

Monthly Report of Priorities and Projects
Information Technology Department
Fiscal Year 2022
December

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

- I.T. Department and various Finance areas are working with Tyler Technologies to resolve various issues with the 2021.5 version of their software which we have been live on since November 14th. Currently there are 17 open issues and 30 which have been resolved.
- Fiber splicing complete for the fiber optic cable extension to firehouse 3 and firehouse 2.
- Fiber conduit extending City Fiber to Stephen Decatur School, Fire House 5, and Parsons School is complete. Fiber is pulled into the conduit, but splicing work is not finished.
- Significant work continues with completing design specifications for Transit “on bus” network deployment including “on bus” Wi-Fi.
- City I.T. has started a wireless network upgrade for all city offices who currently have wireless access. Test access points have been deployed and being tested.
- New computer servers and storage has been established for the Police Body Worn Camera application upgrade from UEMS to UDE architecture. Due to holidays, weather, and illness, this project will not complete until January 2023.
- Began work to migrate the False Alarms DB2 database to the Tyler Munis Incident Tracking module.
- Completed interface for the Power Time solution being used by Police for Time Entry, Accruals, Payouts and, Etc.
- Loaded Job/Salary History from Employee Explorer DB2 application into Munis payroll as the next step to eliminate the Employee Explorer DB2. Data reconciliation is underway and should complete sometime in January.
- Worked with Finance and Lake staff to move Lake Mgt information from DB2 to MUNIS. Duck Blind and pier information has been moved. Boat information will be moved by end of January 2023
- Spent significant time training a new employee on how to do Website updates, Munis security. She is also getting exposed to all other applications used by the City like Incode, OpenGov, NovusAgenda, Docusign, and a handful of other smaller applications.
- In December, I.T. processed 69 Help Desk tickets, resolving 36 during the initial point of contact with I.T. staff (52.2% First Call Resolution Rate) which is within our established standard of 50% or more calls resolved on the first point of contact with the I.T. Department.