



QUARTERLY REPORT

Summer 2023

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

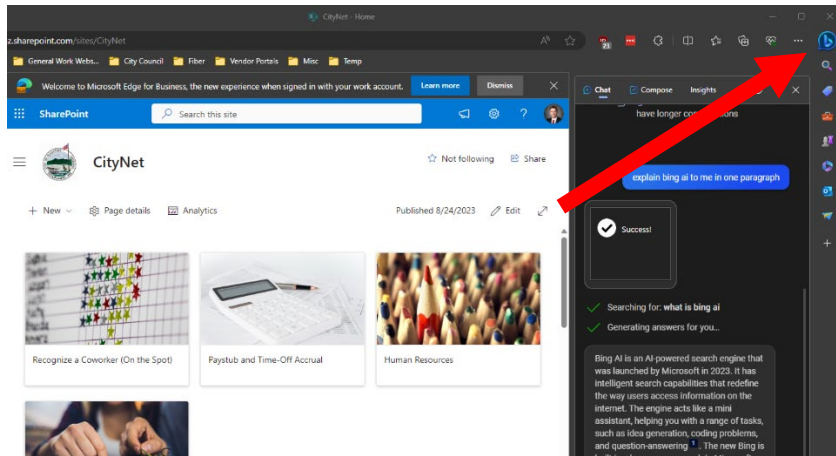
Division of IT Mission



Tips and Tricks

What is this AI stuff?

The most well known AI system is ChatGPT. ChatGPT is a large language AI model. More simply, it has scanned the internet for all the text it could find and then uses that data to “autocomplete” a response based off of your input. It’s similar to autocomplete on your smartphone but way more complex.



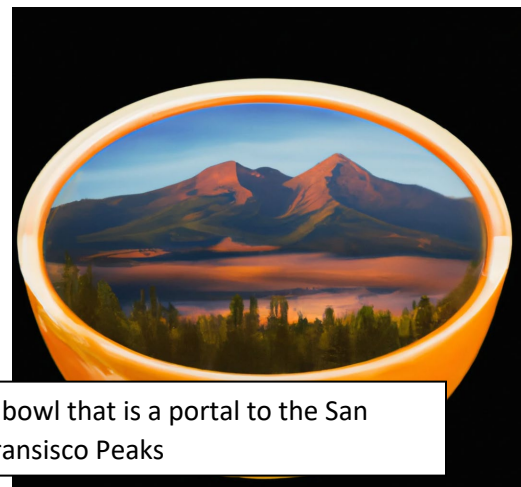
There are several other AI systems. Microsoft incorporates Bing AI right into Edge. To access this click on the Bing logo in the top right of Edge. Then you can chat with it similar to a human.

You can also use Bing AI’s “Compose” feature to write emails, staff summaries, policies, or just about anything.

There are other AI systems that do image creation such as DALL-E 2 and Midjourney to create images based on a prompt. See the following examples based on their prompts:



A painting of downtown Flagstaff, AZ



A bowl that is a portal to the San Francisco Peaks

Use wisely!

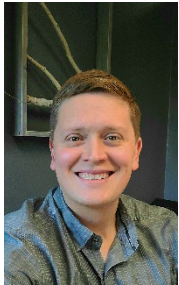
While City IT generally supports the use of these systems due to their productivity enhancing nature, most of them require input. Please be aware that any input you give becomes completely public. Please be careful not to input sensitive information into any of these systems. Once they are out there, it’s for the entire world to see.



IT Program Spotlight

Help Desk Program

Paul Santana – Deputy IT Director



How do I make your job easier?

I oversee the Help Desk team, so most of the time it's not *me* making your jobs easier, it's my team..... but, I do strive to make every interaction I have with City Staff a positive, helpful, and learning experience. Whether it's a simple password reset or I'm involved in a large city project, *everything I do..... I do it for you.* :)

What project am I working on now?

Conference room upgrades, Council Chambers camera upgrades, new City Hall Security cameras and door access system, and our Applications Portfolio review.

Get to know me a bit more.

When I'm not working or sleeping, I enjoy spending time with my family, hiking, riding things with 2 wheels, and exploring the 4x4 trails of AZ.

Brandon Ross – Help Desk Analyst



How do I make your job easier?

I work hard to keep our imaging systems up to date which speeds up the preparing of devices as well as repairing of those devices.

What project am I working on now?

Physical inventory of all computers and printers and uploading the information into a new database.

Get to know me a bit more.

I'm the head coach for both the Ladysharks Rugby Club and Landshark Rugby Club, affiliated with NAU and USA Rugby.



Geneva Dawson – Help Desk Specialist



How do I make your job easier?

I make others job easier, by assisting them with the help they need and a smile.

What project am I working on now?

Currently, I have been working at the LEAF for our public safety team. Supporting our Police Department transition, making sure we have appropriate Help Desk coverage, imaging and prepping Police and Fire laptops to be on domain, and any other tech assistance I can provide.

Get to know me a bit more.

I enjoy going to baseball and football games. Whether it's youth club or professional, thank goodness for nephews and nieces. So very proud of my son at college.

Jace Hansen – Help Desk Technician



How do I make your job easier?

I make peoples job easier by being friendly and approachable at the Help Desk whenever someone runs into an issue. Whether it be a walk up or a ticket, I try my best to resolve their issue in a timely manner so they can get back to doing their job.

What project am I working on now?

I have been working on getting new devices out to various employees around the city as well as creating documentation for certain deployments such as Apple devices.

Get to know me a bit more.

I am a very active person who enjoys going to the gym, hiking, mountain biking and just spending time with family in my free time.



Major Project Updates

Fiber and Broadband

The City of Flagstaff released an RFI in order to get more information prior to releasing an RSOQ or RFP. We received 9 responses and a lot of great information regarding potential options for building fiber in the City.

The next step is to go out for a procurement to get the ISP partner. IT will be meeting with Purchasing soon to strategize that next step.



IT Problems This Quarter

Statistics

IT has had 7 documented problems over the past 3 months. Below are some highlights of issues we worked on this quarter:

911 phone systems down

There was damage to a Lumen internet/phone pedestal by a car accident that brought down the 911 and non-emergency phone lines. Lumen was able to fix the damaged pedestal and restored connectivity.

Fire Truck Connectivity failure

There was a conflict between two pieces of technology within the Fire apparatuses that resulted in them losing connectivity in the field. City staff were able to work with the vendor to identify a workaround and restore connectivity to the network equipment.

911 Dispatch Center Power Outage

Coconino County Sheriff Facilities was performing maintenance on the electrical systems at the Police Stations. During the maintenance, power was temporarily lost which brought down the entire Dispatch Center and all of the server infrastructure. Once power was restored, the primary backup systems went into a failure state. City staff worked with the backup vendor to replace the damaged parts and restore partial backup functionality. More repairs are needed for the remaining functionality to be restored.

Continued dispatching issues for Fire

IT continues to work with our dispatching software vendor to work through several long-standing issues with the software. In particular they have been focusing on issues with dispatching the correct Fire units for a call. This issue has resulted in Fire staff having to manually listen to all dispatch calls to send the correct units. This issue has been our top priority for the past several weeks.

We are currently exploring long-term solutions which may include procuring a new dispatch system. The current system was developed 30 years ago and is beginning to show its age.

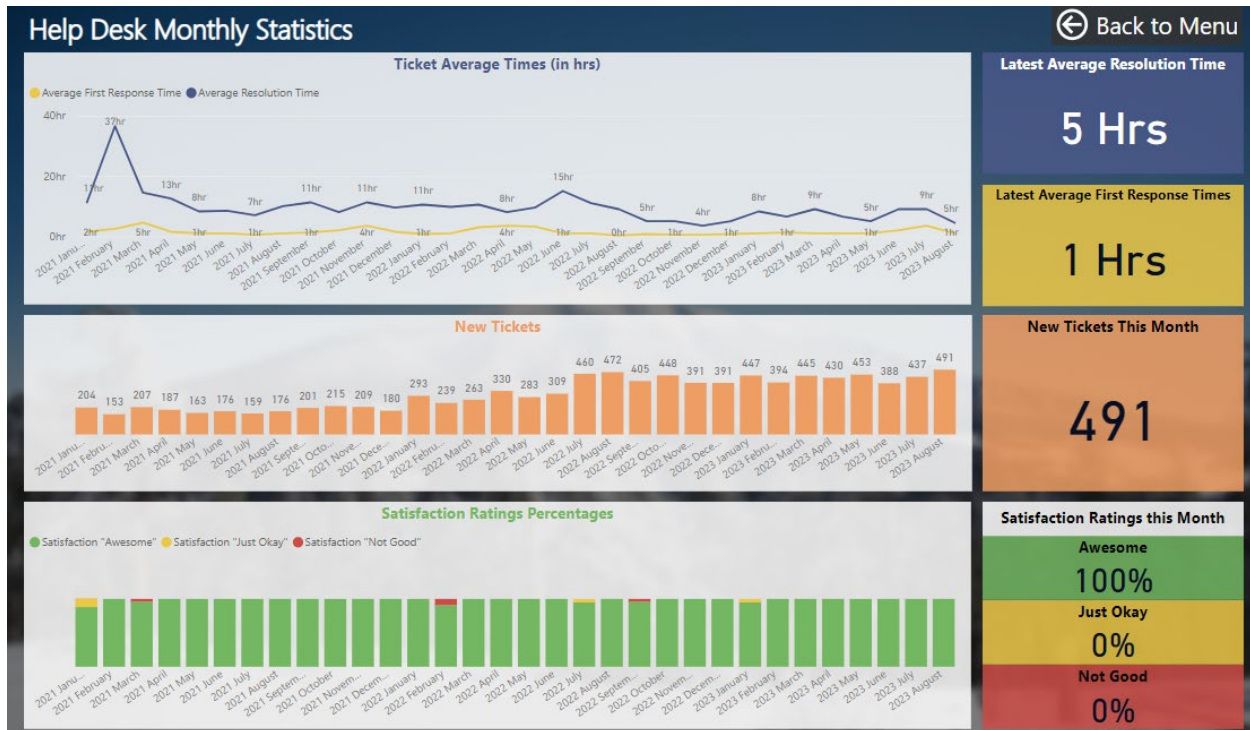


Program Accomplishments

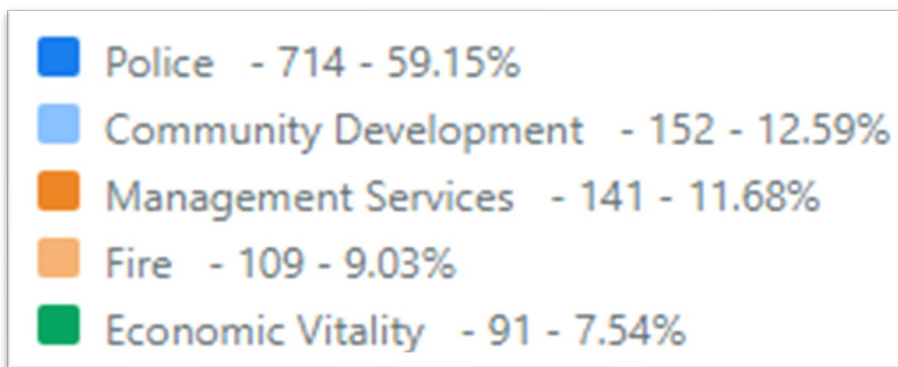
Help Desk

In the months of June, July, and August the IT Help Desk *received* over 1,300 tickets, *resolved* more than 1,280 of those tickets, achieved an average first response time of just over 2 hours, 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



Program Accomplishments

Applications

New Staff Member: Alex Stevenson

We'd like to welcome Alex Stevenson as the newest member of the Applications Team. Alex is joining Alan Church over at the Police Station to support our public safety systems and employees. We are excited to have Alex on board.

If you stop by the IT office at Police, make sure to welcome Alex to the team.



Fire Department

The entire Applications Team has been hard at work trying to improve the lives and safety of our Fire Professionals. We have put new maps into production in both Dispatch and the MDCs. Unfortunately, we have encountered challenges and learning curves through the process and are facing perplexing issues with the software since. We are learning, documenting, working with Hexagon to fix all the current issues with locations and automatic vehicle location (AVL). We are currently visiting every Fire



Station in order to update every single MDC with new fonts while simultaneously getting them on a new VPN client, which will end up saving the City a substantial amount of money on licensing. If you have not heard from us yet, you will be hearing from us soon in the next couple weeks.

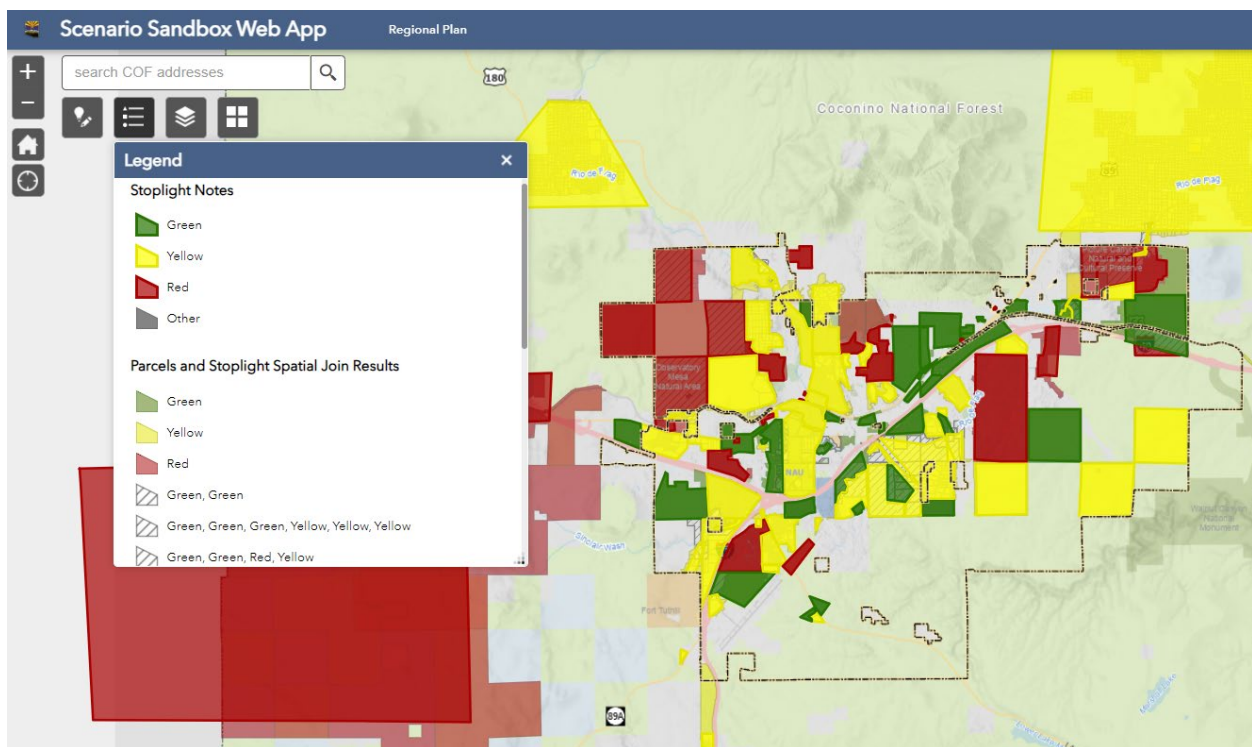


Program Accomplishments

GIS

Kelsea has been supporting the Regional Plan effort by creating maps and web applications for City/County staff and the Regional Plan consultant, Cascadia. The editing application was used during the "Regional Plan Staff Workshop" to begin delineating areas with infrastructure or redevelopment potential (green), areas that are likely to develop in a specific way due to development agreements (yellow), or unlikely to develop in any scenario due to environmental or ownership constraints (red).

The app was able to be edited online to make asynchronous collaboration easier – the last regional plan efforts required scheduled in-person design charrettes. This process allows for remote users to participate on their own time.



Program Accomplishments

Operations

The team has been hard at work on numerous projects that are aiming at adding functionality to systems employed by many of our staff. However, one project has really come to the top of both importance and impact: connectivity for our frontline workers at both Flagstaff Police and Flagstaff Fire departments.

Connectivity has been an issue for a while now for these teams out in the field. Now that COF IT department is supporting both departments from start to finish, we are tackling new methods of connectivity while in the field. Namely, we'll be using CradlePoint routers to provide vehicle wide Wi-Fi connectivity to go with their new MDCs, as our Applications team mentioned above. We have rolled out the new devices to around 20 FPD vehicles so far, with FFD coming in September, then the rest of the FPD fleet. We are very excited for this upgrade for them!

This will also pave the way for providing more connectivity for other departments in need of it, such as fleet and water services.

