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

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

- Work continues with 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.
- Worked 30+ manhours with City Clerk and Legal to pull information for several FOIA requests in December.
- Began building new server environment to support virtual workstations to better structure and simplify the City's workstation environment.
- Prep work was completed for the software upgrade to the City Phone System. Upgrade process will begin in January.
- Completed Cyber Security scans for all our public facing servers.
- Research started with identifying vendor solutions that can provide a flexible model for expanding Neighborhood cameras.
- IT worked with Cablecast product to add program headers for videos playing on the Comcast Government Channel.
- Completed technology readiness assessment for new Fire House 5. Comcast internet deployment is incomplete.
- IT staff has started assessing vendors and resources for Smart City parking sensors.
- Upgraded OSSI software used by police to version 19.3.
- Provided year end support to Risk Management in preparation for a new insurance year. Also worked with Payroll on year end payroll processing.
- Completed an ADA compliance check of the City Website. Began correcting compliance issues identified by the scan.
- In anticipation of changes to way weeds will be mowed – started a review of possible changes to the Code Enforcement application.
- Continuing with the development of an GIS (geographical information system) roadmap to focus resources and efforts for GIS in the City to meet departmental and City-wide goals.
- In December, IT processed 81 Help Desk tickets, resolving 39 on initial call (48.15% First Call Resolution Rate). Out of the 81 tickets logged, 2 service surveys were returned and was ranked as "exceptional" service.