



MONTHLY REPORT

November 2022

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

Division of IT Mission



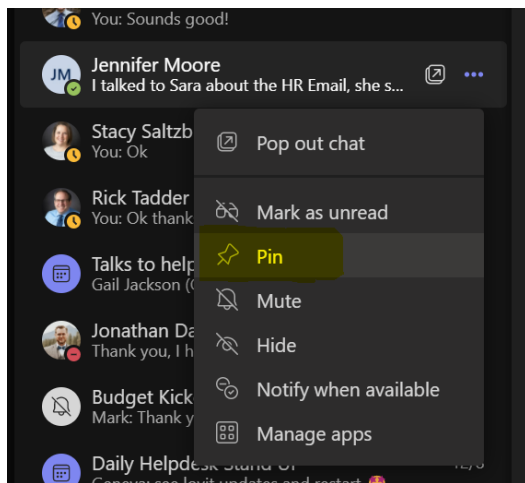
Tech Tip – Chat features in Teams – By Paul Santana

Teams Chat

While most of you are already utilizing Chat in Teams to communicate with your co-workers, chances are you may not be aware of some of these helpful Chat features.

First off, organize the people you chat with the most by **Pinning** them to the top of your Chat column.

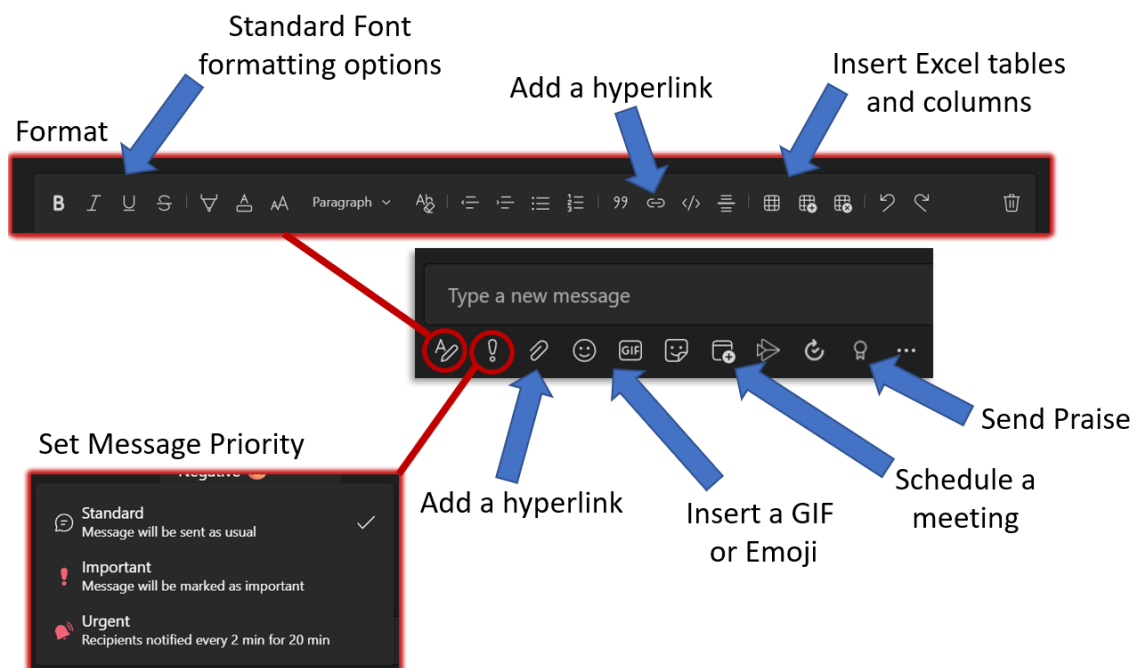
Simply hover your mouse over the person you want to pin, then click on the three dots (more options) and select Pin.



This will lock these individuals to the top portion of your chat window, making conversations with your most frequently contacts easier to find.

You can also select the Notify when available feature if you need to reach out to them but they're tied up in a meeting. Selecting this option will send you a notification as soon as their status changes back to available.

Here's a breakdown of some of the Chat text options:



Staff Spotlight



Kelsea Hundtoft – GIS Analyst

What does Kelsea do?

Kelsea is the GIS Analyst for here in IT. Kelsea’s focus in GIS is on providing data and mapping applications so that end users can easily access and understand geographic data.

How did Kelsea make your job easier this month?

Kelsea has been working with the Housing section to build a public web app that highlights the achievements in Housing. This lets internal and

external customers easily understand what the Housing section provides. Read more about this project below in the Program Achievements.

What is Kelsea working on now?

Kelsea has been working hard to make sure that the new Computer Aided Dispatch for emergency dispatch map is easy to use by paying close attention to symbology and labeling. Kelsea is also the main GIS point of contact to coordinated data with the Regional Plan 2045 consultants.

Get to know Kelsea.

“I’ve worked for the City as a full-time employee for about three years. Before that I was a Water Services GIS Intern and GIS Temp during grad school at NAU. I moved to Flagstaff to further my education and was fortunate enough to find career opportunities at the City to continue improving my GIS skills.

In my free time I enjoy hiking with my dogs, playing sand & indoor volleyball, and traveling to spend time with my family.”



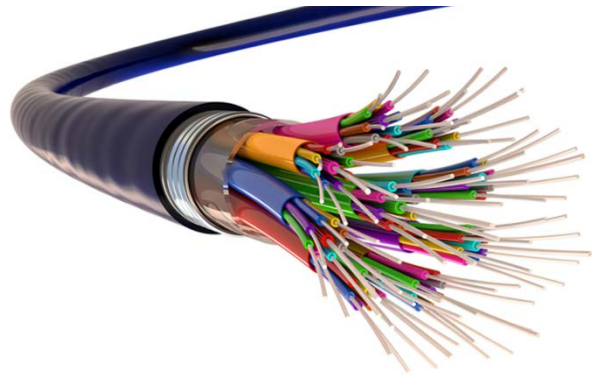
Major Project Updates

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 did a site walk with the excavation contractor last week.

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. Currently the County and City legal teams have reviewed the agreement and now are awaiting NAU's review.



Problems Under Review

Network Outage Nov 28

Several sites went offline over Thanksgiving weekend due to high winds affecting our wireless microwave network. We worked over the holiday weekend with our wireless network provider to fix and replaced the damaged equipment. The outage lasted for 4 hours.

Jay Lively Credit Card Machine issues

Jay Lively has been experiencing issues with their credit card machines functioning properly. The problems appear to be intermittent. Staff is currently troubleshooting these issues and hope to resolve them soon.



Program Accomplishments

Help Desk

Incoming tickets for the month of October came in at 391 received, with 310 resolved. Our average response came in at about 31 mins, and our average ticket resolution time improved to just 3-1\2 hours.

Customer Satisfaction for the month of November was rated once again at 100% Awesome!



Program Accomplishments

Applications

Employee Referral Form		
Referring Employee Info		
First Name Adam	Last Name Zwebti	Employee ID # 5057
Email Address azwebti@flagstaffaz.gov	Division Information Technology	Section
Job Title IT Administrator		
Referred Candidate Info		
Candidate First Name *	Candidate Last Name *	
Position Candidate Applied For *	Candidate Hiring Status *	
HR Section		
HR Approval Status		
HR Approver First Name	HR Approver Last Name	HR Approval Date
HR Confirmed Candidate Hiring Status		
Expected Payout Amount		

Employee Referral Form

Adam Zwebti has been working with HR on a new form for employee referrals in OnBase. This future program will provide incentives to current employees that recommend individuals for open positions throughout the City. We have been excited to help in the continuing effort to bolster recruitment efforts in the organization!





New Police Recruits

Alan, Brandon, Adam and Shawn have been collaborating on preparing 13 new laptops for the Training Officers that will be riding along with our new police recruits. This marks the beginning of our quest to migrate the patrol devices to the City of Flagstaff domain, while also giving us a low-risk rollout of our Virtual Private Network (VPN) tunnel, AnyConnect, that keeps our public safety data secure. The team has successfully automated the future setup of these devices so new devices can be configured and out the door in two hours vs. two days.

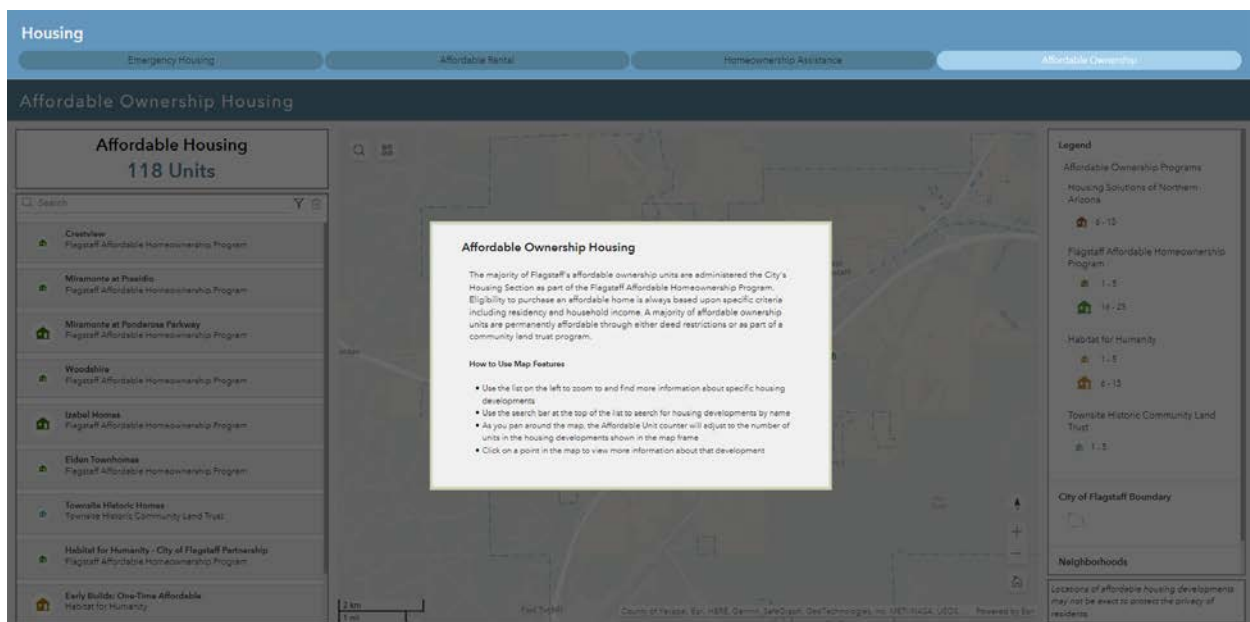


Program Accomplishments

GIS

Kelsea, in coordination with the Housing program, has created and updated a public web app to promote transparency and the public outreach. The mapping application provides information about Emergency Housing, Affordable Rentals, Homeownership Assistance, and Affordable Ownership programs available from the City of Flagstaff.

Check out the app here: <https://gis.flagstaffaz.gov/Housing>



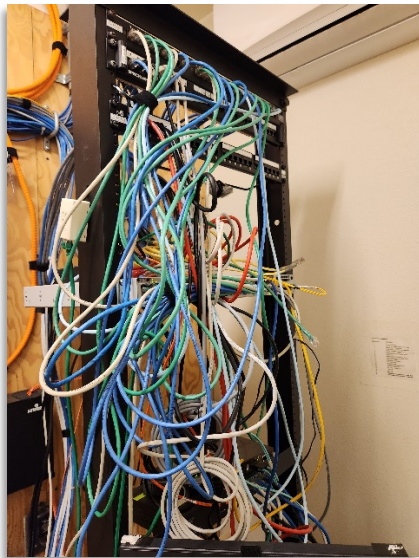
Program Accomplishments

Operations

East Side Utilities network closet cleanup

Our network team (Bill) worked hard this month to continue his long-standing network closet cleanup project. This month Bill was able to work with their local staff to cleanup East Side Utilities that serves Water Services personnel. Below, you can see some before and after comparison shots. Good work, Bill!

ESU Before



ESU After

