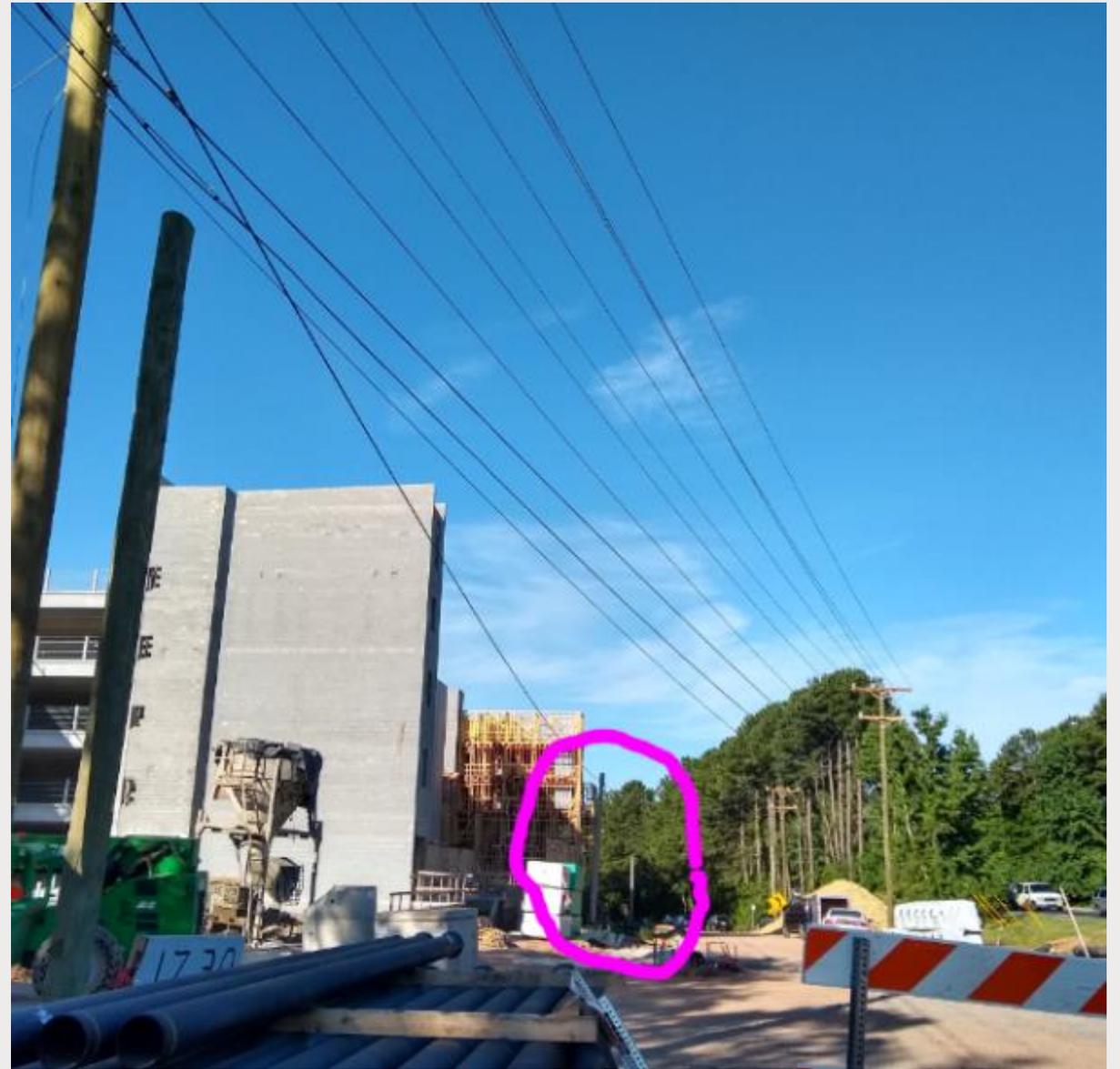
Vendors (AT&T, Google, Verizon etc)



Geospatial mapping and databases for development, stormwater, emergency management . . .



Commercial Fiber Booster



Town and Traffic Fiber Move for Commercial Development



← 811 Locates marking underground Town Fiber in construction areas

Guidance and monitoring of commercial Fiber to the Home (FTTH) installers





Worksite for New Installation Method - Shallow Depth  
Less Risk, Cleaner, Faster



Shallow Depth – Cutting and the Resulting Trench





Shallow Depth – Laying in the Fiber



## Fiber Damage, Repairs and Moves





# DIGITAL TRANSFORMATION

Of Town Services  
Partnership with Departments  
Strategy for Systems  
Inter-system Operability  
Data Governance – Collecting and Utilizing

*Projects and Partnerships in FY20*



## *Projects and Partnerships in FY20*

### 1. Cybersecurity and Risk Avoidance

### 2. Project Partnerships

- Improve data quantity and quality to improve services
- Improve community services with data and technology
- Productivity/Collaboration

### 3. Resilience, Sustainability, Upgrades

- Physical - Servers, Switches, Fiber routes
- Smart City data collection and decision making
- Internal Services for staff

### 4. Regional Partnerships

- RTA – Regional Transportation
- RTCC – Clean Cluster

Your One-Stop Shop for the Town's Internal Services



Explore Our Shared Services

*Learning, serving and working together to build a community where people thrive!*



**Human Resource Development**

Explore the Human Resource Development Catalog for policies, benefits information and other topics related to employment.



**Technology Solutions**

Discover the many other services your Technology Solutions team has to offer from IT management to process improvement.



**Business Management**

Learn how to navigate through key business processes including purchases, travel, and manage budgetary items.



**Communications & Public Affairs**

People are employed by the same company does not mean that they see themselves as a team or that they engage.

© Town of Chapel Hill 2018



Questions? Comments? Additions? Updates? [Contact Us.](#)

Internal Services information to employees

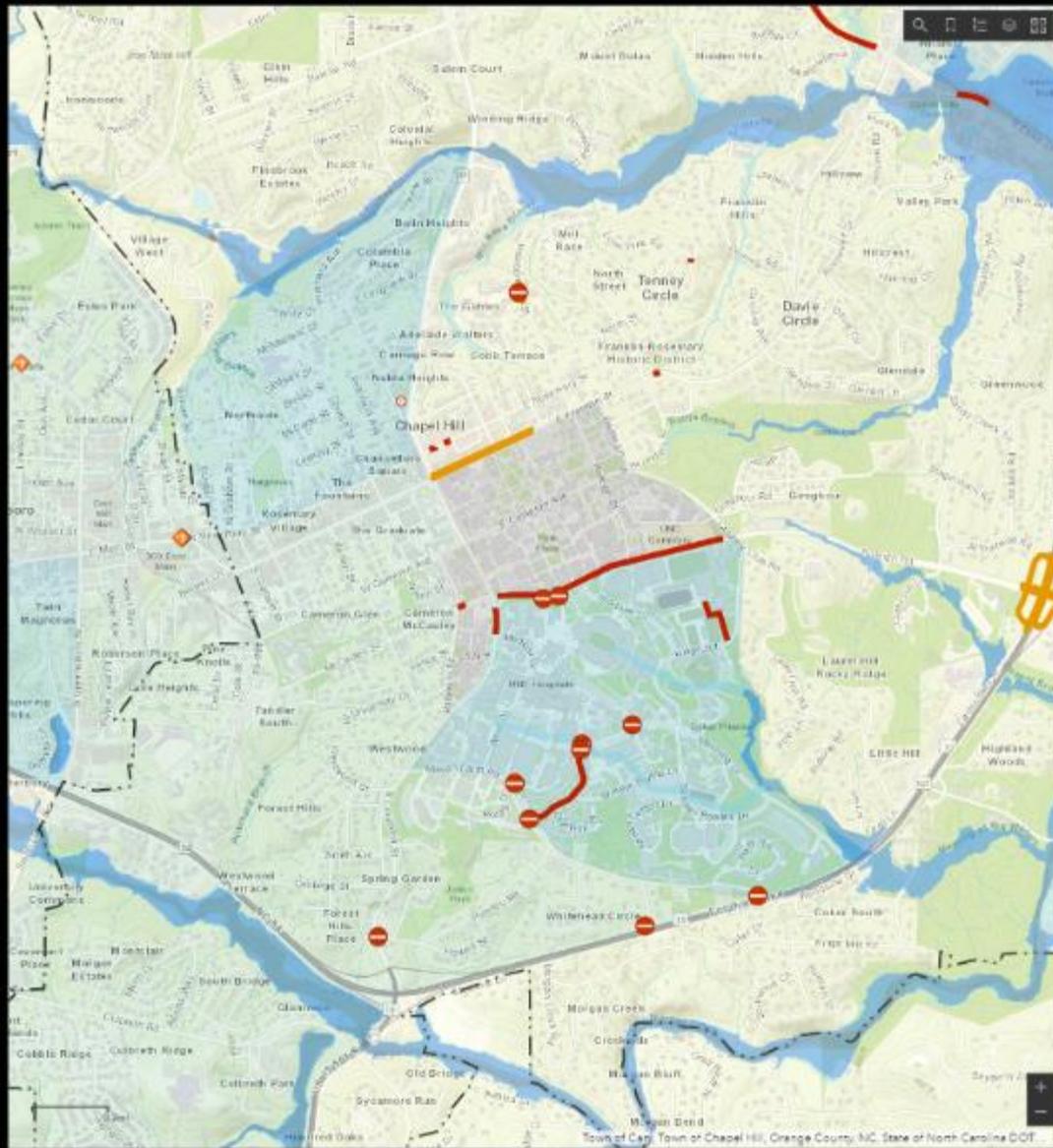


Total Population

# 29,142

Population 0-4 Years	Population Over 55 Years
919	262

- Road Closures
- S Columbia St., Right Lane Closed**  
Reason: Incident  
Full Closure: No  
Direction: North  
Alternate Route:
  - Lane Closure**  
Reason: Incident  
Full Closure: No  
Direction: South  
Alternate Route:
  - Lane Closure**  
Reason: Incident  
Full Closure: No  
Direction: South  
Alternate Route:
  - Lane Closure**  
Reason: Incident  
Full Closure: No  
Direction: North/South  
Alternate Route:
  - Sink Hole Repair**  
Reason: Maintenance  
Full Closure: No  
Direction: West  
Alternate Route: Via Columbia St to W Cameron Ave to Pittsboro St.
  - Lane Closure**  
Reason: Maintenance  
Full Closure: No  
Direction: East/West  
Alternate Route:
  - Lane Closure**  
Reason: Event  
Full Closure: No  
Direction: West  
Alternate Route:
  - Sidewalk Closed**  
Reason: Other  
Full Closure: Yes  
Alternate Route:
- Last updated: a few seconds ago



National Weather Service  
Watches, Warnings, and Advisories

# 0

Previous: 0

Last updated: a few seconds ago

National Weather Service Alerts by Urgency and Severity

No Data

Last updated: a few seconds ago

Windspeed (mph)

4.3

Current measurement at RDU International Airport

Last updated: a few seconds ago

Prototype Situational Awareness Dashboards



## Emergency Operations Center Support

Logistics  
Maps  
Dashboards  
Call Center

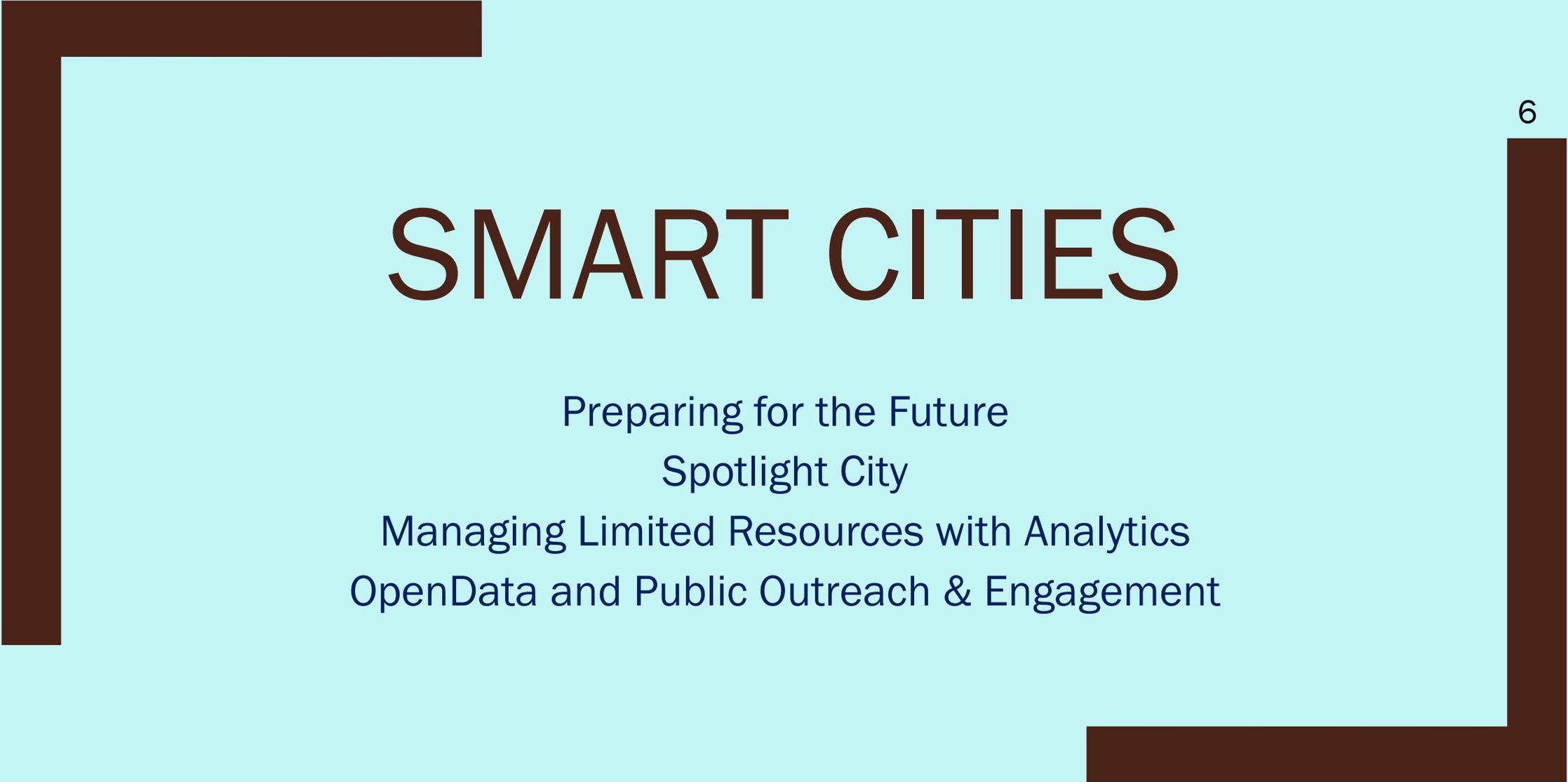


**Town of Chapel Hill**



Page Liked · September 5 · 🌐

Our Call Center is open until 7 pm today to answer non-emergency questions related to Hurricane [#Dorian](#) and local response from the Town. Call 919-969-5005. The friendly faces [#behindthescenes](#) are Robert Whitaker and Lauren Ryan, [@chtransit](#) employees.



# SMART CITIES

Preparing for the Future

Spotlight City

Managing Limited Resources with Analytics  
OpenData and Public Outreach & Engagement

## Parking Management



Sensor Docks and Attachments



Traffic Analysis Camera



Array of Things Sensor Cluster



Smart City Outreach

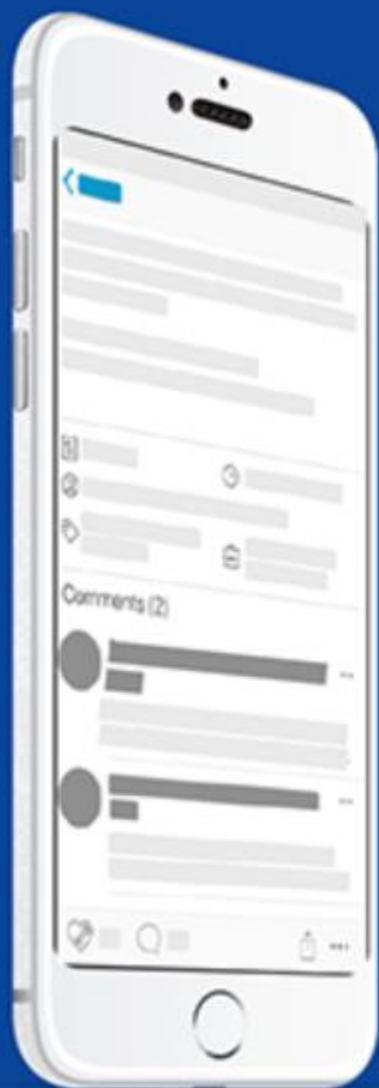
Next Tech Showcase with CHCCS



Code for Chapel Hill  
Civic Hack-A-Thon Pitches



1<sup>st</sup> Annual (?) Town of Chapel Hill Donation and Recycle Event



# Download Chapel Hill Connect

to submit and track requests, access local information, and much more!

<http://www.townofchapelhill.org/>



powered by SeeClickFix

Questions ?