



# MONTHLY REPORT

December 2022

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

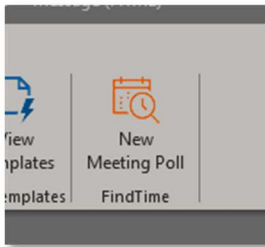
*Division of IT Mission*



# Tech Tip – Outlook, Find Time – By Paul Santana

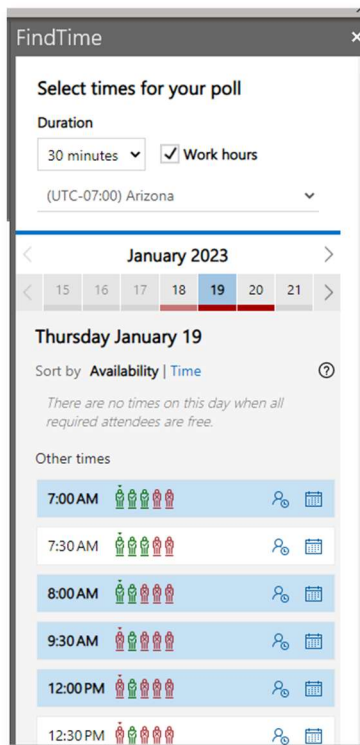
## Find Time

If you find yourself needing to schedule a meeting with people outside of our organization, or just want to give meeting attendees multiple meeting time options, Outlook has a feature called **Find Time** that makes this process simple.



All you need to do is generate a new email, populate your attendees, then click on the **New Meeting Poll “Find Time”** button at the top.

The Find time menu will pop up on the right of your screen. Here you can select your meeting duration and day(s) as well as view availabilities. It will automatically check the availability of all meeting invitees within our organization and show you potential available meeting times.

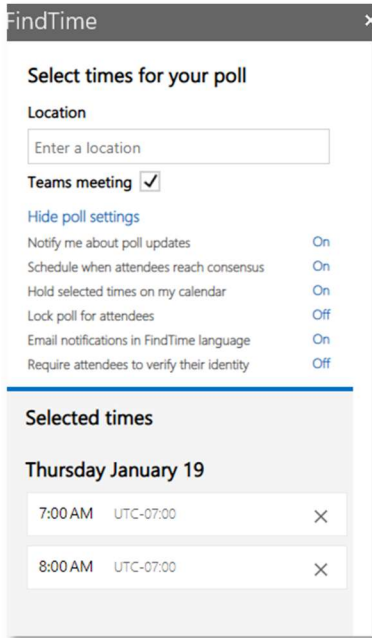


You can select multiple time slots to give attendees options to choose from, and easily see availabilities of everyone within our organization to select the most available times.

Although you will not be able to see availabilities of attendees outside our org, they will receive an email listing the time slots you’ve preselected so that they can vote on the time(s) that work best for them.

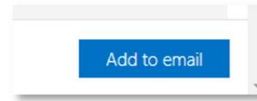
Once you’ve selected your meeting times, click on **Next** at the bottom to move on to the next step.





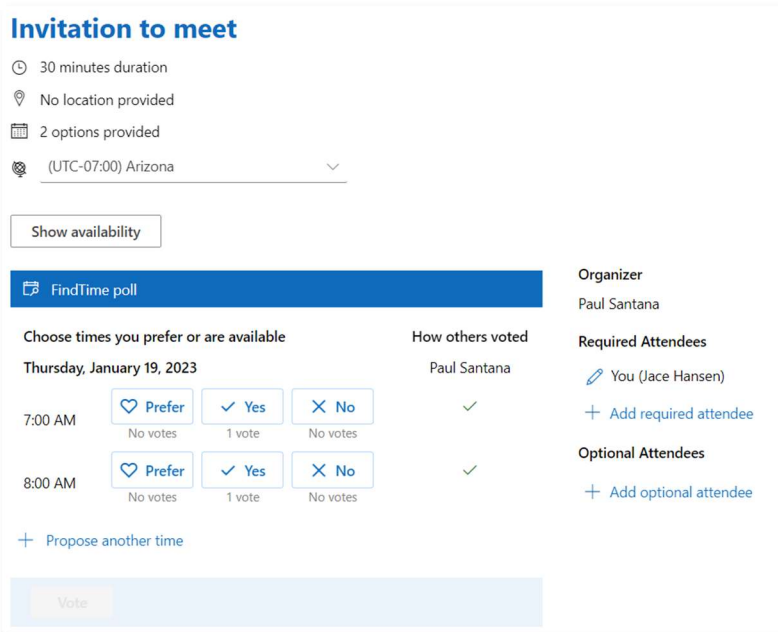
Now you can enter a meeting location (note that Teams virtual meeting is an option as well) and toggle on/off whatever poll settings you would like.

Once you're ready click the **Add to Email** button at the bottom.



Add whatever text content you would like to the bottom of your message, then send your email.

**Please note:** once you send the email, all of the times you selected will automatically be blocked out on your calendar, pending final poll results.



When your attendees receive your email all they have to do is click on the meeting poll link embedded in the email and then select the time(s) that they prefer.

They have the options to vote on their **Preferred** time, select **Yes** for a time they *can* meet, or select **No** if they are unavailable.

Unless you modified the poll options to opt out of notifications, you will receive an email notice for each person that completes the poll, as well as a final poll email once a consensus has been met.

Find Time then schedules the meeting for the winning time and removes the other time slot holds from your calendar.



# Staff Spotlight

## Beth Verstraete – Communications Administrator



### What does Beth do?

Beth manages all of our communications technology. This includes phones, email, Teams messaging and more. She ensures you have the right tools to communicate effectively.

### How did Beth make your job easier this month?

Beth implemented a change to Teams so staff can use a call in number as part of a Teams meeting. This has been a widely requested feature and is now available to all staff.

### What is Beth working on now?

Beth is working on a new solution to integrate our phone system with common tools such as Teams. This could save us money on physical phones for those who prefer using Teams.

She is also working on scheduling options for reserving open desks at City Hall or other facilities where there are shared office spaces.

### Get to know Beth.

“I have always been environmentally conscious even before it became a top priority of governments. Probably can attribute this characteristic in my personality to two things; the don’t be a litterbug campaign of the 70s (I still remember the crying Native American and I tear up thinking about him still) and a class assignment to read Rachel Carson’s book, *Silent Spring*.

One of the quotes that resonates with me is attributed to Franklin Roosevelt, *‘A nation that destroys its soils destroys itself. Forests are the lungs of our land, purifying the air and giving fresh strength to our people.’*”

-Beth Verstraete



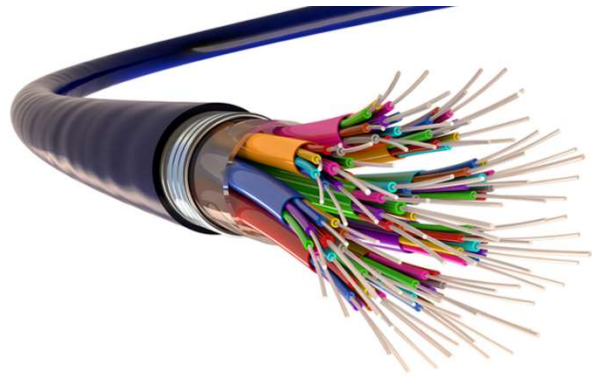
# Major Project Updates

## Fiber

### Fiber Project Starting Soon!

We are working on starting construction of a fiber project connecting City Hall to our existing fiber at Butler/Beaver. This fiber will also connect the Visitor's Center, a Butler Pedestrian Crosswalk and interconnect us with NAU.

We recently worked with Lumen to collaborate on some conduit as part of this project. Big thanks to Lumen for being willing to accommodate our needs.



## Police Department IT Support

### Intergovernmental Agreement

Work continues between the City of Flagstaff, Coconino County and NAU to fine-tune the Intergovernmental Agreement. City, County and NAU are finalizing the language and we hope to bring this to Council on March 7.



## Problems Under Review

# No Major Problems in December!



# Program Accomplishments

## Help Desk

Incoming tickets for the month of December came in once again at **391 received**, with **298 resolved**. Our average response came in at about 45 mins, and our average ticket resolution time was just over 5 hours.

Customer Satisfaction for the month of December remains at 100% Awesome!



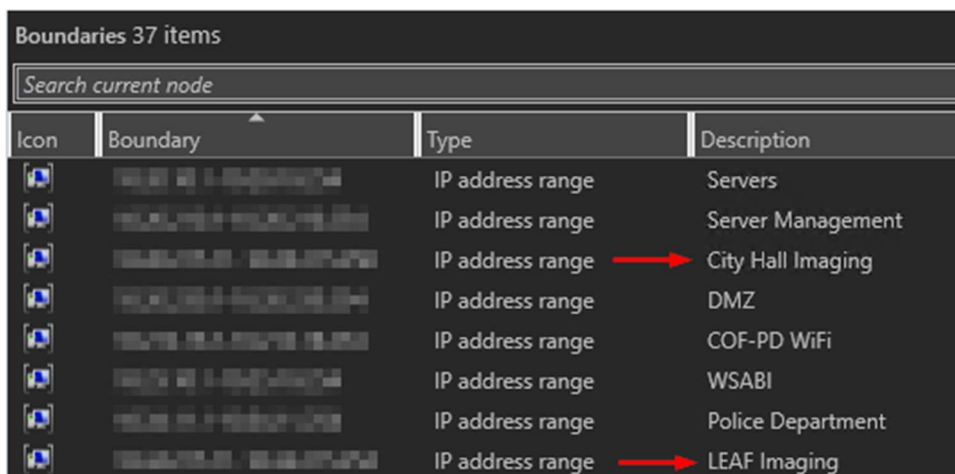
# Program Accomplishments

## Applications

### Microsoft Endpoint Configuration Manager (MECM) and PXE Booting

Our team just completed a four-month project to enable advanced features at PD that allows our staff to quickly image new computers. This technology automates the manual process from one day to one hour. Now we don't have to drive computers to City Hall to have them imaged; we can image at our workbench at PD. This increases our efficiency as we gear up for migrating the Patrol and FD devices to the COF domain in the next few months. Adam Zwebti, Bill Ragan, Jon Damico, Brandon Ross, Alan Church, Dale Williams, Matt Kakert and Shawn Armour have all tirelessly contributed to this project. We were up against such perplexing issues that we almost gave up several times, and if you know us folks in IT, we don't give up easily 😊 Major thanks to the IT team for their persistence on this incredible win!

Jon and Bill created 2 new subnets and DHCP pools on those subnets which provide a massive increase in addressable space for devices, solving a bottleneck in our previous level of service.



Icon	Boundary	Type	Description
		IP address range	Servers
		IP address range	Server Management
		IP address range	City Hall Imaging
		IP address range	DMZ
		IP address range	COF-PD WiFi
		IP address range	WSABI
		IP address range	Police Department
		IP address range	LEAF Imaging

While testing the Windows 10 Task Sequence, Adam and Dale discovered that we need to replicate more content out to the PD Distribution Point to satisfy imaging requirements. Most notable, driver packages at approximately 120GB of disk to be dedicated. Adam created simple PoSh script to easily poll any domain-joined computer for free disk space:

```

1 $Computer = Read-Host "Enter Hostname"
2
3 Get-CimInstance -Class Win32_LogicalDisk -Computer $Computer | Select-Object -Property DeviceID, @{ 'Name' =
   'FreeSpace (GB)'; Expression= { [int]($_.FreeSpace / 1GB) } }

```

The PD Distribution Point before replicating content, confirming there is enough space:

```

PS C:\Users\azwebti\OneDrive - City of Flagstaff\Desktop> .\checkDiskSpace.ps1
Enter Hostname: LEAF-1001-0244

DeviceID FreeSpace (GB)
-----
C:        82
D:        413
Z:        0

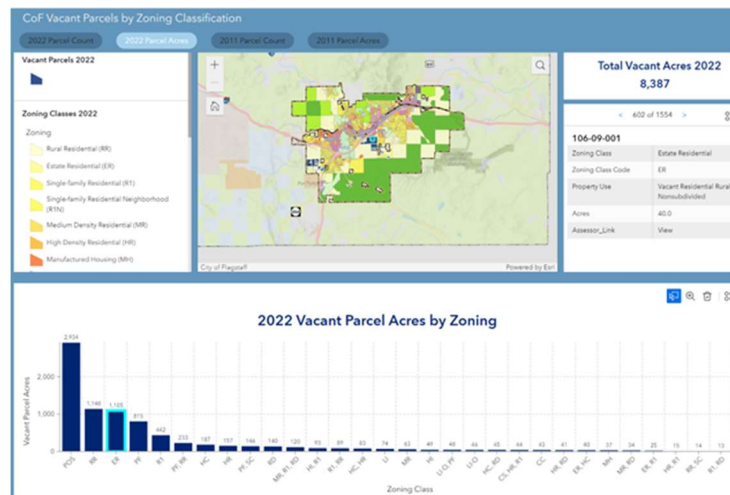
```



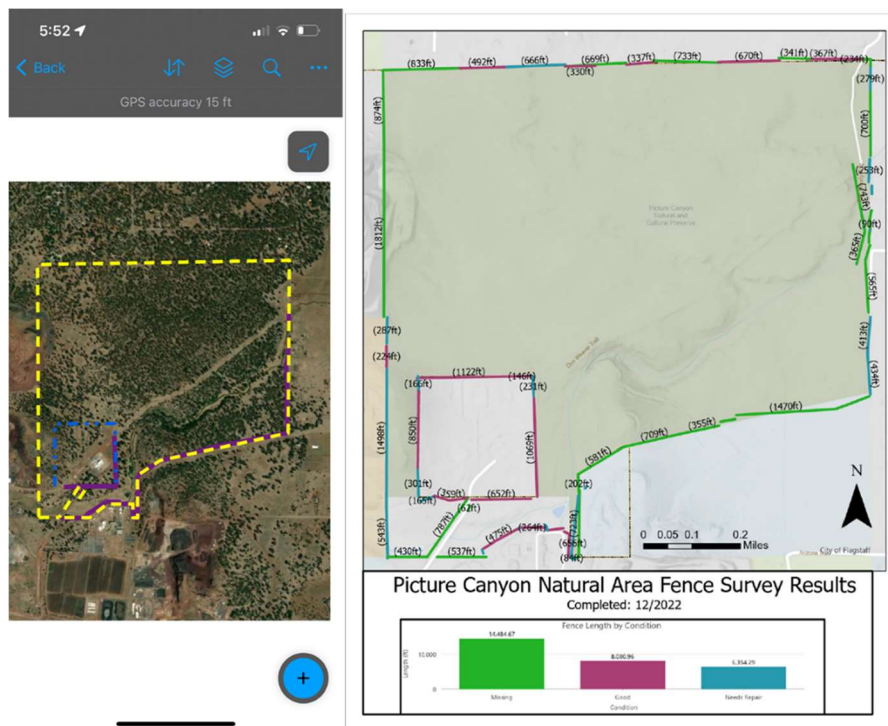
# Program Accomplishments

## GIS

This month, Tiffany Finke created an online mapping application to examine how the City has developed between 2011 and 2022, by looking at vacant parcels in different zoning types. This analysis helps show where growth has occurred, and can help determine future growth patterns. Check out the app [here](#).



Kim Gifford helped PROSE by creating a field data collection application to conduct a fencing inventory at Picture Canyon. This app can be used on a phone to collect GPS data, and can be taken offline for use without cell service.

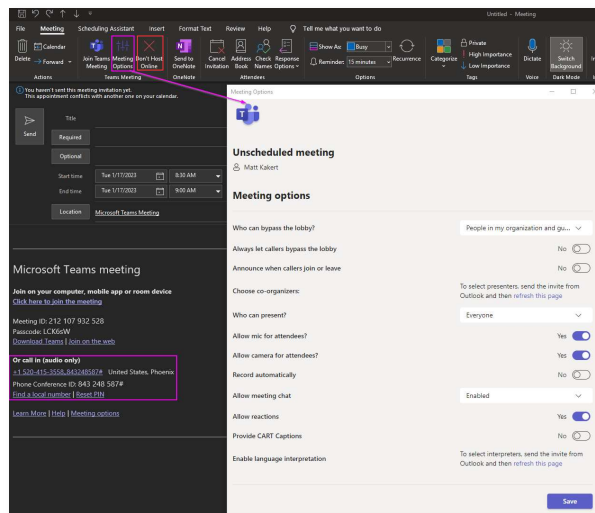


# Program Accomplishments

## Operations

### Communications

Beth has managed to enable Teams phone conferencing for all city users with a new product offering from Microsoft. This means that all users, instead of a select few previously, can attach a phone call in number to any teams meeting they create, enabling anyone to call in with a phone call instead of having to use a Microsoft Teams app. A screenshot below shows how to enable/disable or change the options with this. **This has been a popular request, so we are thrilled to bring this functionality to everyone.**



## Systems

Jon has been working in tandem with our applications team (Adam) and Help Desk (Brandon & Dale) for **months** on the ability imagine computers at the LEAF building. This month they were able to make this a reality. This functionality allows Help Desk and Applications team to image and deploy new devices at LEAF for our PD folks without the need to transport back and forth from City Hall, saving time and resources. **Great job, everyone!**

