



# MONTHLY REPORT

February 2022

*“Our purpose is to provide you the secure tools to make your job easier tomorrow than it was today.”*

*Division of IT Mission*



# Tip of the Month

## ***Are you someone who regularly has back-to-back meetings all day long?***

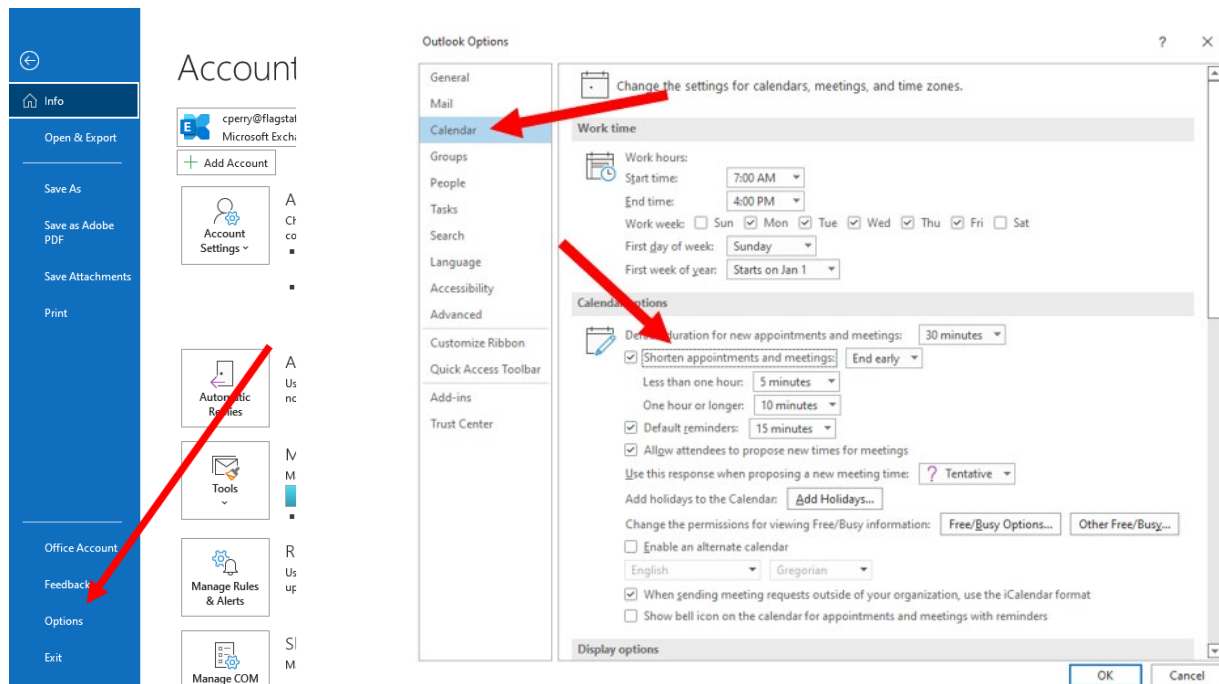
There is a setting in Outlook that will automatically add a small buffer in your meeting times. For 30 minute meetings, it will schedule them as 25 minute meetings (5 minute buffer). For a 1 hour meeting, it will schedule them as a 50 minute meeting (10 minute buffer). This is helpful to allow for short breaks between meetings. Breaks allow us to use the restroom, grab a snack, take a short walk, etc. They are also good for your mental health overall.

**Be a good coworker... give your colleagues a bit of a meeting buffer. 😊**

**To enable this feature (*screenshots next page*):**

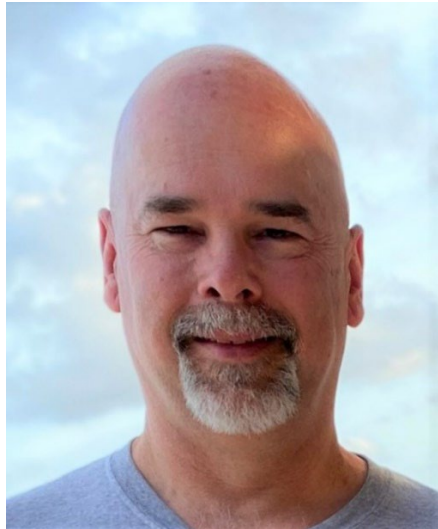
- Open Outlook
- Click File (Top left of Outlook)
- Click Options on new screen (Bottom Left – see first screenshot below)
- Click Calendar tab on new window (Top Left – see second screenshot below)
- Click checkbox for “Shorten appointments and meetings” (Middle – see second screenshot below)

You can add different buffers for different meeting lengths.



# Staff Spotlight

## Bill Ragan – Network Administrator



### **What does Bill do?**

Bill is responsible to make sure all of your computers, laptops, and smartphones can connect to each other and the Internet.

### **How did Bill make your job easier this month?**

Bill was able to quickly create a new network connection at the LEAF for the PD IT Support project. This will make our transition easier and make IT staff more efficient during the transition.

### **What project is Bill working on now?**

An overhaul of our wireless network to make connecting to wireless faster and seamless.

### **Get to know Bill.**

*"I've been with the City almost 10 years. I worked previously at Coconino County for just under 10 years in a similar role, so this November will be 20 years in ASRS. I previously worked as a copier technician and a radio DJ. I have three children and six grandchildren. (yeah, I'm that old!)"*

*My hobbies are finding interesting off-road trails in my Jeep, and competitive pistol shooting. I've traveled to several states for both activities." -Bill Ragan*



# Major Project Updates

## Fiber

### \$10 million ACA grants

We are currently waiting on grant responses from the Arizona Commerce Authority. There are grant opportunities of up to \$10 million per project. The City provided letters of support for multiple projects. Upon successful award, there may be opportunities for direct public/private partnerships to help grow the fiber footprint within the City of Flagstaff.

### New fiber running through Flagstaff

The Governor's office [recently announced](#) a \$68.1 million fiber expansion from Flagstaff to the California border along I-40. This will bring additional fiber through Flagstaff. Along with the ADOT fiber from Phoenix to Flagstaff along I-17, the APS fiber in a loop down to Phoenix, and potential private sector fiber from Denver/Salt Lake City down to Phoenix through Flagstaff, we will be positioned to have access to multiple fiber bundles in multiple directions.



Today we're announcing a \$68 million investment to expand broadband connectivity along I-40. Arizonans in rural & underserved communities will be connected to fast, affordable and reliable high-speed internet. [@azcommerce](#) [@ArizonaDOT](#)



# Major Project Updates

## Police Department IT Support

### Email Migration

The Police Department is fully migrated on to the City's email system. Aside from a few minor issues, the transition has been a major success.

You can now email all PD employees with an @flagstaffaz.gov email address instead of an @coconino.az.gov email address. You can also see their Calendar status and look them up in the Outlook Address Book.

### Officer laptop support

The City IT Division is beginning the transition of Police MDC support from the Sheriff. We are working closely with the Sheriff's Office on handling issues and hope to have support transitioned by the end of March.



### Intergovernmental Agreement

Work continues between the City of Flagstaff, Coconino County and NAU to fine-tune the roles and responsibilities of ongoing support of public safety Dispatch and Records technology.



# Problems Under Review

## Innoprise Issues

There have been multiple Innoprise issues. Our Innoprise tickets with Harris are approaching an average resolution time of 1 year. We are having difficulty getting Harris to provide responses to issues. Discussions are ongoing on Harris providing additional support.

Ticket Number	Ticket Name	Product Name	Status	Severity	Date Created	Contacts	Creator Name	Date Closed	Days Since Ticket was Created	Days Since Ticket was Last Modified
1704255	City Data SQL Rules	CityData-CIS	Support Research	3-Low	02/03/2022 11:04 AM	Martin Collins, Adam Zuretti, Jessica Hulvert	Adam Zuretti		21	2
1704116	More OCR configuration from Sales/Tax to Finance	INN-Cash Recosting	JIRA	2-Normal	01/29/2022 12:43 PM	Martin Collins, Adam Zuretti, Shaun Armour	Adam Zuretti		29	15
1704072	Cleantech SSNs in CIS	INN-CIS	JIRA	1-High	01/24/2022 2:24 PM	Martin Collins, Adam Zuretti, Shaun Armour	Adam Zuretti		31	23
1702750	PostModern Innoprise Financials CPU Spike	INN-FINANCE	Customer Responded	2-Normal	01/09/2022 4:25 PM	Martin Collins, Adam Zuretti, Shaun Armour	Adam Zuretti		49	1
1703511	Production Database TempDB	INN-IT/TECH	Schedule Upgrade	1-High	12/03/2021 1:36 PM	Martin Collins, Adam Zuretti, Shaun Armour, Jonathan Damico	Adam Zuretti		66	27
1703484	Email function from Payment Arrangements section	INN-CIS	JIRA	2-Normal	12/16/2021 3:50 PM	Martin Collins, Jessica Hulvert, Shaun Armour	Jessica Hulvert		70	27
1703387	Bad Debt Functionality	INN-FINANCE	Schedule Upgrade	1-High	12/07/2021 7:35 AM	Martin Collins, Adam Zuretti, Shaun Armour, Loraine Martinez-Buell	Loraine Martinez-Buell		75	5
1702913	Flagstaff Test API Issues	INN-CITIZEN	Waiting on Customer	3-Low	11/04/2021 1:44 PM	Martin Collins, Jessica Hulvert, Shaun Armour	Toni Bolden		112	2
1702817	Adding 2 lines to MAB billing in CIS	INN-CIS	Customer Responded	2-Normal	10/06/2021 12:18 PM	Martin Collins, Shaun Armour	Martin Collins		141	1
1702291	CA allowing use of inactive parcel Numbers	INN-CITIZEN	JIRA	1-High	09/20/2021 11:45 PM	Becky Cardiff, Martin Collins	Becky Cardiff		157	65
1701229	[EXTERNAL] Innoprise CIS Post Back Failures	INN-CIS	Customer Responded	3-Low	07/09/2021 8:57 AM	Martin Collins, Adam Zuretti, Jessica Hulvert, Shaun Armour, Danielle Tiedeman	Adam Zuretti		221	13
1701168	ADFS/Keycloak Issues -	INN-IT/TECH	Schedule Upgrade	3-Low	07/02/2021 12:54 PM	Martin Collins, Matt Kaler, Adam Zuretti, Shaun Armour, Jonathan Damico	Adam Zuretti		227	7
1701109	Citizen Access allows out of City Limit parcels	INN-CITIZEN	JIRA	1-High	06/03/2021 11:21 AM	Becky Cardiff, Martin Collins, William (CJ) Perry, Shaun Armour	Becky Cardiff		229	27
1701029	[EXTERNAL] City of Flagstaff - Small Relay	INN-IT/TECH	Schedule Upgrade	3-Low	04/23/2021 11:34 PM	Martin Collins, Adam Zuretti, Shaun Armour, Beth Venstrom	Adam Zuretti		246	7
1700401	CitySuite TEST errors	INN-CIS	JIRA	2-Normal	03/12/2021 10:55 AM	Martin Collins	Martin Collins		288	246
1698567	Can not write of MAB accounts	INN-CIS	JIRA	2-Normal	01/21/2021 4:28 PM	Martin Collins, Shaun Armour	Martin Collins		399	28
1694106	[EXTERNAL] combine email bounce function	INN-COMDEV	JIRA	2-Normal	04/22/2020 11:55 AM	Martin Collins, Jessica Hulvert, Shaun Armour	Jessica Hulvert		673	8
1684939	ADD GIS to Comdev Prod	INN-COMDEV	JIRA	3-Low	12/17/2018 9:02 AM	Martin Collins, Shaun Armour	Martin Collins		1165	21



# Problems Under Review

## Server Outages

We had multiple server outages over the past few months. The root cause was in regard to the automated failover system becoming overloaded and crashing. We have put in several support tickets with Microsoft but have received limited support.

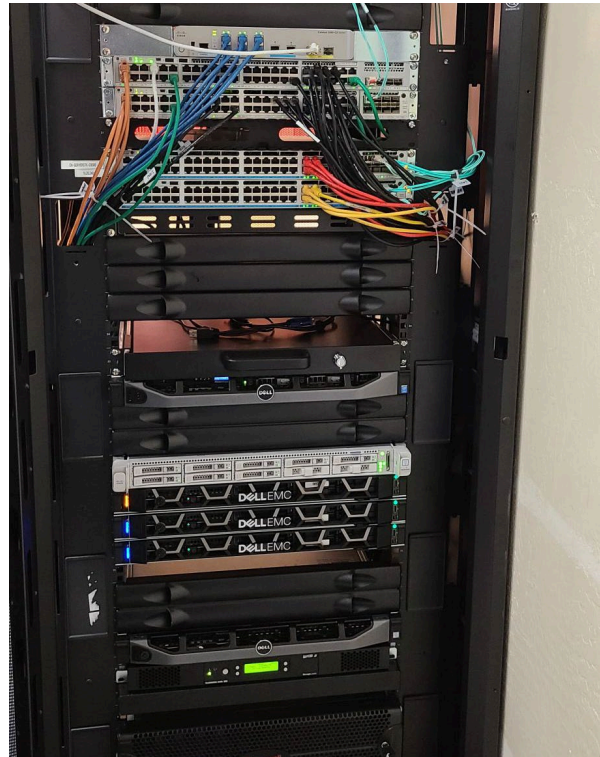
We implemented a workaround and a have long-term solution in the works.

## Workaround

We reconfigured the server infrastructure to remove the automated failover. This has removed most of the stability issues we were having. Unfortunately, this reduces long-term resiliency as now server failures require a laborious transfer process in case of server failure.

## Long-term solution

We had been exploring upgrading our virtual server architecture to a more expensive but more industry-standard architecture. We had already been using this new architecture in a limited capacity for some of our servers that didn't support our existing architecture. We had been holding off on migrating the entire environment due to budget constraints. We have adjusted our budget priorities and will be moving forward with the new architecture. This new architecture will help us align with the Police Department architecture, and comes with significantly better support contracts.

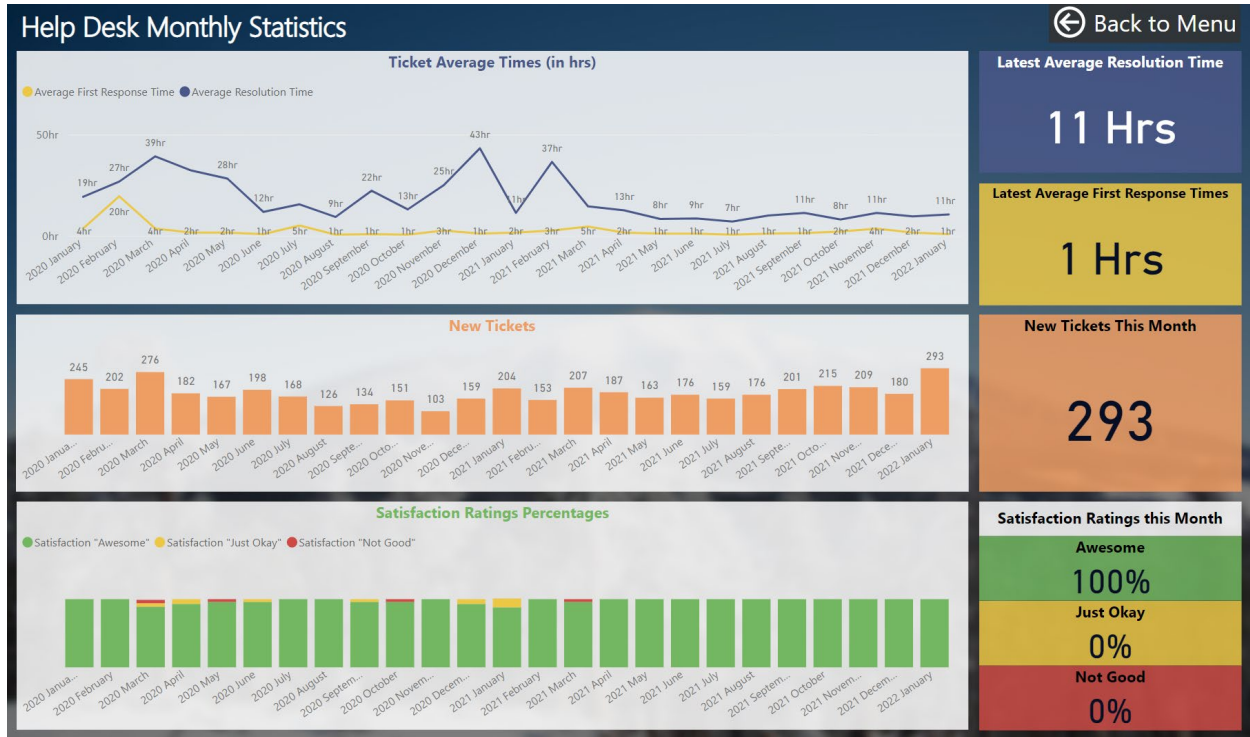


# Program Accomplishments

## Help Desk

Tickets increased significantly last month (January), however our Help Desk staff maintained solid response and resolution times.

Customer Satisfaction has remained at 100% for 10 months straight!

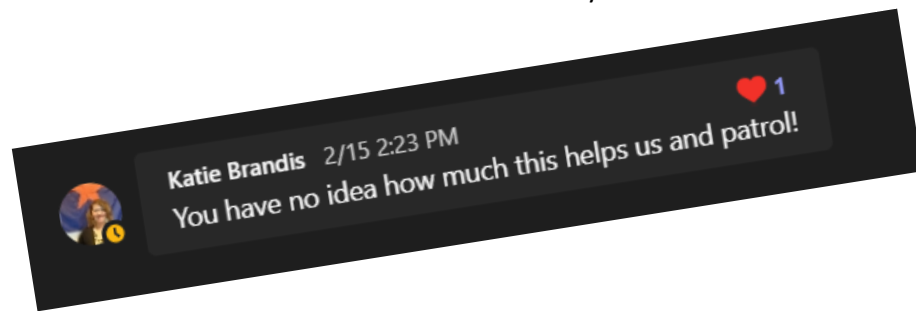


# Program Accomplishments

## Applications

### Dispatch Password Resets

Our Applications Team were able to securely empower Dispatch staff to be able to self-reset passwords for the Dispatch system. This had been a frustration for staff for several years.



### Kronos Time Entry implementation

Our Applications Team automated secure file transfers between our legacy AS400 system and the new Kronos web application. This saved the City of Flagstaff approximately \$16,000 annually by developing a solution in-house.



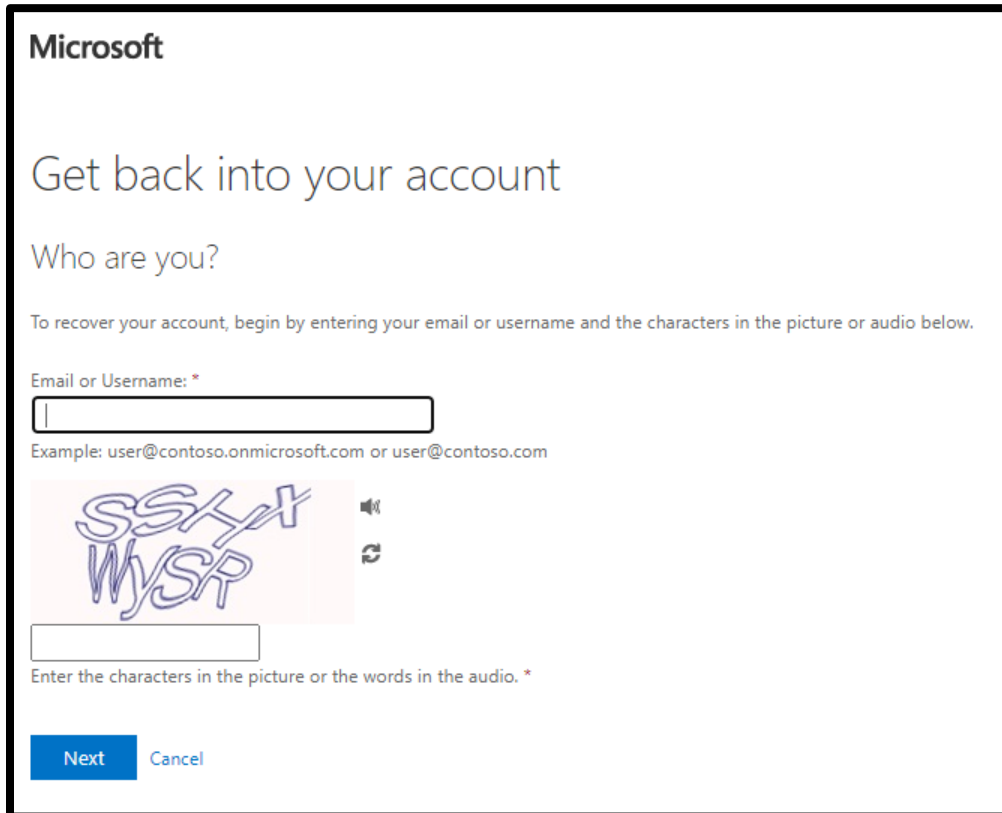


# Program Accomplishments

## Operations

### Self Service Password Reset

Our Operations team is testing a full self-service password reset system. This will allow for more secure systems while also allowing staff to reset their own passwords without the need to call Help Desk.



**Microsoft**


## Get back into your account

Who are you?

To recover your account, begin by entering your email or username and the characters in the picture or audio below.

Email or Username: \*

Example: user@contoso.onmicrosoft.com or user@contoso.com



Enter the characters in the picture or the words in the audio. \*

[Next](#) [Cancel](#)

