Monthly Report of Priorities and Projects
Information Technology Department
Fiscal Year 2023
January

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

- Chery Laskowski retired from I.T. city service on January 31, 2023, after more than 38 years of service.
- Due to weather and equipment issues, only fiber splicing work was completed with the city's fiber grant project.
- Firehouse three is now connected to city fiber network.
- 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 9 open issues and 47 which have been resolved.
- Working with the Fire Department implementing a new records management system called ImageTrend.
- Performed a security audit and cleanup process for the city's Laserfiche (document management) application.
- Completed interface work with Police Power Time solution into Munis Payroll for time entry, accruals, payouts, etc.
- Assisted Finance and Payroll departments with year-end processes.
- Completed data migration for false alarms from a DB2 to Munis.
- Significant work continues with completing design specifications for Transit "on bus" network deployment including "on bus" Wi-Fi.
- City I.T. received seventy new computers for the police department. Replacements will begin in February and will take roughly 2 months to complete.
- In January, I.T. processed 122 Help Desk tickets, resolving 69 during the initial point of contact with I.T. staff (56.6% 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.