



MONTHLY REPORT

March 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 – by Dale Williams

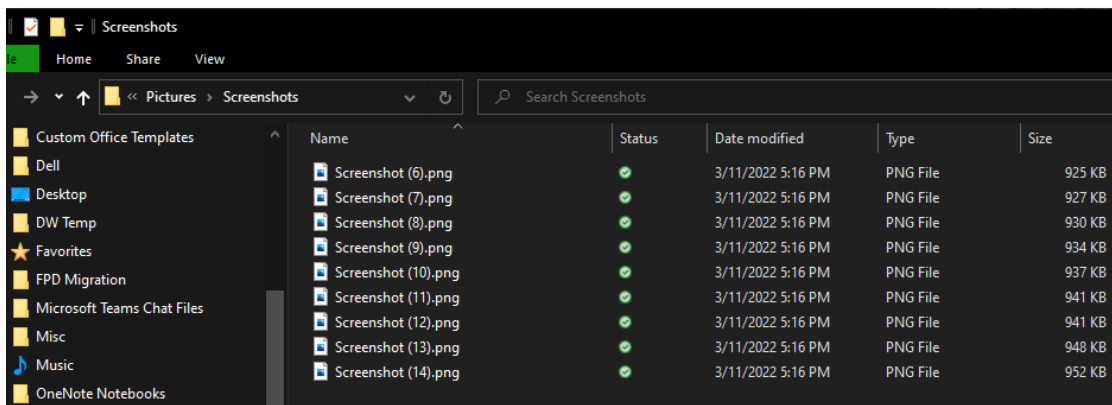
Quick saving screenshots

Do you have a need to take multiple, quick screenshots of a few pages of a website or different screens of an application? With each screenshot you take, you spend valuable seconds opening the Snipping Tool, clicking the screenshot button, selecting your window, clicking another button to save your screenshot, typing out a file name to save the screenshot, and then repeating the process over and over until you have all the screenshots saved.

If you want to save some time and don't care as much about making a perfect cropping of a screenshot, or what file name they are saved as, you can quickly take and save screenshots by using the **Windows Key + Print Screen** combination. Here's where you can find these keys on a traditional keyboard:



When pressed you will notice that your screen(s) dim for a second, then return to normal. This indicates that the screenshot has been saved. To open your screenshots, go to your **Pictures > Screenshots** folder. Here you will find all the screenshots you have saved using this quick save method.



The **Windows key** is a great tool to utilize for many Windows shortcuts. For a list of more time saving Windows keyboard shortcuts, check this out: [Microsoft Windows 10 Keyboard Shortcuts](https://www.microsoft.com/windows/windows-10-keyboard-shortcuts)



Staff Spotlight

Adam Zwebti – Applications Administrator



What does Adam do?

Adam is responsible for making sure all the programs you use on a day-to-day basis are healthy, secure and reaching their full potential. He earned the nickname, "Adam the Automator" by providing turn-key solutions that automate business processes throughout the City.

How did Adam make your job easier this month?

Adam jumped in to help with the Security Badge project after Craig Smith left Facilities. He helped streamline parts of the process and increased security protocols for badge access. This was all despite the fact that this system was

not the responsibility of the IT Division to manage. Adam just stepped in and helped because the need was there.

What project is Adam working on now?

Getting all paper processes and forms throughout the City into our Centralized Document Management System, OnBase, with an automated approval workflow. Currently working with Administration, HR and Risk Management.

Get to know Adam.

"I have been with the City for almost 5 years. I've been in the IT field for approximately 15 years and have been fortunate to grow my career here at the City recently. I am looking forward to growing my skills as a developer and providing excellent software solutions to the City for years to come."

My hobbies are video games, cars, flight simulation, and weightlifting. I have a lifting competition at the end of May that I have been training very hard for."

-Adam Zwebti



Major Project Updates

Fiber

\$10 million Arizona Commerce Authority grants

We are currently waiting on grant responses from the Arizona Commerce Authority (ACA). 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.

We received an email from the ACA that the notice of award will be delayed until June 2022 due to the number of applications.

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.

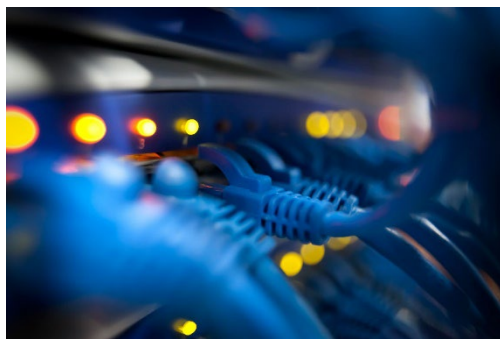


Officer laptop support

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.



Network Integration

We have been configuring network equipment for a full integration into the City network. We're waiting on one last piece of equipment and then we can begin full testing of the equipment at the LEAF facility.



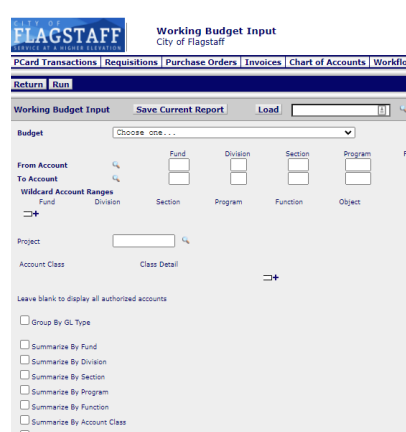
Problems Under Review

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. We have got on the schedule to update the test environment on May 2, 2022. Once updated we will test for two months, and update production on June 27, 2022.

Innoprise Financials had a full outage on 3/10/22.



Working Budget Input
City of Flagstaff

PCard Transactions | Requisitions | Purchase Orders | Invoices | Chart of Accounts | Workflow

Return | Run

Working Budget Input | Save Current Report | Load

Budget: Choose one...

From Account: Fund, Division, Section, Program

Wildcard Account Ranges: Fund, Division, Section, Program, Function, Object

Project: %

Account Class: Class Detail

Leave blank to display all authorized accounts

- Group By GL Type
- Summarize By Fund
- Summarize By Division
- Summarize By Section
- Summarize By Program
- Summarize By Function
- Summarize By Account Class

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
1734255	City Data SQL Rules	CityData-OS	Support Research	3-Low	02/03/2022 11:04 AM	Martin Collins, Adam Zuretti, Jessica Huftett	Adam Zuretti		21	2
1734116	More OCR configuration from SalesTax to Finance	INN-Cash Recosting	JIRA	2-Normal	01/26/2022 12:43 PM	Martin Collins, Adam Zuretti, Shawn Armour	Adam Zuretti		29	15
1734073	Client's SSN in CIS	INN-CIS	JIRA	1-High	01/24/2022 2:24 PM	Martin Collins, Adam Zuretti, Shawn Armour	Adam Zuretti		31	23
1732732	Post-Mortem Innoprise Financials CPU Spike	INN-FINANCE	Customer Responded	2-Normal	01/05/2022 4:26 PM	Martin Collins, Adam Zuretti, Shawn Armour	Adam Zuretti		49	1
1733311	Production Database TempDB	INN-IT/TECH	Schedule Upgrade	1-High	12/05/2021 1:36 PM	Martin Collins, Adam Zuretti, Shawn Armour, Jonathan Damico	Adam Zuretti		46	27
1733444	Email Function from Payment Arrangements section	INN-CIS	JIRA	2-Normal	12/16/2021 7:52 AM	Martin Collins, Jessica Huftett, Shawn Armour	Jessica Huftett		76	27
1733287	Bad Date Functionality	INN-FINANCE	Schedule Upgrade	1-High	12/07/2021 7:53 AM	Martin Collins, Adam Zuretti, Shawn Armour, Loraine Martineau-Bull	Loraine Martineau-Bull		76	5
1732913	Flagstaff Tree API Issues	INN-CITIZEN	Waiting on Customer	3-Low	11/04/2021 1:44 PM	Adam Zuretti, Jessica Huftett, Shawn Armour	Tyler Bullen		112	2
1732517	Adding 3 lines to MSB Billing in CIS	INN-CIS	Customer Responded	2-Normal	10/06/2021 12:18 PM	Martin Collins, Shawn Armour	Martin Collins		141	1
1732291	CA allowing use of inactive parcel Numbers	INN-CITIZEN	JIRA	1-High	09/23/2021 1:45 PM	Becky Cardiff, Martin Collins	Becky Cardiff		157	65
1731229	[EXTERNAL] Innoprise CIS Post Back Failures	INN-CIS	Customer Responded	3-Low	07/08/2021 8:57 AM	Martin Collins, Adam Zuretti, Jessica Huftett, Shawn Armour, Darrell Trederman	Adam Zuretti		231	13
1731168	ADFS/Keycloak Issues	INN-IT/TECH	Schedule Upgrade	3-Low	07/02/2021 12:54 PM	Martin Collins, Matt Kaler, Adam Zuretti, Shawn Armour, Jonathan Damico	Adam Zuretti		237	7
1731109	Citizen Access allows out of City Limit parcels	INN-CITIZEN	JIRA	1-High	06/30/2021 11:21 AM	Becky Cardiff, Martin Collins, William (CJ) Perry, Shawn Armour	Becky Cardiff		239	27
1731029	[EXTERNAL] City of Flagstaff - Email Relay	INN-IT/TECH	Schedule Upgrade	3-Low	06/23/2021 1:34 PM	Martin Collins, Adam Zuretti, Shawn Armour, Beth Verstraete	Adam Zuretti		246	7
1730461	CityState TEST errors	INN-CIS	JIRA	2-Normal	01/12/2021 10:55 AM	Martin Collins	Martin Collins		289	246
1698567	Can not write of MAIR accounts	INN-CIS	JIRA	2-Normal	01/21/2021 4:29 PM	Martin Collins, Shawn Armour	Martin Collins		309	28
1674105	[EXTERNAL] combine email license function	INN-COMDEV	JIRA	2-Normal	04/22/2020 11:55 AM	Martin Collins, Jessica Huftett, Shawn Armour	Jessica Huftett		673	8
1644559	Add GIS to Comber Price	INN-COMDEV	JIRA	3-Low	12/17/2018 9:02 AM	Martin Collins, Shawn Armour	Martin Collins		1165	21

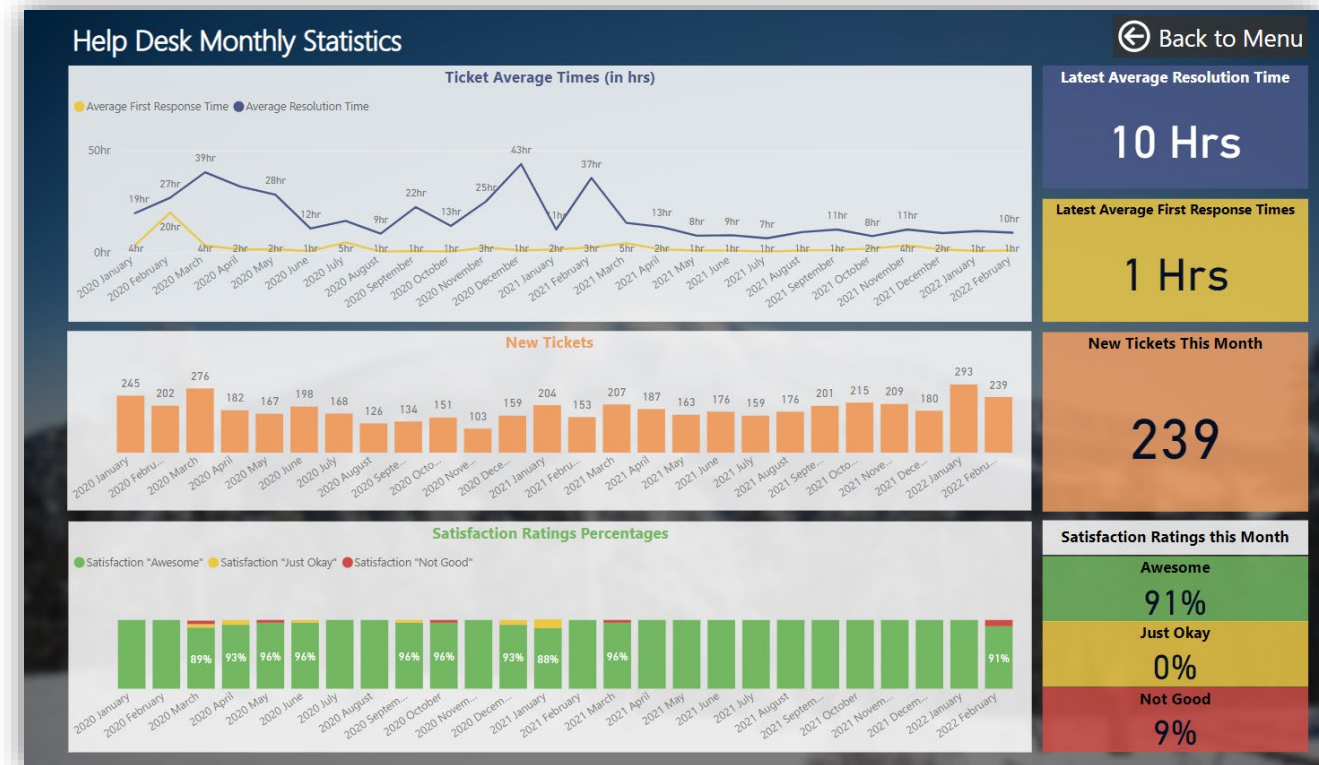


Program Accomplishments

Help Desk

Incoming tickets dropped a bit but remain high, however our Help Desk staff continues to maintain solid response and resolution times.

Customer Satisfaction for the month of February came in at 91% Awesome!

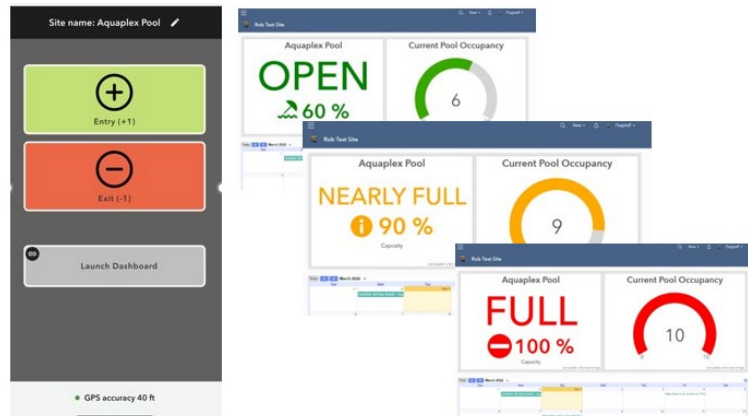


Program Accomplishments

GIS

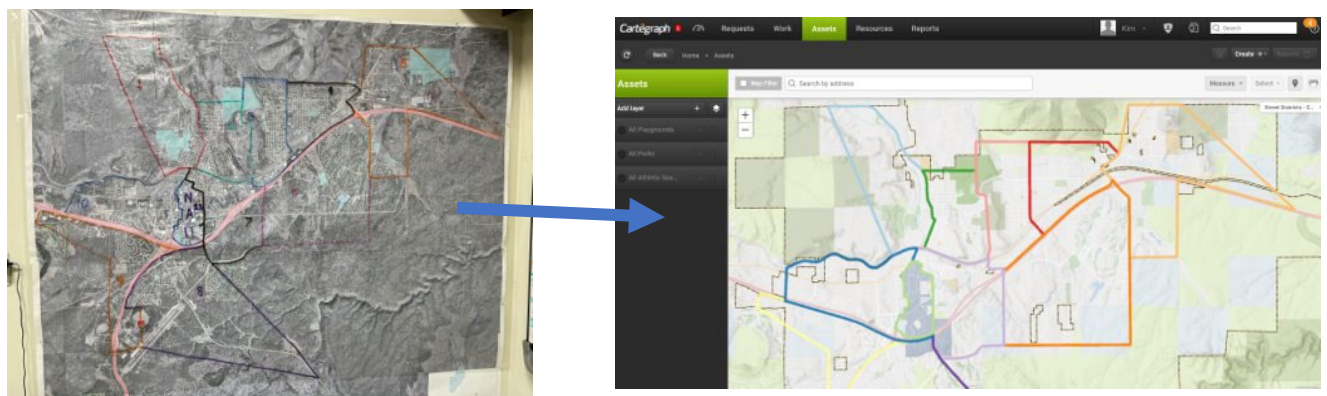
QuickCapture App for Aquaplex Pool Capacity

This test/demonstration to PROSE shows how GIS can provide an easy occupancy counter that can be shown to let the public know when capacity is reaching its limit. PROSE may implement in the future in a live website.



Public Works Cartegraph Enhancements

Kim provided Public Works with a new basemap in their work order management system to enhance their workflows, making a paper map from their office wall available digitally right in the work order management app:

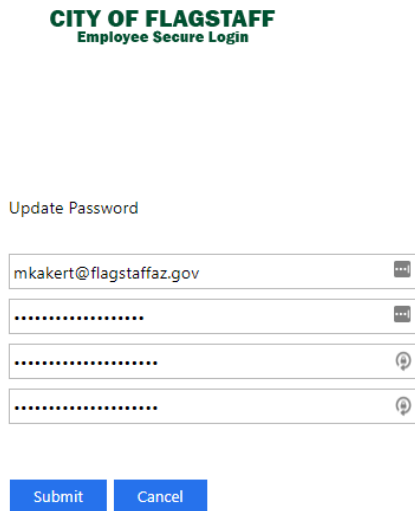


Program Accomplishments

Operations

New password policy and password change methods

Matt Kakert is testing a new password policy for user accounts and with it comes new methods to streamline the process for everyone. Some systems and changes we are implementing are password expiration notifications (email & popup), password change options on and off network.



<https://passwordchange.flagstaffaz.gov>

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.



<https://passwordreset.flagstaffaz.gov>

Audio transcription for Teams

Beth Verstraete has been testing audio transcription on Microsoft Teams. This gives a text translation of voice audio for things like meetings and voicemails (left via Teams). Looking forward rolling out soon.

