

City of Waukesha IT Technical Assessment

Digital Signage

Requesting Department Use

Fiscal Year: 2021 Requester: Mona Bauer Title: CASM Dept: PRF

Project Overview and Goals:

Over the last two years, a team from IT, Mayor's Office and Park and Rec have looked at a couple of different digital signage companies and have selected Clear Wing as the digital signage preferred vendor. Clear Wing is a production company and manages the stages at events such as Summerfest as well as other large events. Their signage hardware and software will enable the city to have the diversity that different departments need, yet on one platform so that all the signs can be changed with a single input should an emergency occur. It is important for the city to be able to communicate with one voice in those circumstances.

This vendor was also selected as it seemed to be most agile and able to have interactive signage when needed and displays outdoors for Pool Concession Menus. The software seemed easy to use and upload files. The signs are needed for wayfinding at the Schuetze Recreation Center, menu displays at the pools, marketing functions at Aviation, and displays that would be protected from ultraviolet rays, etc. at Les Paul Performance Center. Other uses would include an interactive menu display for the new city hall, reservation displays outside conference rooms, and displaying video (such as channel 25). These displays and software are capable of all of this.

The major goal for the menu includes the ability to section the display into three sections. One for a weather stream, one for any marketing or promotion opportunities and one to display the menu. Users can also be added to have control over a one display, or all displays. We are anxious to install digital displays in the next six weeks at the Schuetze Recreation Center and at Aviation Services Center as part of the 2019 Community Investment Program.

Proposed Project / Technology

Check one: ☐ Replacement ☐ New ☐ Upgrade ☒ Other: Continuation of Display Program

Will any of the following need to be purchased: PCs, Handheld devices, Laptops, printers, scanners, etc.

☐ N/A ☐ Yes ☒ No

If yes, please explain: Although signs may need data connections and electricity.



Vendor Use

This section is to be filled out by the vendor.

**General overview from vendor of the application topology and what the application does:
The following questions are designed to help determine the appropriate infrastructure costs in conjunction with system type/criticality information.**

Application Architecture

What is the Application Architecture (if known)? The options are as follows:

☐ Client / Server ☒ Client ☐ Web Based ☐ Other:

*Web-Based is preferred

Where is the Application Architecture installed? The options are as follows:

☒ On-Premises ☐ Hosted ☐ Other:

If the Application Architecture is hosted, what model is used?

☐ Infrastructure as a Service ☐ Software as a Service ☐ Platform as a Service

☒ N/A ☐ Other:

If the Application Architecture is hosted, and the City stops using the solution, is there a charge to get our data back

☐ Yes ☐ No

If the Application Architecture is hosted, what certifications do they hold?

☐ SAS 70 ☐ SSAE 16 ☐ FedRAMP ☐ Other:

Web Application Requirements

☐ N/A: This is a Client/Server Solution

What Web Browsers are supported?

☐ Internet Explorer ☐ Chrome ☐ Firefox ☐ Browser Agnostic ☐ Other:

* Browser agnostic preferred

What Browser version is supported?

Internet Explorer:

Chrome:

Firefox:

What Web service is used: ☐ IIS - Version

☐ Other – Version

*IIS Preferred

What third party software needed?

☐ A Java add-on is on the client, version #

☐ Active X add-on on the client

☐ .NET Framework, version

☐ Digital certificates (IE based app. or ASP)

☐ Adobe

☐ Add-ins for existing applications (IE MS Office, etc.)

☐ Other

☐ Not Applicable (none needed)

*None Needed is preferred.



Server Requirements

☐ N/A: This is a Hosted Solution

Specify the type of server the main component of the application will be installed on?

☐ MS Server What Version? What Service Pack?

☐ LINUX - What version?

*MS Server is the standard

What database will be used?

☐ MS SQL What version? What SP?

☐ Oracle What version?

☐ Other What version?

☐ N/A

*MS SQL is the standard

Is database fully vendor supported?

☐ N/A ☐ No ☐ Yes Notes:

*Vendor supported is preferred

Does the vendor require the application and Database to reside on same hardware?

☐ No ☐ Yes Notes:

If no, can the application and Database reside together for the test system?

☐ No ☐ Yes Notes:

Are virtual servers supported?

☐ No ☐ Yes Notes:

*Virtual Servers are the standard

If yes, which Hypervisors?

☐ Hyper-V Notes: ☐ VMware Notes:

Will any of the following servers be needed?

☐ Test ☐ QA ☐ Train ☐ Not Applicable ☐ Other Notes:

*Test environments are the standard

*QA environments are preferred



Client Requirements

☐ N/A: Web-Based solution

Is the application able to run in a Citrix/Remote Desktop/VDI environment?

☐ No ☒ Yes Notes: Proof of concept tested with remote desktop.

Is Citrix/RDS/VDI fully vendor supported?

☐ No ☒ Yes Notes: Remote Desktop confirmed

*Citrix is the standard.

What client operating system will be used?

☐ Windows 7 - What SP?
☒ Windows 10 - What SP? Most current
☐ Other: What SP?

*The most current Windows OS is the standard.

What third party software needed?

- ☐ A Java add-on is on the client, version #
- ☐ Active X add-on on the client
- ☐ .NET Framework, version
- ☐ Digital certificates (IE based app. or ASP)
- ☐ Adobe
- ☐ Add-ins for existing applications (IE MS Office, etc.)
- ☒ Other BrightAuthor
- ☐ Not Applicable

User Account Control

Does the application require users to login?

☒ No ☐ Yes Notes:

Does the application integrate with Active Directory for authentication?

☒ No ☐ Yes Notes:

*Active Directory is the standard for on-premises applications.

Does the application integrate with Active Directory for user account creation?

☒ No ☐ Yes Notes:

Does the application integrate with Azure Active Directory Services?

☒ No ☐ Yes Notes:

*Azure AD is the standard for hosted solutions.



Application Info

What will be the frequency of updates (i.e. dot (.) or SP)? Bi-annually

What will be the frequency of upgrades (i.e. major releases)? Annually

Is the application licensed per user? ☐ No ☒ Yes Notes: Application is free, if using the application on remote desktop connected to all media players with a local network there is no need for the subscription

If yes, are they concurrent licenses? ☐ No ☒ Yes Notes:

Is access to the Internet required for this application? ☒ Yes ☐ No

If yes, please describe what access is needed and how it will be used: Players are directly connected to the internet if using the cloud hosted option, or the local network. Users access the players via remote desktop or cloud.

IT Department Use

The section is to be filled out by the IT department.



City IT Department Use

For standard systems:

In order to appropriately answer the “commensurate” or “adequate” nature of a particular response, the information in the Technical Assessment Pre-Screen should be considered.

IT needs to talk with the vendor to gather more information before completing this section.

Does the system meet City of Waukesha’s technical standards? If not, we cannot ensure the system’s availability, nor can we insure the integrity of the information stored in the system.

☐ Yes ☐ No If NO, please explain:

Is the expected combination of local and vendor support sufficient? This affects availability and integrity. It is important to recognize that vendor size & stability affect the answer to this question, in addition to their contracts, procedures, etc.

☐ Yes ☐ No If NO, please explain:

If the Vendor requires remote access for system support, can it be adequately secured? This might involve one-time passwords, VPN connections, encrypted access, etc. If the vendor requires constant “root” level access, will not allow passwords to be changed regularly, requires “always-on” modem access, etc. the answer is “NO”.

☐ Yes ☐ No

Can adequate system backup & recovery procedures be implemented? This includes the ability to test the restore processes on a “regular” basis.

☐ Yes ☐ No

If the system requires transmission of information to a remote party, can it be adequately protected? (This would include encryption for data transmission, and at rest.)

☐ Yes ☐ No

Does the system provide adequate toolsets for User Identification, Authentication and Access Control? Generally, minimum requirements include a Unique User I.D. for each system user, a password associated with each User I.D., and password complexity allowing a minimum of eight mixed-case alpha and numeric characters (the ability to handle more characters and special characters is preferred). NOTE: If the application is MS Active Directory-aware, it meets our minimum criteria.

☐ Yes ☐ No

STOP!! If you answered “No” to any of the above, your project does not meet technical standards. Please consult the IT Director for further guidance.



