

Monthly Report of Priorities and Projects
Information Technology Department
Fiscal Year 2021
May

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

- DPD Sex Offender Computer equipment was replaced to eliminate and older failed computer running older operating system software.
- The FLOCKSAFETY cameras were deployed on the streets of Decatur in May. All DPD Sworn officers were added to the system and crime is being solved using the new system.
- Materials have been ordered for the City Fiber Extension project. Still do not have a delivery date so conduit work can begin.
- IT is responding to several pending requests to engage City Fiber for a wide range of use cases.
- IT continues to monitor Cyber Security threats and make changes to our network security as possible issues are identified. Staff commitment in time to network security is increasing. In May, twenty-one manhours were spent mitigating Cyber threats.
- A testing environment was set up for Tyler MUNIS (City Electronic Resource Planning System) to Version 2019 and is ready for testing.
- The OpenGov implementation is now being used for Live Data. History data was migrated from old system to the new system and the old DB2 system used previously was placed in a “read only” status until all data can be verified in the new system.
- Several updates and patches were applied to City Computer solutions to mitigate a wide range of reported possible Cyber-attacks in May.
- Preparing City Council Chambers to reconvene City Council meetings in that space beginning in June.
- Received and imported new parcel data from Macon County and updated with latest Zoning changes for the City GIS database.
- In May, IT processed 75 Help Desk tickets, resolving 46 on the initial call (61% First Call Resolution Rate). Goal is to resolve at least 50% of all Helpdesk calls at the first point of contact with IT. Four support ticket surveys were returned concerning the support experience and each was ranked as exceptional service.