



# IT DIVISION REPORT

January – March 2024

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

*Division of IT Mission*



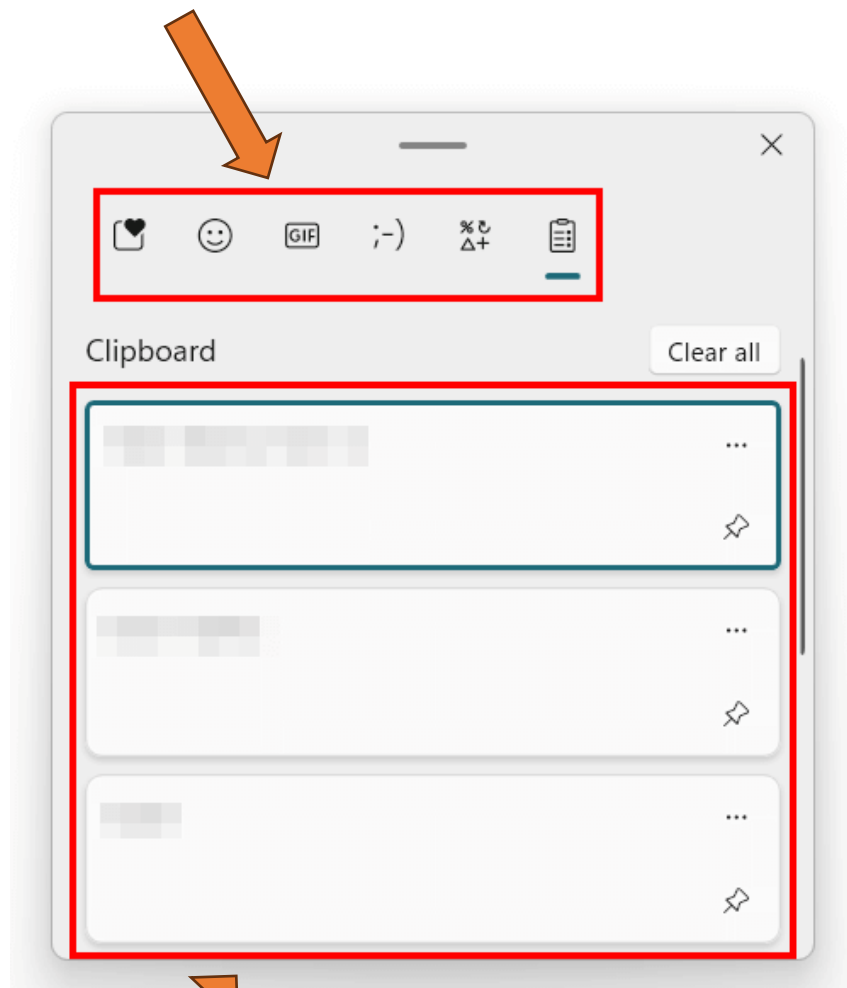
# Tips and Tricks

## Clipboard History

When you copy and paste information in Windows, did you know that you can go back through your clipboard history to find older things that you copied?

Press **Windows Key + V** to access your clipboard history.

It also has some options for copying emoji's, GIFs or other symbols.



Clipboard History



# IT Program Spotlight

## Applications Program

### Shawn Armour – IT Manager – Applications



**How do I make your job easier?** In Apps, we are responsible for keeping your software up and running as efficiently and effectively as possible. We are also experts of database administration and have the power and knowledge to provide business intelligence, analytics and visualizations to aide in data-driven decision making. We create custom solutions to automate and improve business processes and digitize previously paper forms and workflows.

**What project am I working on now?** I have my hands in a multitude of projects across all divisions of the city. The work I am most proud of currently honestly lies in the people I support. I am servant leader that takes my team's job satisfaction very seriously. Most everything I do on the day to day is in support of what they are doing. I make sure they know the work they are doing is valued and vital. I act quickly when they need my support. I ensure we laugh and have fun throughout the day with plates that are stacked full of potential burnout. I get my hands dirty in the day-to-day work, so I am never disconnected from their struggles. We have gone from 40% staffed and feeling the pain, to fully staffed and retaining employees with smiles on their faces. I will call that a win any day!

**Get to know me a bit more.** In my spare time, I teach for Yavapai Community College; passing on my knowledge is a passion that I find great reward in. I have a 9-year-old daughter, Abbie, that I spend a lot of time playing Minecraft with. I have a green thumb; my house is covered in plants from stem to stern. I love to play video games and I am currently on my second run through of Boulder's Gate 3. I am also into fitness; you can often find Stacy Fobar and I attending a spin class or lifting weights together.

### Adam Zwebti – Applications Administrator



**How do I make your job easier?**

Custom developing new solutions to help automate your Division's business processes (primarily through OnBase). Maintaining the server and database environments which host your applications. I am our resident PowerShell expert and create custom solutions that make our end-user's jobs easier while maintaining the security of our network and systems.

**What project am I working on now?**

I am currently working on the implementation of a few new solutions for the City Clerks Office; a Boards & Commissions tracking system, Physical Records Management, and Liquor Licenses. I am also working with the Purchasing team on a form for Change Orders to better track the process organization-wide.

**Get to know me a bit more.**

I love cats, gaming, fitness, cars, D&D, and anime. Your typical nerd starter kit.



## Chris Somers – IT Applications Analyst



### How do I make your job easier?

I specialize in analyzing data and developing custom reports, including Power BI dashboards, to make data clear and understandable for decision makers at the City of Flagstaff. I test and evaluate enterprise AI integration solutions for the City. I also am a certified OnBase Administrator and have my hands in create custom forms and workflows to automate business processes.

### What project am I working on now?

I am working on Power BI dashboard projects and using Power Automate to streamline workflows. I am also working on creating a Data Warehouse to optimize data for reporting. I have a few OnBase projects and am always seeking to learn more and assist city employees who reach out for technical assistance.

### Get to know me a bit more.

My wife is a nurse, and we have 2 kids, one about to graduate high school and the other about to enter it. We moved to Flagstaff 3 years ago after decades in Phoenix. I am a foodie and enjoy cooking a great meal for the family. I stay busy trying to keep up with my teenagers.

## Alan Church – Business Systems Administrator – Public Safety



**How do I make your job easier?** I serve as the IT Administrator on the Applications team, dedicated to Public Safety support. My primary role involves offering software assistance for a variety of applications utilized by the City of Flagstaff Police Department, the Flagstaff Fire Department, and additional fire departments beyond the city's boundaries.

**What project am I working on now?** I am currently researching a number of CAD vendors (Computer Aided Dispatch - allows PD and Fire to be dispatched to citizens in need in a timely manner). Our current system is outdated and does not perform to the needs of our organization. During the process I have been arranging virtual and onsite demonstrations of new products as well as bringing vendors onsite for a hands-on lab experience to have our end users experience what new and current functions might be beneficial to them.

**Get to know me a bit more.** I've dedicated more than 25 years to the IT field, gaining valuable experience across various industries. As a proud Arizona native, I was born in Phoenix. About 4 years ago, I made the exciting move to the Flagstaff area, where I now reside full-time. When I'm not immersed in technology, I find joy in listening to live music, cherishing moments with my family, and exploring the natural wonders of Flagstaff alongside my wife and our four-legged companions.



## Alex Stevenson – Business Systems Analyst – Public Safety



**How do I make your job easier?** I make your job easier by assisting with issues/additions with OnCall Records, troubleshooting Mobile Public Safety (MPS) and Computer-Aided Dispatch (CAD) related issues and general IT help at LEAF. I help keep Software Center up-to-date in Public Safety. You can often find me in a police car or fire truck troubleshooting an issue to keep our Public Safety professionals on the road and our community safe.

**What project am I working on now?** I am currently working with SPIDR Tech on implementing a system for the public to receive SMS communication on calls for service so that they can find out the status of their case. This system ties into CAD and RMS (Records Management System) for the data. There is also a survey that can be filled out when a case is closed. This goal of this project is to reduce administrative calls for Dispatchers and Records. I am also preparing to help swap out the Axon Body Camera system docks for the officers for their new body and flex cameras.

**Get to know me a bit more.** I have a lot of hobbies! I love to work out and going to the gym. I also love hiking around the area. I enjoy PC gaming (when I can) and am also a fan of web3 projects/communities. My wife and I like to travel, and we usually like to go on one international trip a year to scope our future retirement destinations.



# Major Project Updates

## Fiber and Broadband

The City of Flagstaff released an RSOQ to bring in a Broadband/Fiber Provider to Flagstaff. We have concluded evaluations and are in contract negotiations.



# IT Problems This Quarter

## Statistics

IT has had 11 documented “Problems” since the beginning of 2024. This is a 35% decrease from the last quarter. Problems are defined as outages that are not local to a single end user but affect large parts of the organization. Below are some highlights of issues we worked on this quarter:

### Harris Innoprise ERP

We have been having regular stability issues with our main ERP system. We had 3 crashes this quarter. We have multiple tickets open with the vendor to resolve these. The vendor has been less than responsive so we’ve been escalating the tickets to people higher at Harris. In the meantime, we have several workarounds to resolve the immediate issues.

### Hexagon Dispatch Software

On January 9, we had a major crash of our Dispatch center at NAU. The specific cause is still unknown but after restarting the system, they became functional. This continues to further our concerns with our 911 Dispatch software.

### Server Failures

One of our primary servers had a hardware failure that required the replacement of internal hardware. This server was part of a server cluster. The other servers in the cluster were able to migrate application workloads from the failing server without issue so this caused no significant downtime.

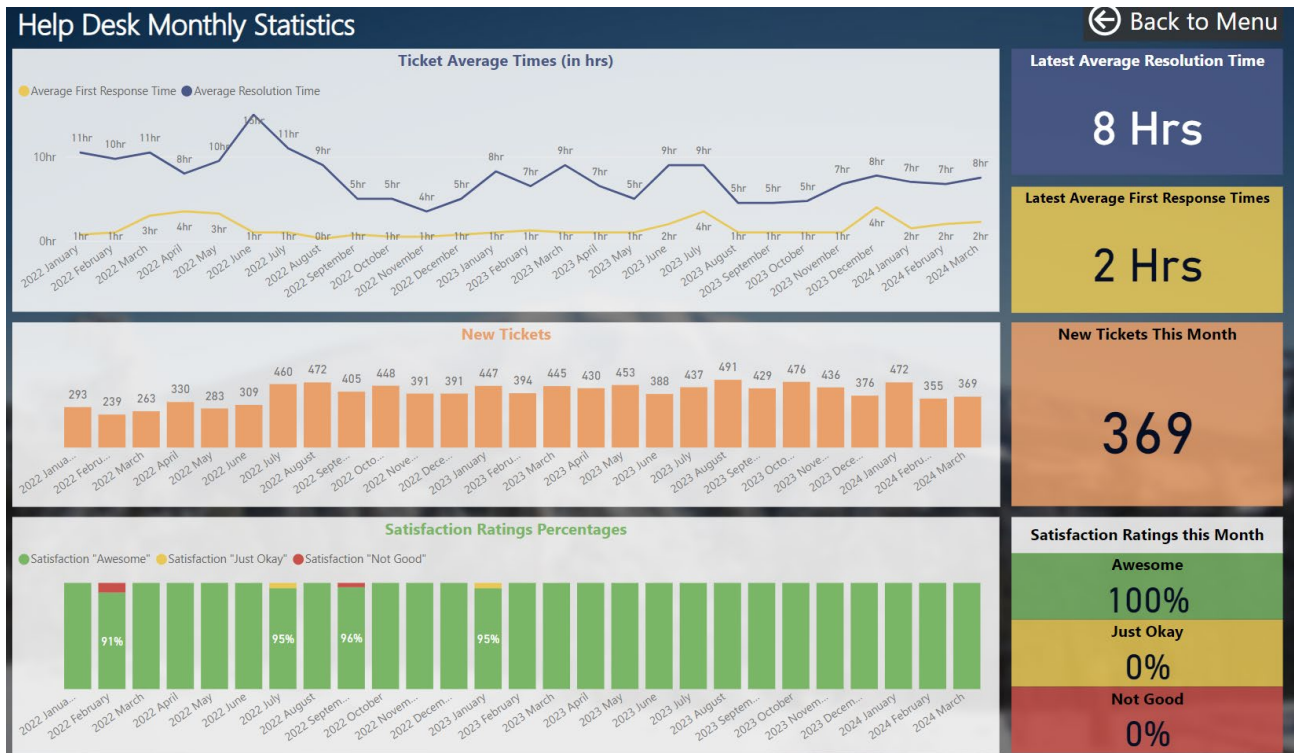
There were a handful of other lower priority Problems and we continue to learn from every issue that crosses our path.



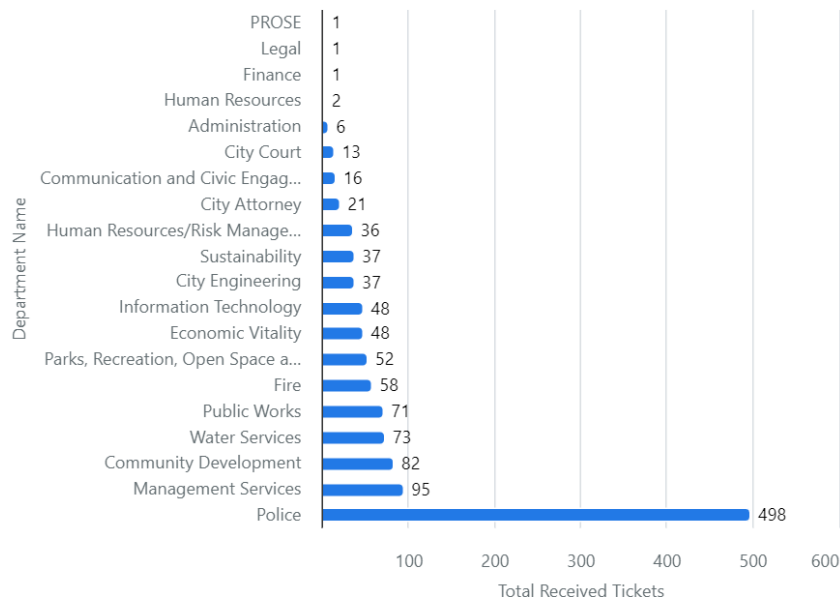
# Program Accomplishments

## Help Desk

During the first quarter of 2024 IT received 1,196 tickets, resolved 1,204 tickets, achieved an average first response time of just under 2 hours, and an average resolution time of approximately 7 hours. Satisfaction ratings for this period came in at 100% Awesome!



## Ticket breakdown by Division



# Program Accomplishments

## Applications

### Ramada Reservation System

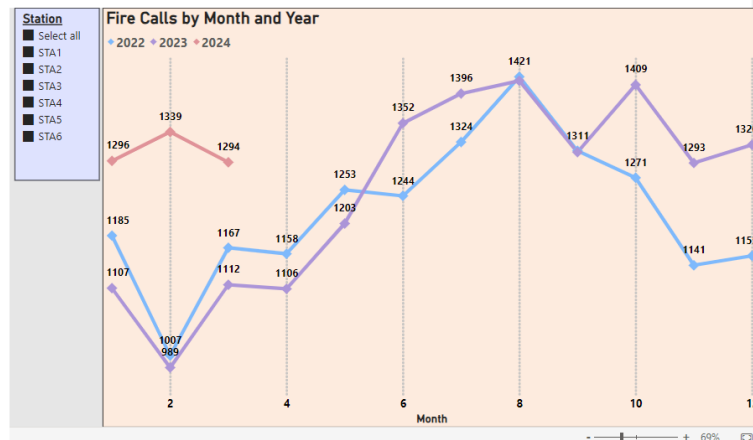


Adam Zwebti, in collaboration with GIS and PROSE, have created a [ramada reservation system](#) for our citizenry. This project has been something that has been discussed for years and it is very exciting to finally see it become a reality. With the GIS created map of our parks and rentable areas a citizen can see availability, book and pay all online. Stay tuned for more, soon we will be adding in other bookable areas in our recreation facilities like the Aquaplex or J Lively party rooms.

### Custom Reporting and Dashboards

#### Operations

##### Call Volume



Chris Somers has been working with Jessica Vigorito on several visualizations and reports to give them the tools they need to make data-driven decisions. One in particular is citizen facing on the Flagstaff website. Now our citizens can visit the [Fire Department Operations](#) site to see statistics around call volume. Filters allow them to customize the results to see call volume by month, year and station. This provides transparency to our citizens, one of the City of

Flagstaff's core values.



## Public Safety

Alan Church has been scheduling demonstrations for a potential new Computer Aided Dispatch (CAD) system and Records Management System (RMS). We just recently had a demo from Oracle, and are looking forward to a hands-on lab from them in the near future. Alan and Shawn will be going down to Phoenix to see Versaterm in action in the Mesa Dispatch Center and we will be receiving a demo from them in the very near future.

```

203 cad> S: update_output ?
204
205 # Get all responding officers on an event for the actdata field
206 #responding_officers = @han_db:absquery ?
207
208 WITH base AS (
209     SELECT
210         + c.cdsi,
211         + c.capt,
212         + u.unit,
213         + c.fname,
214         + unit_status,
215         + emp,
216         + ROW_NUMBER() OVER(PARTITION BY unit, unit_status ORDER BY u.cdsi) AS "row_num",
217         CONVERT(TIME, CONVERT(VARCHAR(8), c.cdsi))
218         + " " + SUBSTRING(c.cdsi, 9, 2)
219         + " " + SUBSTRING(c.cdsi, 11, 2)
220         + " " + SUBSTRING(c.cdsi, 13, 2)
221         + " " + SUBSTRING(c.cdsi, 15, 2) AS row_cdsi
222     FROM act_hi_b
223     LEFT JOIN act_hi_ports p ON u.act_hi_child_change_id = p.act_hi_child_change_id
224     WHERE
225         emp_2 = 'act_event_number' -- link to the CAD event Number
226         AND unit_status IN ('AS', 'AB', 'AR') -- At Scene and Available Public
227 )
228 SELECT DISTINCT
229     @event_number AS event, @event_name AS name, @event_date AS date, @event_time AS time, @event_location AS location, @event_status AS status, @event_officers AS officers_on_scene
230 FROM base b
231 WITH base AS (
232     WITH base AS (
233         SELECT DISTINCT
234             @event_number AS event, @event_name AS name, @event_date AS date, @event_time AS time, @event_location AS location, @event_status AS status, @event_officers AS officers_on_scene
235         FROM base b
236     )
237     SELECT DISTINCT
238         @event_number AS event, @event_name AS name, @event_date AS date, @event_time AS time, @event_location AS location, @event_status AS status, @event_officers AS officers_on_scene
239     FROM base b
240 )
241 # Responding Officer Array
242 @officers_on_scene = @ (
243     # Get the responding officers by the actdata field for reporting
244     IF (@officers_on_scene IS NULL)
245     SELECT @actdata AS @officers_on_scene, @officers_on_scene
246 )

```

Alex Stevenson has been working on implementing an exciting new piece of software called Spidr-Tech. This software will automate the communication to a 911 caller with details about when their officer will arrive, their case number and where it is at in the process. Think Dominoe's pizza tracker for 911 calls. We anticipate that this software could reduce call volume in our 911 dispatch center by 40-50% as Dispatch fields the majority of these follow-ups on their non-emergency line.

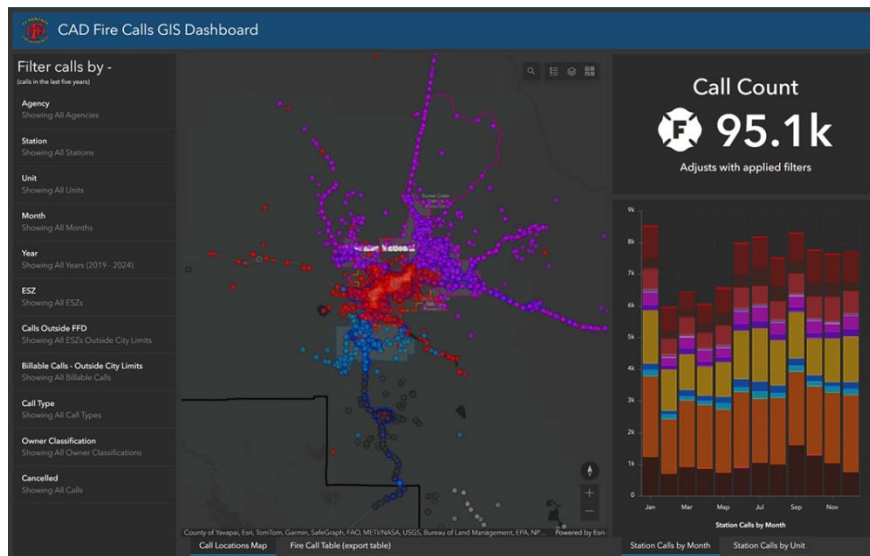
Shawn Armour recently completed a project to replace the cameras and devices in the Detective Interview Rooms. The new software from Axon provides new features that can automate transcription, saving Detectives valuable time. The software also brings new synergies with their Evidence Management System, Evidence.com, as it is also an Axon product. Now all body cam footage and interviews are centralized in the same location for all Public Safety personnel.



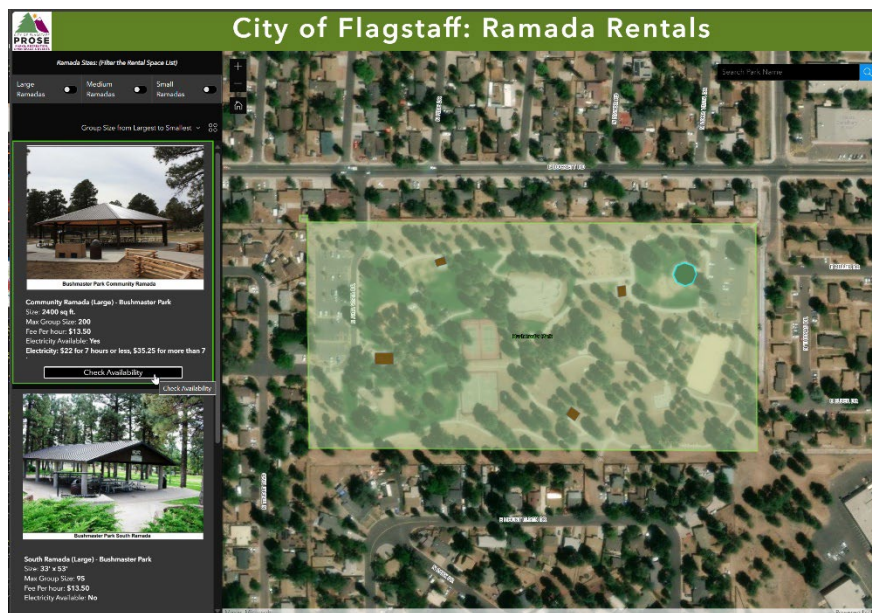
# Program Accomplishments

## GIS

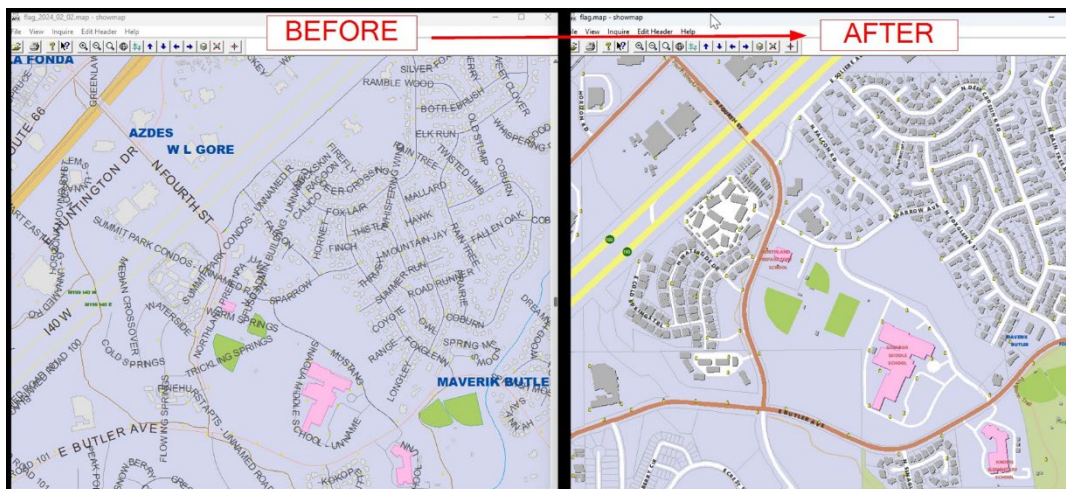
In coordination with the Applications team, Kelsea developed a map-centric dashboard for the Fire Department to spatially filter and select fire calls, giving them insights of calls to and from specific locations over the last five years.



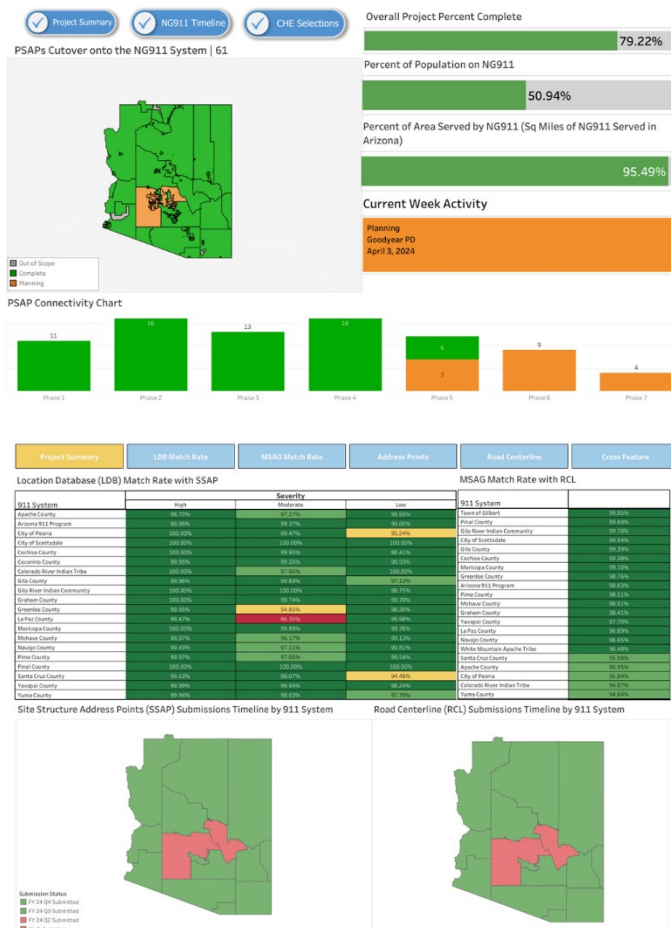
Paul Rosevear, in coordination with Adam from the Applications team, built a web mapping application for displaying locations and amenities at City Parks ramadas. From this web app, there is a direct link from the ramada's picture and map location to the calendar to rent and reserve the ramada. Visit the app at: <https://gis.flagstaffaz.gov/RamadaRentals>



Rob overhauled the Computer Aided Dispatch map for 911 dispatching, giving the map a more modern look and feel, making it more readable and useable for dispatchers.



The City of Flagstaff Public Safety Answering Point is now able to fully support Next Gen 911 and is full compliance with the State of Arizona



# Program Accomplishments

## Operations

### Remote Connectivity upgrades being rolled out

Our networking & systems team is hard at work on creating a more capable, secure, and streamlined remote work experience for our employees. We have begun rolling out a new method in which our city provided laptops will connect back to City resources, such as S Drive and other applications. So far, about 2/3 of the enterprise has been switched over, with the rest to follow in the coming weeks. So far, this has been a huge success with only minor issues to address.

### Phone Calling upgrades coming

Our communications team has been hard at work preparing and planning for our upgrade to Teams Calling for all our city staff, replacing Cisco Call Manager. This switch will provide a whole host of benefits, from making traditional phone calls from Microsoft Teams application (phone, desktop), ease of management for IT staff, and better integration into the general workflow of staff.

This has been approved by council and is now awaiting scheduling with the vendor for implementation, which should begin soon.

### Network Security Project

Our networking & security teams have been working for the past 18 months laying the foundation for a new project. While we keep details on items like this close to our vest, we can share that much planning and effort has gone into this project. This summer, we will be performing a drastic overhaul on the backbone of our network that while our everyday users may not notice, it will drastically increase our security posture, also increasing network and internet resiliency to outages.

### Cybersecurity Audit

Over the last month our Cybersecurity team has been working with federal agencies to audit our systems and network. This was initiated by our division in order to bring in tools and expertise to help guide us with our path to improve. We are currently waiting for the results of the audit as it completed last week.

