



QUARTERLY REPORT

Spring 2023

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

Division of IT Mission



Tips and Tricks

Need to have a centralized place to store data for a project? Have you tried SharePoint?

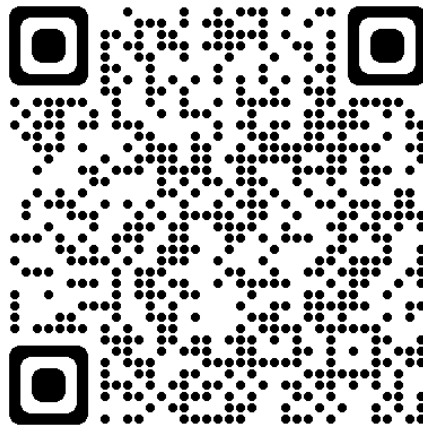


SharePoint is a tool for creating a website that allows you to store files, communicate critical information, track milestones and so much more.

You can share documents with people outside of the organization and have them edit in real time, eliminating the need for emailing drafts back and forth. You can have a centralized OneNote Notebook where anyone on the team can store meeting notes. You can create Plans that track task assignment, status and deadlines.

All of these tools and more are a part of SharePoint.

Below is a link to a helpful video that can help you get started. For more specific questions or information, reach out to IT and we're happy to give you more specific training.



[How to Create a SharePoint Site for Projects \[MAKE YOUR LIFE EASIER\] - YouTube](#)



IT Program Spotlight

Operations Program

Matt Kakert – Operations Manager



How do I make your job easier?

Lately I have been focusing most of my efforts on simplifying systems that everyone uses every day. We are working to streamline processes and systems that have a history of being cumbersome or obnoxious to use, while maintaining or increasing the functionality these tools provide. Namely, remote access and password management for staff.

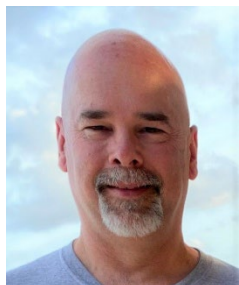
What project am I working on now?

Currently focusing on two projects; seamless remote access for each laptop, and a seamless password reset application for all users. Both projects will provide an easier and less cumbersome experience for those working away from the office while also allowing our Help Desk to better support those users.

Get to know me a bit more.

Adopted our first son about 2 years ago, and working on adopting a second that was unplanned. Other than preparing for even less sleep, we have three wonderful rescue dogs we consider family. In my free time, I like to tinker around with technology and gadgets (home automation), as well as carpentry and home repair.

Bill Ragan – Network Administrator



How do I make your job easier?

The main way I make everyone's job easier is by keep network connectivity high performing as well as seamless. This enables everyone to do their job without interruption or needless security steps.

What project am I working on now?

I am currently working on two main projects. The first is the Airport parking lot and the network connections required for it to function. Secondly, I am working on the project of replacing over half of the wireless access points (WAPs) in the city with newer and faster models.

Get to know me a bit more.

I love to Jeep, do competitive shooting, and more Jeepin!



Beth Verstraete – Communications Administrator



How do I make your job easier?

One of the ways that I make your job easier in the O365 realm is by releasing messages that are incorrectly marked as high phishing and high spam. Also, I am in charge of assigning O365 licenses and the O365 applications that we have at our fingertips help you in many ways with your job duties. I make your job easier in the VoIP world by creating call handlers that can answer citizen questions without ever talking to a staff member.

What project am I working on now?

I am in the assessment phase of moving all voice communications to Teams calling. I am working at finding the right vendor to assist us with this migration.

Get to know me a bit more.

I am very interested in the environment and preserving it for future generations. One of the ways that I fulfill this interest is by recycling and reusing the items that are needed for everyday life. I, also, conserve water as much as I can at home. Water that would normally be sent down the drain is used to support another one of my interests, gardening.

Jon Damico – Systems Administrator



How do I make your job easier?

I make your job easier by ensuring server uptime through high availability and failover, while keeping operating systems up to date and secure. I monitor our server environment closely, ensuring we have sufficient storage and processing resources. I work closely with other members in IT to ensure they have the resources they need to provide the services to the public and city staff. In addition, I manage our backup systems, which in the event of a disaster we can restore our systems quickly.

What project am I working on now?

Although the majority of FPD has been migrated onto our environment, my focus lately has been to make additional improvements. We recently purchased new server hardware, which will become the new infrastructure for some PD applications. I am also working on migrating files shares for PD off old hardware and onto new hardware, as well as improving their backup environment.

Get to know me a bit more.

I am the proud father of a son (4) and daughter (1), husband to a wonderful wife, in a home that we are currently in the process of remodeling ourselves. When not working on the remodel, I spend most of my time with my family, whether that is at the park, Bearizona, or other fun activities.



Dale Williams – Security Analyst



How do I make your job easier?

I make your job easier by trying to make sure that cyber security risks are mitigated. The main goal of all cybersecurity professionals is to ensure that confidentiality, integrity, and availability are maintained on all managed devices. This essentially means that City-owned computers you use, and the data on them, are only accessible by the people who should have access to them, that the information stored on them hasn't been tampered with, and that they are up and running when needed.

What project am I working on now?

I am working on deploying several software solutions that have been awarded to many municipalities through a state grant. These items include security awareness training, endpoint detection and response, and converged endpoint management software. These tools will help bolster our cybersecurity posture.

Get to know me a bit more.

I crammed four years of college into just two years while working full time and graduated last year. During this time, I had to give up many of the things I enjoy including working out and Brazilian Jiu Jitsu. Since graduating, I have been slowly ramping up my sessions in the gym and hope to make it back on the mats for Brazilian Jiu Jitsu at some point this year!



Major Project Updates

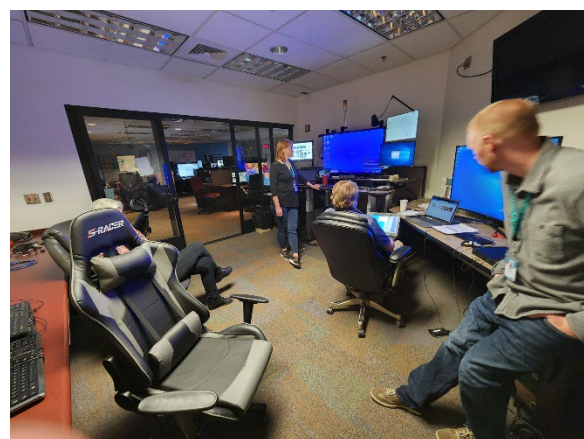
Fiber and Broadband

Over the past few months, IT has been working with our community partners to develop a plan to identify a fiber partner. We should be releasing an RSOQ in the near future with the goal of getting City-owned fiber to all of our facilities while also bringing higher speed broadband to the community.



Police Support Migration

We successfully migrated all of the Police server infrastructure to City IT support. We migrated the 911 Dispatch system, the Records system and all related infrastructure with minimal impact on the Police Department. We've already seen significant improvements across several systems since this migration. Please congratulate the IT team on such a well designed and implemented project. It was a full team effort. We look forward to providing better service to our Police Department going forward.



IT Problems This Quarter

Statistics

IT has had 9 documented problems over the past 3 months. Below are some highlights of issues we worked on this quarter:

Police software

Half of these problems have been directly related to longstanding issues with our Police Hexagon Dispatch and Records software. Now that we are the primary support for this software, we are working with Hexagon to bring someone onsite to assess our environment and provide recommended fixes.

Internet Outages

We have experienced several Internet outages over the past month. One of the major outages was related to an issue with one of our fiber providers having damaged equipment. The other issues have been related to a faulty fiber connection at NAU. We are working on building City-owned fiber to NAU to bypass both of these issues. We expect this project to be completed later this summer.



Program Accomplishments

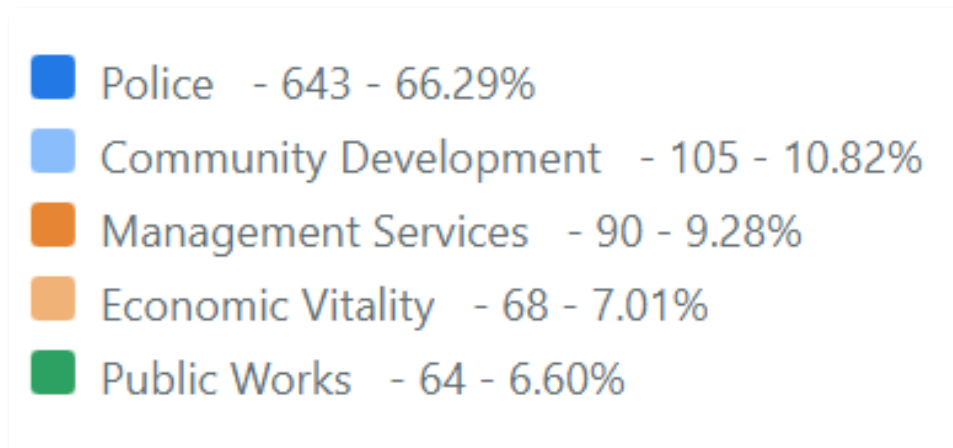
Help Desk

In the months of March, April, and May the IT Help Desk received a total of 1,328 tickets, achieved an average first response time of just 1 hour, and an average resolution time of just 7-1/2 hours.

Satisfaction ratings for this period came in at 100% Awesome!



Ticket breakdown by Division





New Help Desk Technician: Jace Hansen

We'd like to welcome Jace Hansen as the newest member of the Help Desk. Jace has been working as a Temp for the past 6 months and now is with us full-time as our Help Desk Technician. You should see him manning the Help Desk in City Hall.

If you stop by the Help Desk, make sure to welcome Jace to the team.





Program Accomplishments

Applications

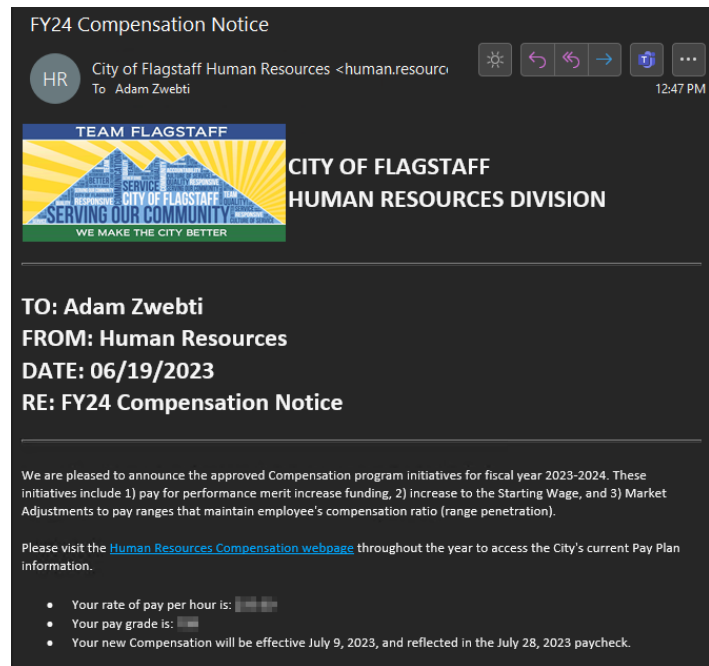
HR Employee Compensation Letters

Adam Zwebti created a custom PowerShell program that implements HTML to automate creating and emailing employee compensation letters. HR was previously using a Microsoft Word/Excel MailMerge and emailing them out by hand. Talk about making lives easier!

```

68 #ForEach employee in AD, match to CSV, then email with data from CSV file.
69 foreach ($employee in $employees) {
70
71     #find match in CSV
72     Try {
73         $csvEmployee = $csvEmployees | Select-Object Name,EmployeeID,NewRate,Grade | Where-Object {$_.EmployeeID -eq $employee.EmployeeID}
74         LogOutput "[Success] Matched CSV Employee: $($csvEmployee.Name) with AD Employee: $($employee.cn) on Employee ID: $($csvEmployee.EmployeeID)."
75         Write-Host "Success! Matched CSV Employee: $($csvEmployee.Name) with AD Employee: $($employee.cn) on Employee ID: $($csvEmployee.EmployeeID)."
76     } Catch [System.Exception] {
77         LogOutput "[Error] Unable to match $employee to a record in the CSV File: $($_.Exception.Message). Moving to next employee."
78         Write-Host "Error! Unable to match $employee to a record in the CSV File: $($_.Exception.Message). Moving to next employee."
79     }
80
81     #Only Send Email if Match was Found
82     if ($csvEmployee) {
83
84         #Prepare Email Variables
85         $emailFrom = "City of Flagstaff Human Resources <human.resources@flagstaffaz.gov>"
86         $smtpServer = "webmail.flagstaffaz.gov"
87
88         #Subject and Body
89         $emailSubject = "FY24 Compensation Notice"
90         $emailBody = @"
91         <!-- Table with 2 columns to make a nice looking header, team flagstaff logo sourced from CivicPlus website -->
92         <!-- table, tr, and td are all containers (meaning they need an opening and closing tag) -->
93         <!-- tr = table row, td = table data (the content of an individual cell) -->
94         <table style="width: 75%" style="border-collapse: collapse; border: 1px">
95             <tr>
96                 <td>
97                     <!-- URL of Team Flagstaff logo for top-left corner -->
98                     

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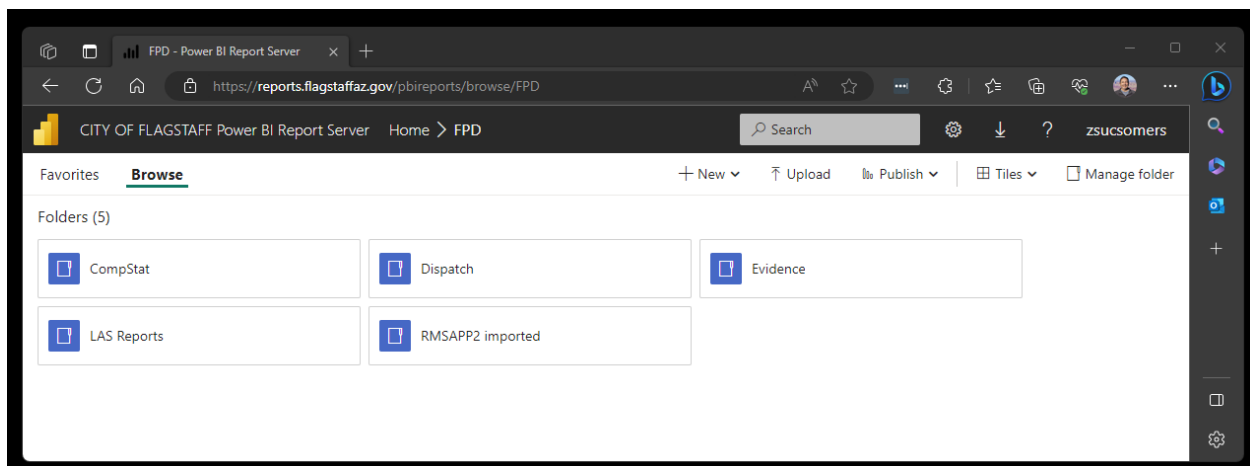
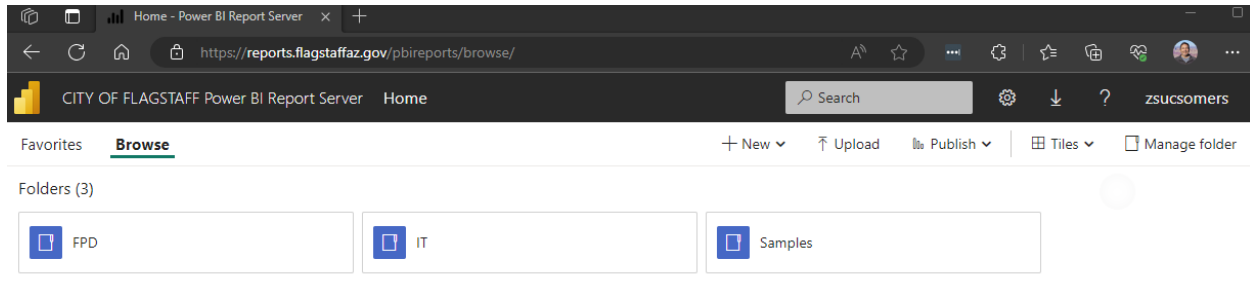
New Fire Engine 3

Alan Church got the technology on the new Fire Engine 3 (FE3) online so it could be placed in service. Each engine comes equipped with always on power and internet and GPS for dispatching to events. FE3 is now fully equipped with the improved technology that will provide more stable internet connection and streamlined configuration, a project which we will be rolling out in the future to both our Police and Fire Departments. Alan also got several wins on longstanding GPS issues at the departments recently!



SQL Server Reporting Services (SSRS) and Power BI

Chris Somers installed and configured a SSRS/Power BI Server on an organization-wide secure central reporting site. He is creating a myriad of custom reports for the Police Department as their software is lacking out-of-the-box reports to support their business processes and compliance with reporting to partner agencies. The vendor has a \$1M+ analytics solution that we will not need to rely on because of Chris' custom solutions. He will also be creating some custom reports for the Landfill and new Recycling Facility soon. If your Division has any custom reporting needs please reach out to Shawn Armour to discuss feasibility and options.



Filling Our Last Vacancy!

Shawn Armour has been hard at work filling our final vacancy on our team after 2 years of having a position open at the Police department. We are excited to announce the arrival of Alex Stevenson on July 26th, he will be working at PD as the Business Systems Analyst for Public Safety. He is joining us with over 14 years of IT experience in manufacturing. Our team is thrilled to be fully staffed so we can be equipped to handle the complex technical issues we are facing.



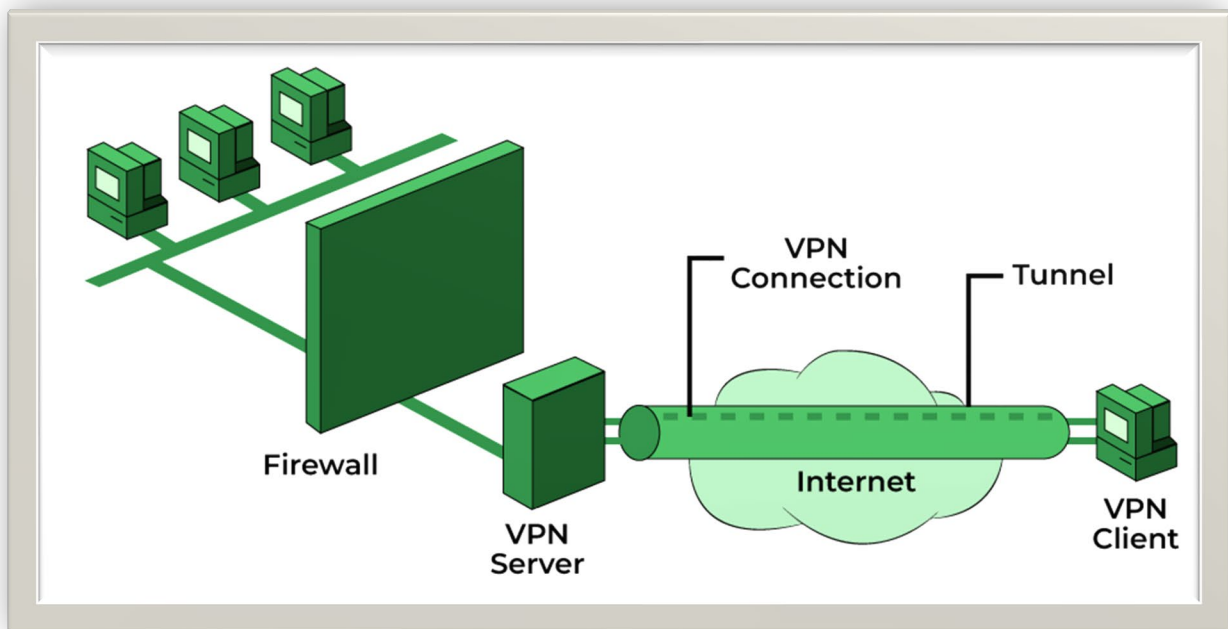
Program Accomplishments

Operations

New remote connectivity method in testing

The IT Operations team has been hard at work on several projects that will begin producing fruit soon. The first of which is a new method for all of our remote workers to connect to City resources while off site. This new method will provide a more comprehensive feature set, much more secure, as well as being seamless for the user.

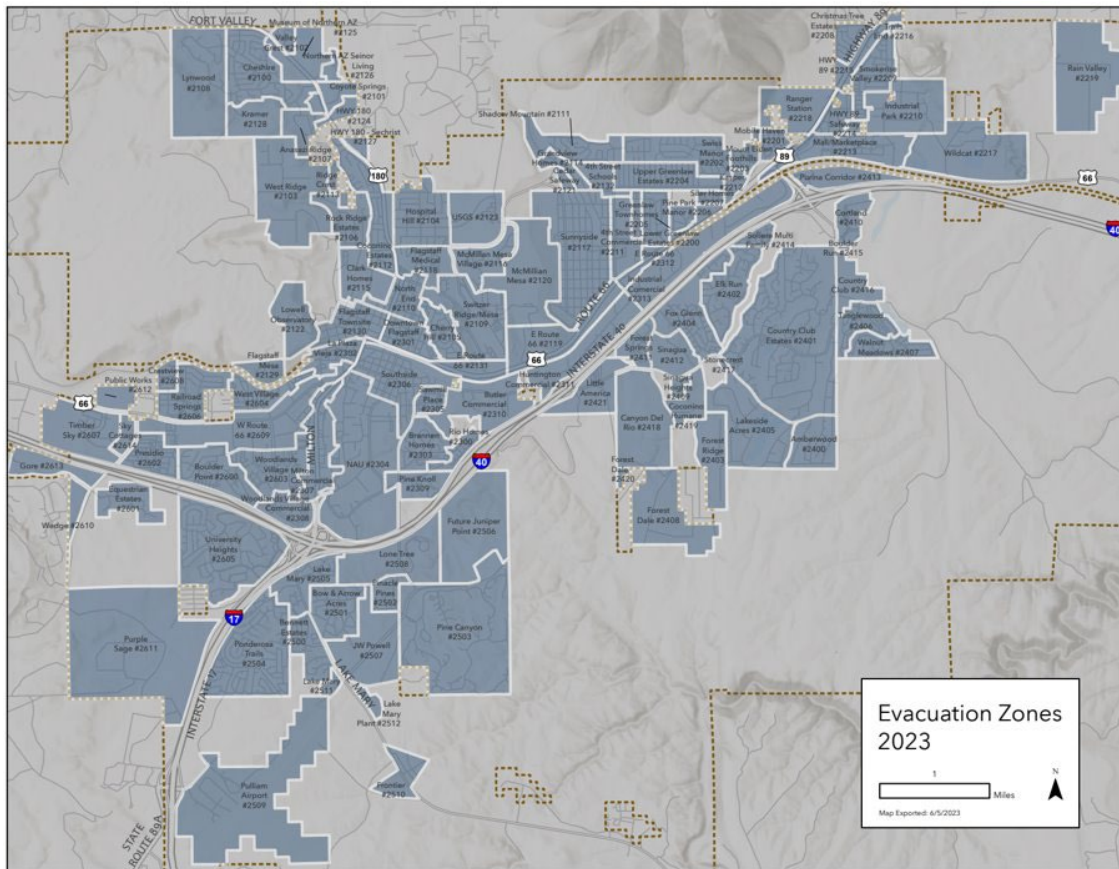
We're finishing up the design phase and rolling out the solution to the first set of test devices and users. We are looking to distribute to the rest of the organization shortly after, so keep your eyes peeled for more information soon.



Program Accomplishments

GIS

City of Flagstaff GIS worked with Coconino County to create emergency evacuation zones for wildfire notifications. The City continues to maintain zones with Flagstaff, which provides enhanced messaging for neighbors, communities, and residential areas:



EVACUATION MAP

READY, SET, GO

COCONINO.AZ.GOV/EVACMAP



Coconino County Evacuation Maps enhance emergency messaging to the public, and evacuation zones focus on neighborhoods, communities, and residential areas throughout the county.

Know your route. Own your plan.

Be sure to view the map above, sign up for emergency notifications here:



EMERGENCY NOTIFICATIONS

COCONINO.AZ.GOV/READY

Emergency Notifications provide alerts for emergencies in your area.

Sign up your phone number, email and/or your home phone.

