



MONTHLY REPORT

May 2022

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

Division of IT Mission



Tech Tip – Outlook: Find Related Messages

- By Shawn Armour

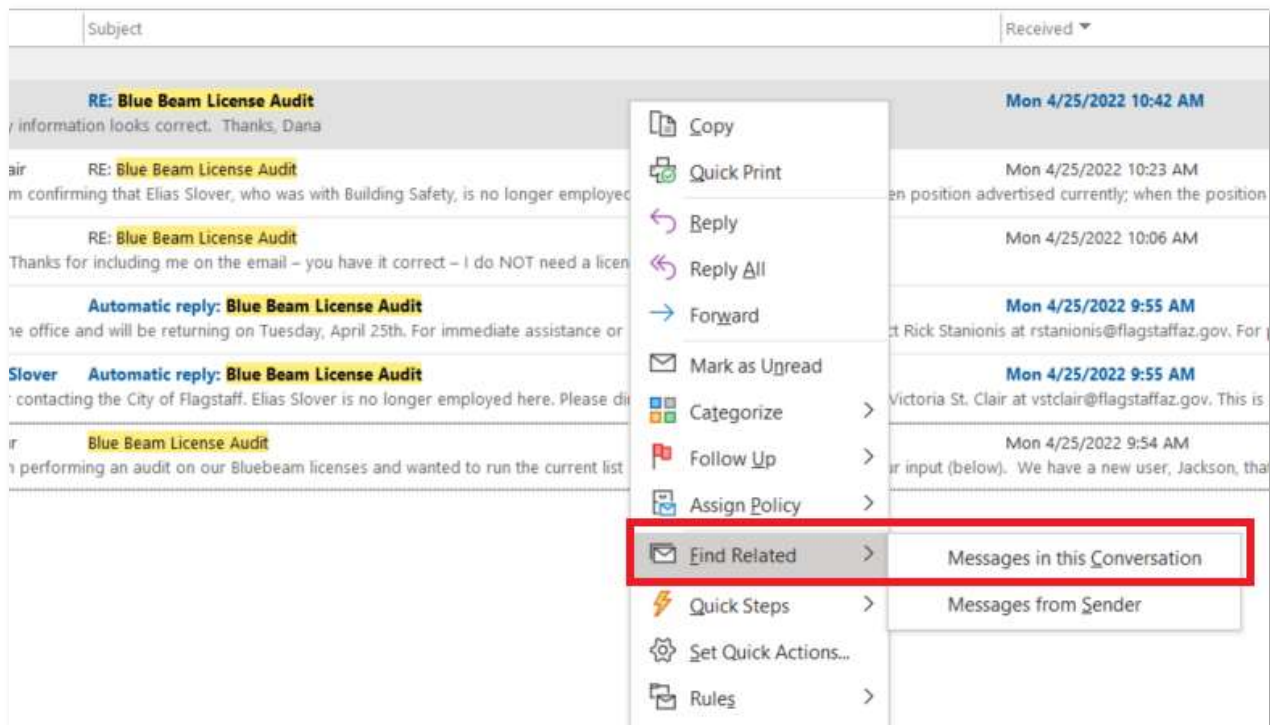
This month we’re highlighting a Microsoft Outlook email feature that will hopefully help simplify your next email search. While Outlook Search is extremely powerful and can be very helpful in locating emails, there’s another (lesser known) method that might just make your search process a little simpler.

When you receive an email and have the need to look up all related email to that conversation, or email from that sender, simply right click on the email in your Inbox, hover your mouse over the **Find Related** option, then select either **Messages in Conversation** or **Messages from Sender**.

Messages in Conversation will produce search results based on the Subject line information of the email, essentially showing all the conversations back and forth related to that email subject.

Messages from Sender will produce a search result of all emails you have received from that sender, regardless of what folder you may have filed them away in.

Give it a try the next time you’re trying to find an email!



Staff Spotlight

Dale Williams – Help Desk Technician



What does Dale do?

Dale is our Help Desk Technician. If you stop by the Help Desk at City Hall, he's usually the first face you will see. Dale helps you with all of your PC needs.

How did Dale make your job easier this month?

Dale stepped up to support the Police IT Transition project. He has often spent 2 days per week away from his normal desk at City Hall to help support the Police officers and work through solutions. Even though this is a little outside Dale's regular scope of work, he has risen to the challenge and helped that project stay on track.

What project is Dale working on now?

As one of our IT staff has moved on to bigger and better opportunities, Dale will be taking an even greater role in the Police IT Transition. You will see him at the LEAF more frequently helping as we get really close to migrating their computers over to the main City network.

Get to know Dale.

"I made a career change to IT about 10 months ago when I started with the City. I love learning in general, but really enjoy learning all I can about technology. I am currently going to school for a degree in Cybersecurity and Information Assurance and have two more classes until I graduate."

-Dale Williams



Major Project Updates

Fiber

Quarterly Broadband Meeting

CJ and Paul met with our community partners on Broadband. We met with Coconino County, NAU, City of Page, and Sun Corridor. FUSD was unable to attend this time.

We provided an update on our current plans and listened to other updates. The City of Page entered into an agreement with an ISP to create a broad fiber ring throughout the City. This will allow City facilities to have direct access to fiber.



NAU Meeting

CJ met with the new Director of the Infrastructure team at NAU to give him a deep dive understanding of the City's fiber plans. Our goal is to integrate fiber between our networks this summer. They expressed future plans for NAU's fiber infrastructure and how we could collaborate for the common good.



Congressman O'Halleran Meeting

CJ, SBK and Sarah Langley met with Congressman O'Halleran's team to brief them on the City's fiber/broadband plans. We expressed the fiber plans for the City and they provided us some information regarding upcoming Federal Grants.



Major Project Updates

Police Department IT Support

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. We are in the final stages of initial agreement. Next steps are to get comments and redlines from each of the Legal Departments and then process for signatures.



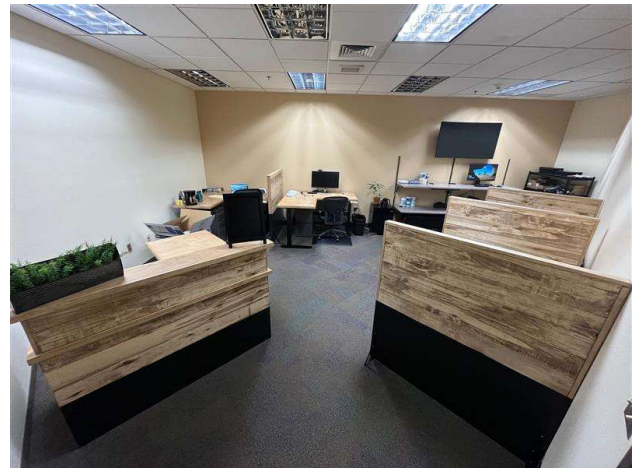
Network Integration

We have nearly completed all network integration for the project. We are finalizing testing on a couple pieces of software and are hopeful to begin transitioning Police computers over to our network in the first couple weeks of June.

New Office Space

We have completed the new office space. This space allows for the 2 permanent positions at LEAF as well as some drop-in stations for IT staff who may be temporarily working onsite.

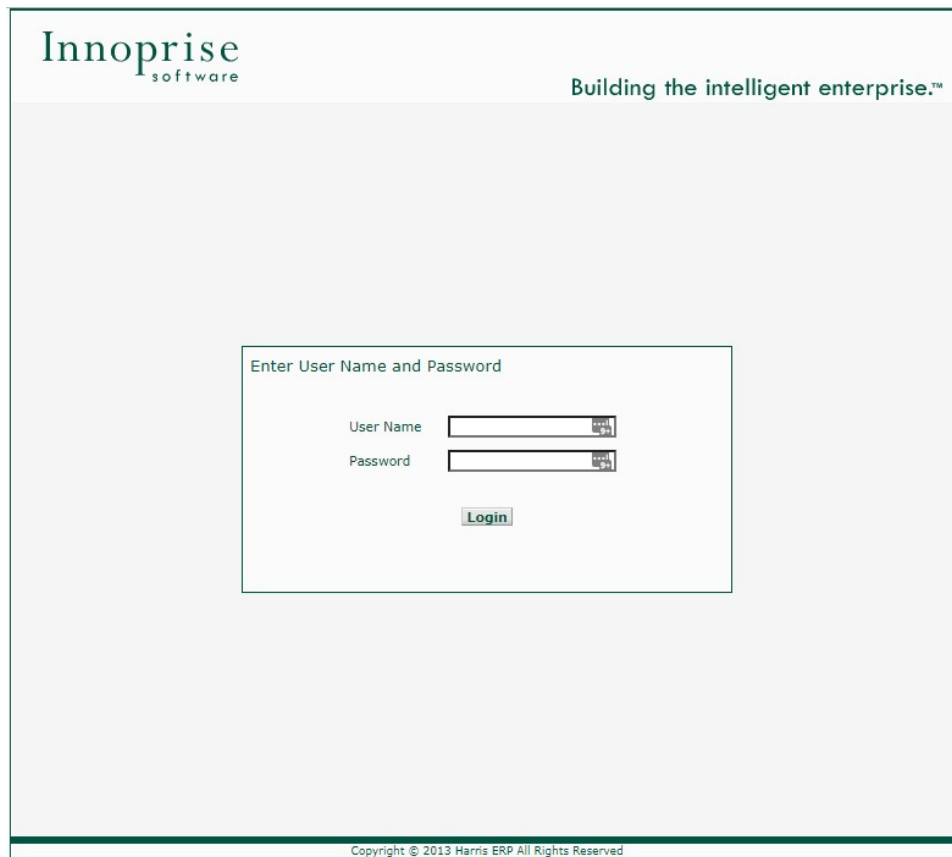
Thanks to both the County and City Facilities Teams for their help and support getting this space setup.



Problems Under Review

Problem #153 - Innoprise Failure

May 5, the Innoprise CCR and CIS applications went offline and required a full server reset. This continues to be an ongoing issue and there is an ongoing ticket with Harris. We hope this will be fixed in newer versions as Harris has no fix for us currently.



The screenshot shows the Innoprise software login interface. At the top left is the logo "Innoprise software" and at the top right is the tagline "Building the intelligent enterprise.™". The main content area is a light gray box containing a smaller white box with the heading "Enter User Name and Password". Inside this box are two input fields: "User Name" and "Password", each with a small "Show" button to its right. Below the input fields is a "Login" button. At the bottom of the page, there is a copyright notice: "Copyright © 2013 Harris ERP All Rights Reserved".



Program Accomplishments

Help Desk

Incoming tickets for the month of April increased by about 25% compared to last month. Although our average response time increased a bit, our average ticket resolution time actually improved!

Customer Satisfaction for the month of April remained at 100% Awesome!



Program Accomplishments

Applications

GPS Fix – Police Department

Since taking over support of the Police Department’s MDCs on March 14th, GPS has been broken in the Mobile Public Safety software our officers use in the field. This is a known issue caused by a Windows Update that is impacting agencies nationwide. Adam “The Automator” Zwebti, Nadiene Quezada and Dale Williams successfully collaborated on scripting the fix, which keeps a communication port open that is required for GPS to function. They will be rolling this out to our officers in the next couple of weeks. We will also be sharing the script with Hexagon, the vendor of the software, and the County so they can resolve the issue with any other agencies experiencing the same problem.

```

1 #Pull device name from device manager where name is like NMEA
2 $DeviceFullName = Get-WmiObject Win32_pnpendentity | WHERE-Object {$_.Name -LIKE '*NMEA*'} | Select -ExpandProperty Name
3
4 #Extract only the COM Port from $DeviceFullName
5 $ComStart = $DeviceFullName.LastIndexOf('COM') + 3
6 $ComEnd = $DeviceFullName.LastIndexOf('.')
7 $ComLength = $ComEnd - $ComStart
8 $ComNumber = $DeviceFullName.Substring($ComStart, $ComLength)
9
10 #Feed $ComNumber to PuTTY
11 putty.exe -serial com$ComNumber
12
13 #Kill PuTTY
14 stop-process -name 'putty'

```

Internet Favorites – Police Department

Police Department staff use a multitude of web-based applications. In order to ensure their internet favorites are retained, Adam “The Automator” Zwebti created a script that exports their internet favorites so they can be imported easily when their PC is replaced. This script can be used by Help Desk to do the same with our PC replacement program throughout the City of Flagstaff.

```

1 #Import list of Hostnames as variable $PDComputers. In your CSV, Column A header must be "ComputerName".
2 $PDComputers = Import-CSV C:\Users\azwebti\desktop\PDComputers.csv
3
4 #Call $PDComputers and run ForEach-Object (%) commands
5 $PDComputers | % {
6
7     #Define list of UNC Paths for each user profile in C:\Users, except Public.
8     $userspath = $("\\ " + $_.ComputerName + '\c$\users\')
9     $users = Get-ChildItem $userspath -exclude 'Public','Administrator' | Select -ExpandProperty Name
10
11     #Copy (recursively) the Edge and Chrome favorites/bookmarks. Destination will need to be modified once we find the appropriate location.
12     foreach ($user in $users) {
13         md $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\EdgeFavorites\")
14         md $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\ChromeBookmarks\")
15         Copy-Item $($userspath + $user + "\AppData\Local\Microsoft\Edge\User Data\Default\bookmarks") -Destination $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\EdgeFavorites\")
16         Copy-Item $($userspath + $user + "\AppData\Local\Microsoft\Edge\User Data\Default\bookmarks.bak") -Destination $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\EdgeFavorites\")
17         Copy-Item $($userspath + $user + "\AppData\Local\Google\Chrome\User Data\Default\bookmarks") -Destination $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\ChromeBookmarks\")
18         Copy-Item $($userspath + $user + "\AppData\Local\Google\Chrome\User Data\Default\bookmarks.bak") -Destination $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\ " + $user + "\ChromeBookmarks\")
19     }
20
21     #Query WMI for installed applications, output to CSV. Destination will need to be modified once we find the appropriate location.
22     md $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName + "\InstalledApps\")
23     Get-WMIObject -Class Win32Reg_AddRemovePrograms -computername $_.ComputerName |
24     Select-Object Displayname,Version | Export-CSV $("\\city-sdrive-it\Information Technology\Applications Team\Test\" + $_.ComputerName +
25     "\InstalledApps\" + $_.ComputerName + "-Apps.csv")

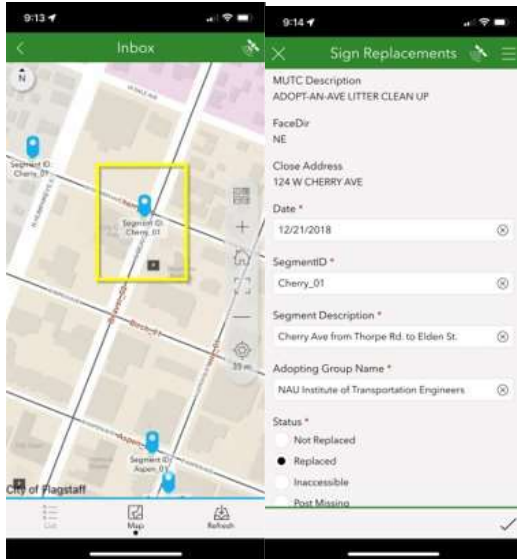
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Program Accomplishments

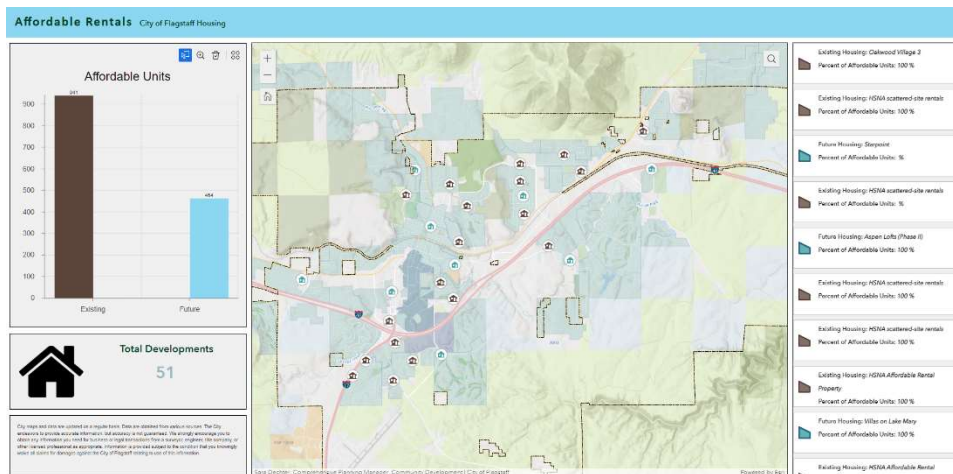
GIS

Community Stewards volunteer mobile application



Kelsea created a Survey123 application for Sustainability volunteers to inspect existing Adopt-An-Ave signs for replacement.

Affordable Rental Units Web Application



Kelsea created an [Affordable Rental Housing](#) web application to display where affordable units exist and will be built within the City.



Program Accomplishments

Operations

New flooding community line

Beth Verstraete worked with members of several departments to design and implement a new method for the community to contact city staff regarding flooding.



- Streamlined communication amongst city staff to address issues/concerns/questions
- Single point of contact for public

New threat intelligence appliances upgrade COMPLETED

Bill Ragan completed upgrades to our threat intelligence appliances to an updated management platform. This upgrade expands our ability to offer a secure internal network and internet connection to our organization.

