Monthly Report of Priorities and Projects
Information Technology Department
Fiscal Year 2019
November

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

- Fiber Purchase Agreement with the CIRDC for 1 pair of fiber between the Law Enforcement Center and the Municipal Services tower building on Jasper Street is waiting for work to be completed at the CIRDC. City IT Department has this circuit ready to go and will present an IRU agreement to council soon
- Worked 40+ manhours with City Clerk and Legal to pull information for several FOIA requests in November
- Assisted the Fire Department with deployment of a computer application and device for respirator fit testing for Firefighters called FITPRO
- Upgraded Firehouse software to version 7.25.28 to correct ongoing Google Maps issue
- Trained DPD officers tasked with utilizing data from the Security Camera registration page on the City Website
- Currently working to develop a GIS (geographical information system) roadmap to focus resources and efforts for GIS in the City to meet departmental and City-wide goals
- The Tyler DocOrigin product replacing Adobe Central used to create and print forms and data from the MUNIS ERP system is complete and working well
- Preparing for a multi-month software upgrade to the City Phone System to the most current software revisions. Because we have redundant phone systems, no downtime is anticipated.
- City IT is gearing up to issue access tokens to all officers accessing mobile technology to ensure access to state and federal records are secure if the device gets in the wrong hands. This is required to maintain our CJIS (Criminal Justice Information System) access certification for state and federal records
- Working with our current vendor, Tyler to develop a plan to fully utilize the Enterprise Resource Planning (ERP) solution we are paying them for and fold in as many older applications used by the City into this single database system. Also completing a full analysis of the software modules we are paying for and if they are being fully utilized or required going forward. Goal is reducing the overall cost of IT in the City of Decatur
- In November, IT processed 77 Help Desk tickets, resolving 31 on initial call (40.26% First Call Resolution Rate). Out of the 77 tickets logged, 3 service surveys were returned and was ranked as "exceptional" service. It is the goal of City IT to complete at least 50% of all calls during the first staff contact. A root cause analysis will be completed to find out why our first call resolution rate was 40.26% and not 50% or greater this month