



# MONTHLY REPORT

January 2023

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

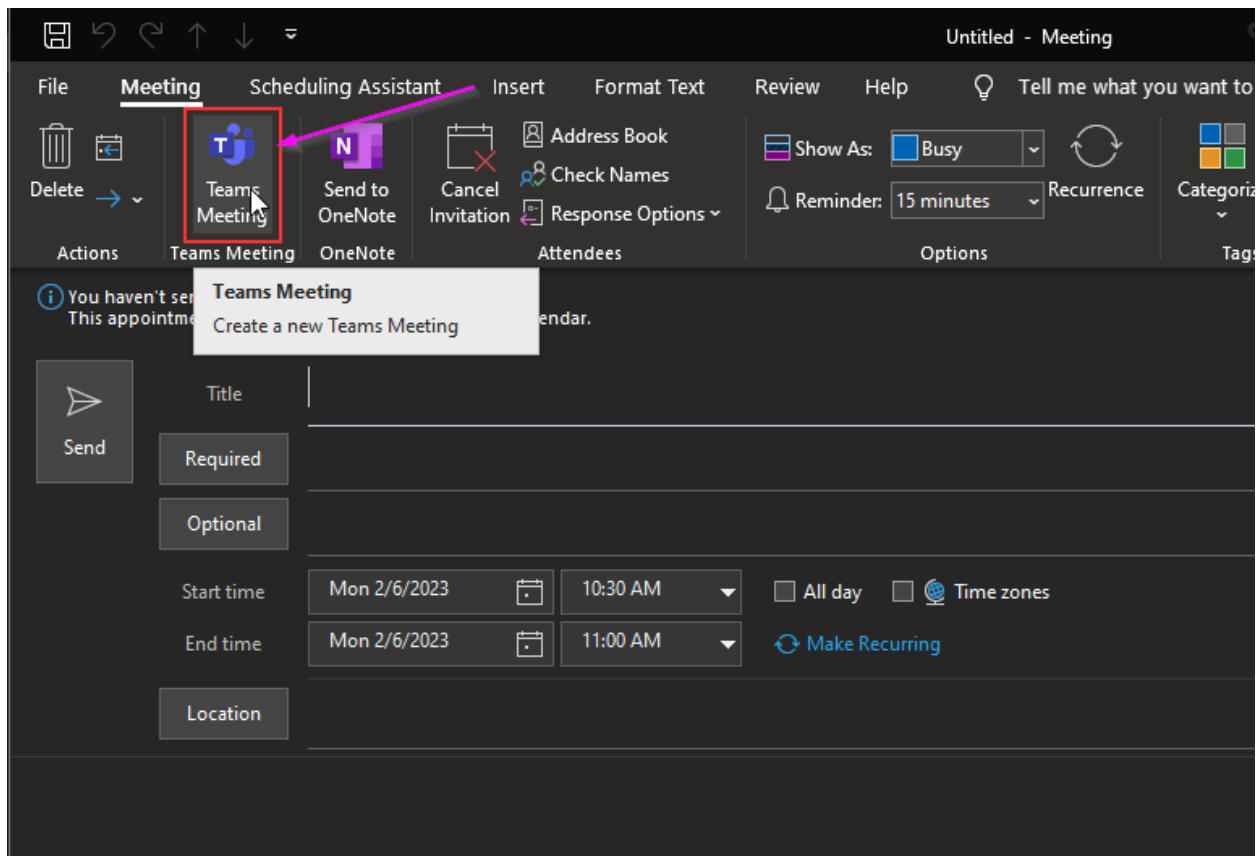
*Division of IT Mission*

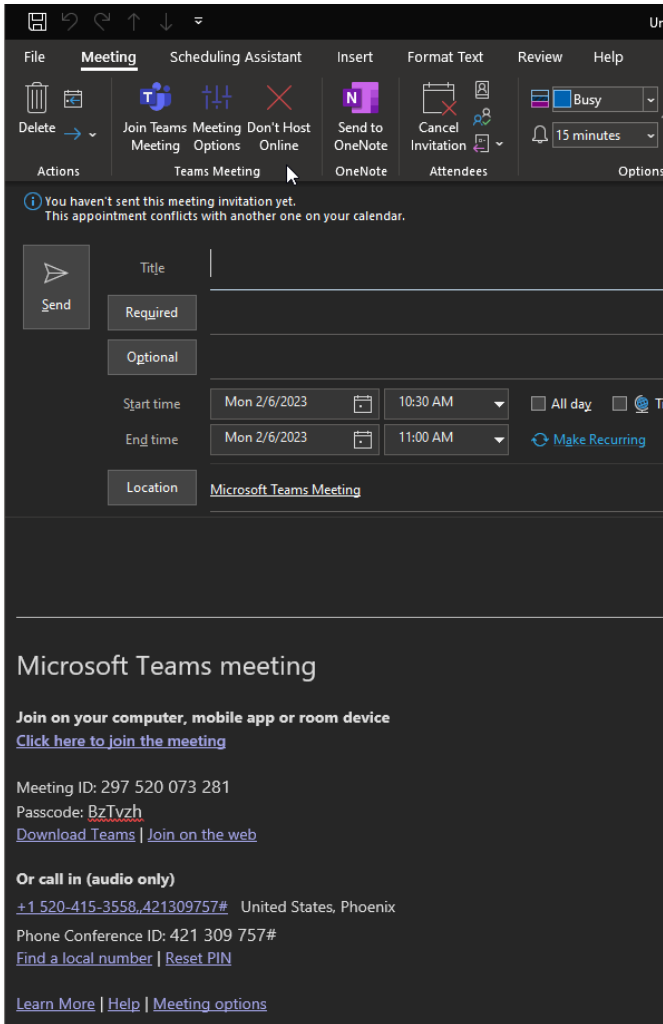


## Tech Tip – Outlook, Teams Meeting – By Matt Kakert

Due to new licensing, **all** employees now have the ability to create their own Teams meetings, now including call in numbers for standard phone users (think 1-800 number). You can do this by following the below steps.

Create a new meeting, then click on **Teams Meeting** in the ribbon. Generally, new meetings will default to adding Teams Meeting information.

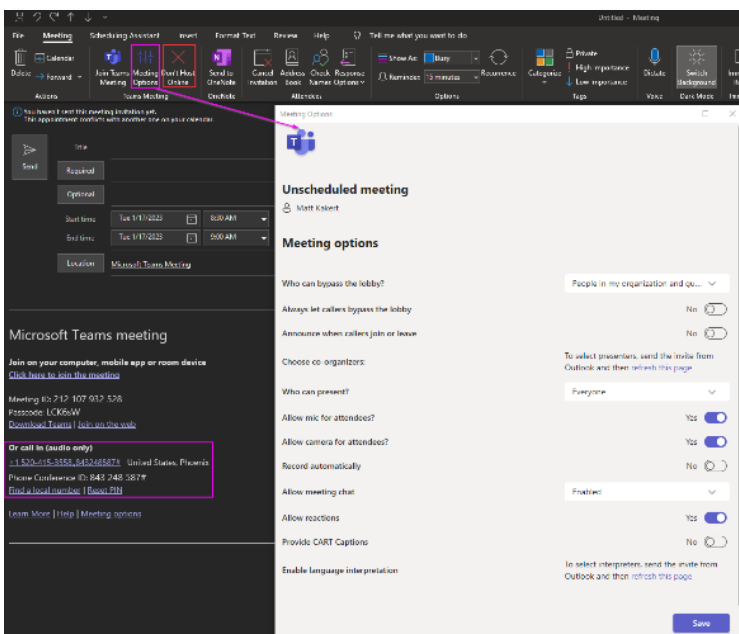




After the meeting is changed to a Teams Meeting, you will notice the Location change to “Microsoft Teams Meeting” as well as meeting information inserter into the body of the invitation.

The first link (click here to join meeting) is used to join a meeting from a PC if you already have the Teams client installed, and if not will launch the browser version. The second section contains all the pertinent meeting information in case you have to give to someone or manually input for any reason.

Lastly, the **new** section is where the audio only (call in) information is. There will be a phone number (may be different for each meeting), conference room ID. This will give someone calling in all the information required to join via telephone.



You will also notice a Meeting Options on the ribbon, which will give you the below options, namely how it treats external users & guests.

Next you can remove the Teams Meeting from the meeting request, should you desire to.



# Staff Spotlight

## Alan Church – Business Systems Administrator – Public Safety



### What does Alan do?

Alan is the IT Administrator for the Applications team supporting Public Safety. Alan's focus as an administrator is on providing software support for multiple different applications that are used by our City of Flagstaff Polices Department, Flagstaff Fire Department and other surrounding fire departments outside of the city limits.

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

Despite Alan's due diligence in working with the vendor of our dispatch software to ensure a seamless transition in event number sequencing in the new year; the clock struck midnight and event numbers did not change from 2022 to 2023. Alan quickly identified and resolved the issue for event numbers moving forward and has been painstakingly manually changing event numbers in several locations to fix the issue. After a tough lesson

learned, Alan has created an SOP and documentation for the switchover to ensure this does not occur next year.

### What is Alan working on now?

Alan has been working hard to distribute new laptop technology to City of Flagstaff police officers. Each laptop is installed with industry specific and carefully configured software to help keep the citizens of Flagstaff and the officers safer as they respond to emergencies.

### Get to know Alan.

*"I am relatively new employee to the City of Flagstaff working here for only about 7 months. I have worked in the IT field for over 25 years and have experience in many different types of industries. I am an Arizona native born in Phoenix, but was able to relocate to the Flagstaff area fulltime about 4 years ago. In my free time I enjoy listening to live music, spending time with my family and exploring the wonders of the Flagstaff area with my wife and 4-legged family."*

-Alan Church



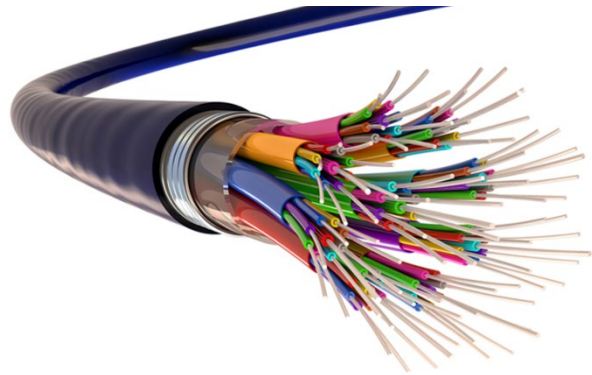
# Major Project Updates

## 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. We are expecting to bring the final IGA to Council on March 7.



# Problems Under Review

## Dispatch Center Outage

1/29/2023 - #PRB-171

We had a major outage of our 911 Dispatch Software. Several critical services connecting to our database infrastructure failed. Our after-hours staff were contacted over the weekend and were able to immediately respond to the issue and begin troubleshooting. We coordinated an effort between City Applications, Operations and Coconino County Sheriff to identify and resolve the problem.

While we identified the cause of the issue and have updated our documentation to quickly fix this issue if it occurs again in the future. We have a case open with Hexagon support to determine why the database services failed in the first place.



# Program Accomplishments

## Help Desk

Incoming tickets for the month of January totaled **447**. Our average response time was just under 1 hour, and our average ticket resolution time was just under 5 hours.

Customer Satisfaction for the month of January was about 95% Awesome.

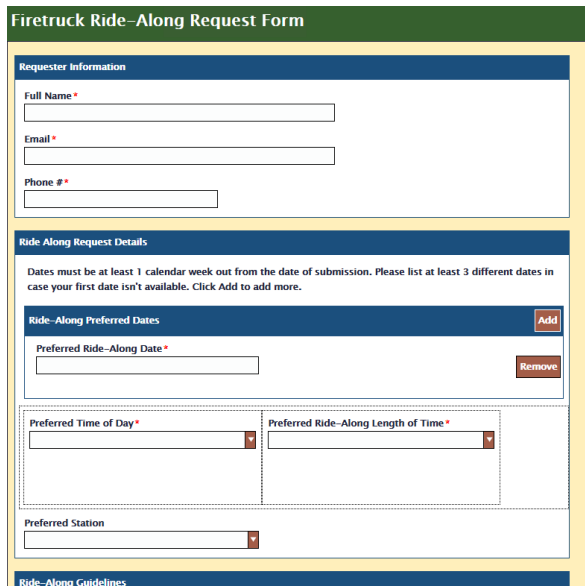


# Program Accomplishments

## Applications

### All Things Fire Department

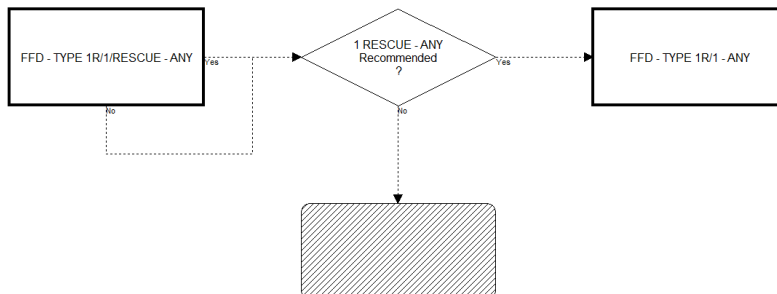
Adam Zwebti and Alan Church in collaboration with Jessica Vigorito and Noelle Van Rossum have begun work on a series of forms to streamline and centralize FFD business processes. The first is a Firetruck Ride-Along Request Form in which the public will utilize. These requests are made for education requirements, learning more about the FFD, the duties/structure of the department and meeting the staff, some are applying and want to see more while going through the process, and firetrucks are rad!



The screenshot shows a web form titled "Firetruck Ride-Along Request Form". It is divided into several sections:
 

- Requester Information:** Contains input fields for "Full Name", "Email", and "Phone #".
- Ride Along Request Details:** Includes a note: "Dates must be at least 1 calendar week out from the date of submission. Please list at least 3 different dates in case your first date isn't available. Click Add to add more." Below this is a section for "Ride-Along Preferred Dates" with an "Add" button and a "Remove" button. It also has dropdown menus for "Preferred Time of Day" and "Preferred Ride-Along Length of Time".
- Preferred Station:** A dropdown menu.
- Ride-Along Guidelines:** A section at the bottom of the form.

Alan Church and Shawn Armour have begun collaborating with Cpt. Wes Forbach to audit and revamp the FD "response plans." A response plan is what the software uses when someone calls 911 about a fire to properly assign the correct types and amounts of fire trucks. These response plans are out-of-date, once revised it will improve the lives of Dispatch, FFD, and the entire City of Flagstaff's safety.



# Program Accomplishments

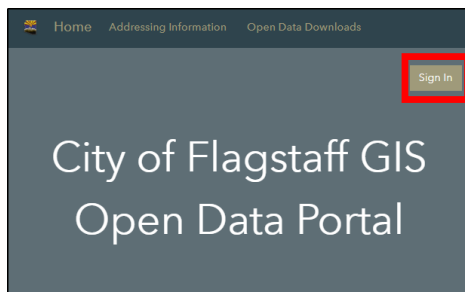
## GIS

Kelsea has created a great GIS Gallery online, showing a catalog of the services we can provide you and your program. See examples and live samples of maps, data collection options, websites, and mapping applications that GIS can build for you, or get you started building your own datasets or website. Check out the gallery here: [GIS Service Catalog | City of Flagstaff GIS Open Data Portal \(flagstaffaz.gov\)](https://gis.flagstaffaz.gov)

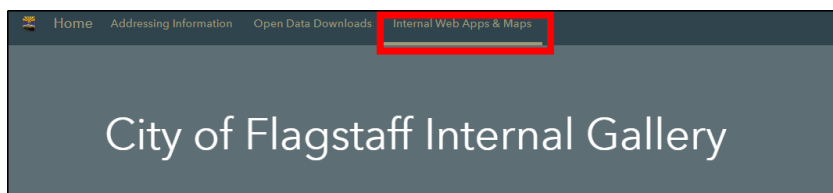


... And don't forget that our most popular GIS web applications are available to the public here: <https://gis.flagstaffaz.gov>

When visiting <https://gis.flagstaffaz.gov>, you can **Sign In** using your City login:



And a new tab will appear, which will show Internal information and applications and more of what we currently offer:



# Program Accomplishments

## Operations

### Networking

Networking has received our long-awaited Wireless Lan Controller **upgrade**. What exactly do these units do? Firstly, they control the WAPs (Wireless Access Points) that provide Wi-Fi across all the City facilities. Secondly, the controllers add the ability for your wireless device to roam seamlessly from one WAP to another without interruption.

We are getting these installed today and will be configuring. You'll be getting a notice from IT in the coming week for Wi-Fi maintenance to perform the upgrade. Stay tuned for updates!



## Systems

Systems has begun research and testing bringing our S Drive into the modern era. Increased functionality is what the primary goal is, especially that of enabling our remote workers and Public Safety users better access while away from a City facility or laptop. Our look is at SharePoint, which many of us are already familiar with. More details to come in the next few months, stay tuned!

