

Monthly Report of Priorities and Projects
Information Technology Department
Fiscal Year 2024
March

This month, the Information Technology (IT) Department staff completed the following notable work/tasks:

- DPD I-Touch computer replaced due to age for the Decatur Police digital fingerprints.
- Issues are narrowing with the new mobile vehicle plan being trialed for police vehicles. Over all the officers are having a better experience with the updated units than before the upgrades. Work on this continues.
- City DPD and IT continue to participate in a Public Safety system conversion from Central Square to Tyler New World Public Safety. Project is continuing to run on schedule and due to be live in late fall.
- Phones and network finalized for the new CICD space within the new Library Lease Space.
- Project kickoff, design phase, and department data cleanup of existing City Website in preparation for migration to new CivicPlus developed Website.
- Redevelopment of Debt Check application from DB2 to SQL Server is complete. Will go live on a new SQL Production Sever in April.
- Started redeveloping DB2 Bankruptcy application into SQL Server.
- Food and Beverage Tax application completed in OpenGov.
- Replacement Cablecast Server used for Government Channel playback was installed and commissioned in the Council Chambers AV equipment room.
- Work has started for the Brush College Fiber extension awarded to Bodine Electric spanning from Richland Community College and north to Hospitality Lane.
- IT has invested in some infrastructure management software to assist with Microsoft deployments.
- In March, IT processed 170 Help Desk tickets, resolving only 104 during the initial point of contact with IT staff (60% First Call Resolution Rate (FCR)). Hats off to the IT Help Desk team for exceeding our goal of an FCR of 50% or greater.