



MONTHLY REPORT

June 2022

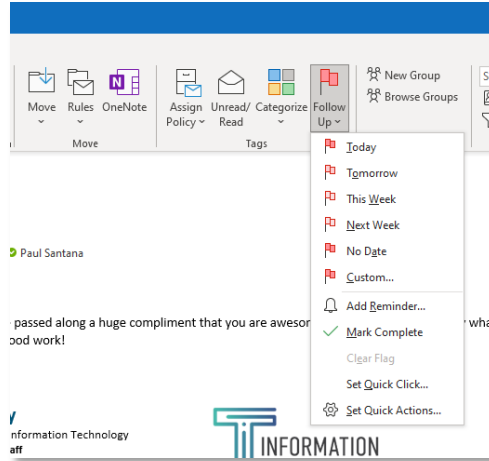
“Our purpose is to provide you the secure tools to make your job easier tomorrow than it was today.”

Division of IT Mission

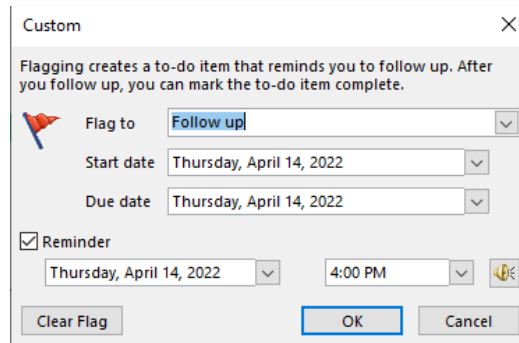


Tech Tip – Email Reminders – By Brandon Ross

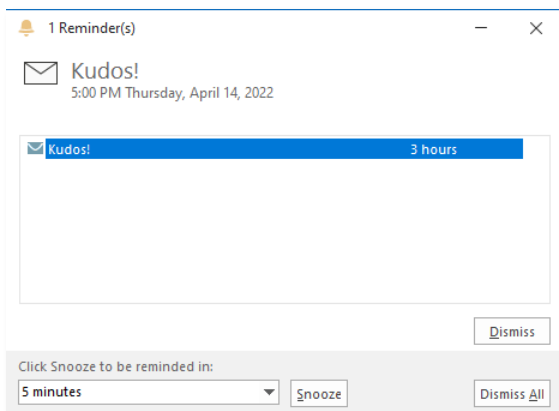
1. While in the outlook application select an email message.
2. In the top ribbon select Home > Follow Up > Add Reminder...



3. In this next window you can select the reason of flagging it, the State Date, and Due Date for this



reminder, as well as setting a time for outlook to push a reminder notification to you.



4. When you select “OK”, it will Flag the email and when the reminder triggers it will look like this.

5. When you double click the reminder, it will open up the email, much like calendar reminders open up the calendar event.



Staff Spotlight

Paul Santana – Deputy IT Director



What does Paul do?

Paul manages the day-to-day operations of the IT department. He directly manages the Help Desk and Operations teams and ensures that things are running smoothly across all IT teams. In an outage situation, Paul coordinates the response and communication.

How did Paul make your job easier this month?

When the audio/visual equipment in Council Chambers had issues, Paul worked for 6-8 hours prior to the start of the City Council Meeting to ensure that the equipment would be functional. He climbed on ladders, crawled under desks, and did whatever it took to make sure the Council meeting could go forward without a hitch.

What project is Paul working on now?

Paul has been coordinating the Police IT Support Transition. His team has helped migrate PC's over to our network and created the network infrastructure to make this project a possibility. This project has required coordination across each of our programs as well as 3 different community partner agencies.

Get to know Paul.

"I started with the City over 7 years ago as a part-time, entry level, temporary employee. Throughout the years I have been fortunate enough to advance in my career, in several different roles, alongside an amazing team of caring IT professionals whose primary focus is to simply provide great customer service. As the Deputy IT Director, even though it feels like I now spend more time in meetings and NeoGov than I do solving technical problems, I still feel that providing excellent customer service is at the core of everything I do.

When I'm not at work, I enjoy spending time with my amazing family, being outdoors, visiting different breweries, and exploring our beautiful state."

-Paul Santana



Major Project Updates

Fiber

Upcoming Updates and Council Agenda Items

There are no current updates on the Fiber project. Stay tuned for an upcoming City Council Agenda Item on Smart City Initiatives and the next steps with Fiber.



Major Project Updates

Police Department IT Support

Cyber-security Thread Averted!

Staff was notified about a group of Police computers that had had a fairly severe potential cyber-security vulnerability. Upon notification, our staff were able to isolate the vulnerable computers, and perform an extensive maintenance, all while maintaining the availability of devices for patrol officers. The scale of the work needing to be performed compared against the speed in which we were able to resolve the issue is a testament to the collaborative nature of our IT team.



Intergovernmental Agreement

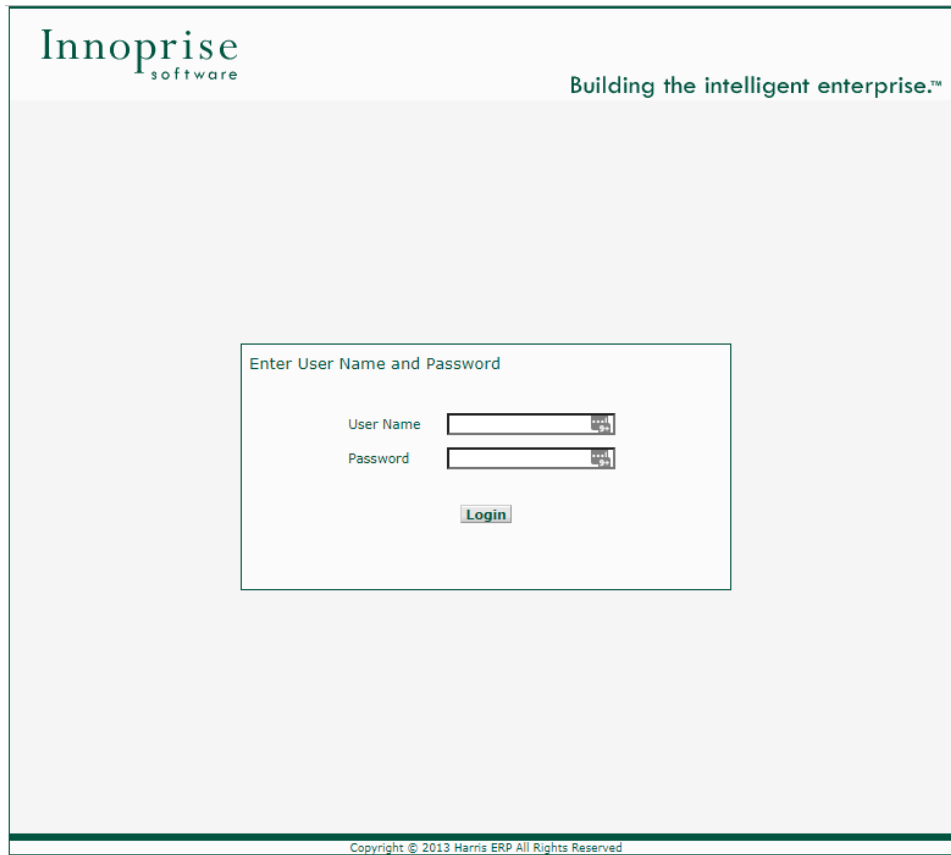
Work continues between the City of Flagstaff, Coconino County and NAU to fine-tune the roles and responsibilities of ongoing support of public safety Dispatch and Records technology. We are in the final stages of initial agreement. Next steps are to get comments and redlines from each of the Legal Departments and then process for signatures.



Problems Under Review

Problem #153 and #156 - Innoprise Failure

May 5, the Innoprise CCR and CIS applications went offline and required a full server reset. This same occurrence happened again on June 21. 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 "Innoprise software" logo, and at the top right is the tagline "Building the intelligent enterprise.™". The main content area is a light gray box containing a white login form. The form is titled "Enter User Name and Password" and includes two input fields: "User Name" and "Password". Below the password field 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 May remain high and show a **73% increase** compared to May of last year. Our average response time improved a bit, however our average ticket resolution time increased slightly.

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



Program Accomplishments

Applications

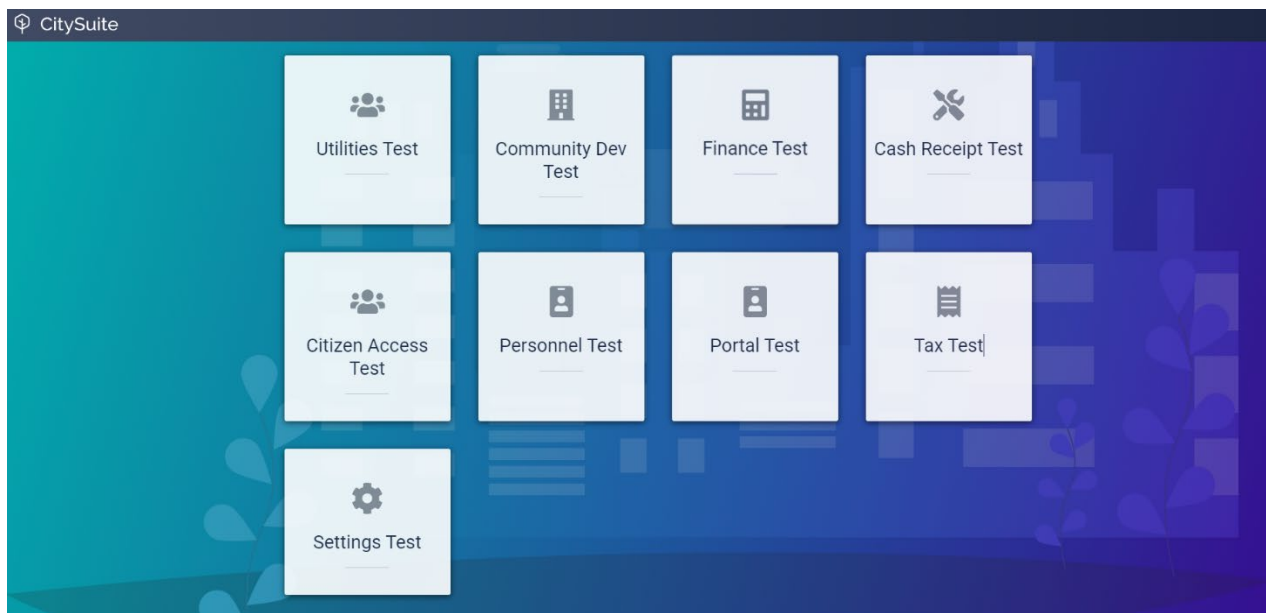
Tickets, tickets...and more tickets!

In the month of May our small team of three has handled 128 tickets with an average resolution time of 12 hours. 20% of all Help Desk tickets in the month of May were for the Police Department. With our two Police Department FTE positions sitting vacant this has placed a large amount of extra workload on the Applications staff. Dale Williams from Help Desk has been amazing at stepping in to assist with limited knowledge on the systems supported at PD. As always, Dale has been up to the challenge and is learning quickly making himself an even more invaluable asset to the IT team.

CitySuite Test Environment Upgrade

Our Innoprise test environment has been out-of-date, and end-users have been unable to utilize it to its full potential. Many of our open tickets with issues in the production environment came down to the solution of updating to CitySuite. Harris has had limited resources to get us scheduled for the update, but Shawn Armour and Adam Zwebti's diligence finally paid off. After 6 months of negotiating and escalating the issue, being the "squeaky wheel" worked. We updated and refreshed the software, added new security features like database encryption and are working on implementing Single Sign-On (SSO), to make logging in to the software faster and more secure.

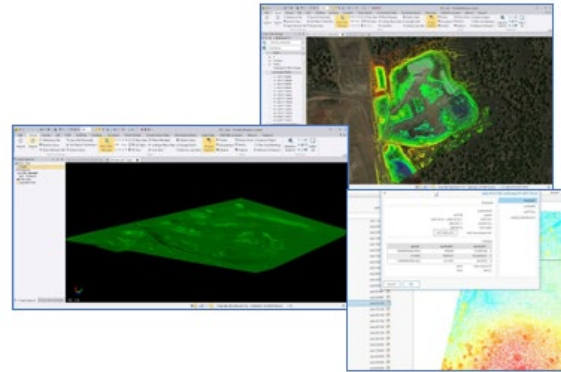
With the help of the entire organization we will be testing over the next few months in anticipation of updating our production environment to CitySuite as well.



Program Accomplishments

GIS

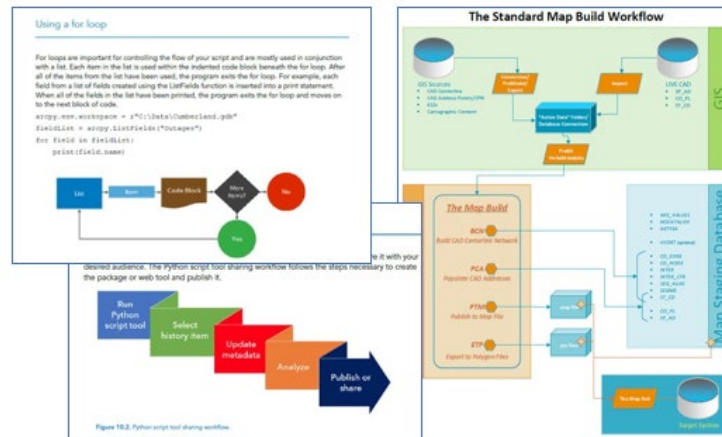
Drone Flights and LiDAR Processing



Tiffany has defined new processes to process drone imagery collected by City Engineering that utilizes Propeller AeroPoints, the local base station at the Landfill, and Trimble Business Center, to achieve imagery and elevation accuracy within inches, and can seamlessly integrate into GIS, CAD and the Landfill’s workflows.

Kelsea has been working on processing LiDAR data that was gathered during a flight in 11/2021. This high resolution elevation is useful in land change detection, engineering, and planning.

GIS Team Training Attendance



Kim, Kelsea and Tiffany all attended an online instructor led Esri training on Python programming, which is used to automate GIS and database tasks to make daily workflows more efficient.

Kim and Rob attended an online instructor led Hexagon training to better learn CAD Map Administration, which powers the NG911 Dispatch mapping system. This is crucial to our transition of assuming the role maintain and updating the dispatching data.



Program Accomplishments

Operations

FPD migration

Bill Ragan has been working with the rest of COF IT to migrate Flagstaff Police users to City managed devices and software. Our first groups have been successful, and we will continue moving more throughout June. More to come soon!

VMware conversion

Jon Damico has started our Hyper-V to VMware conversion. We are migrating to a new management software for our server infrastructure. This is just the first steps, but we are well on our way to a more stable environment. More to come soon!

