



IT DIVISION REPORT

Fall/Winter 2023

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

Division of IT Mission



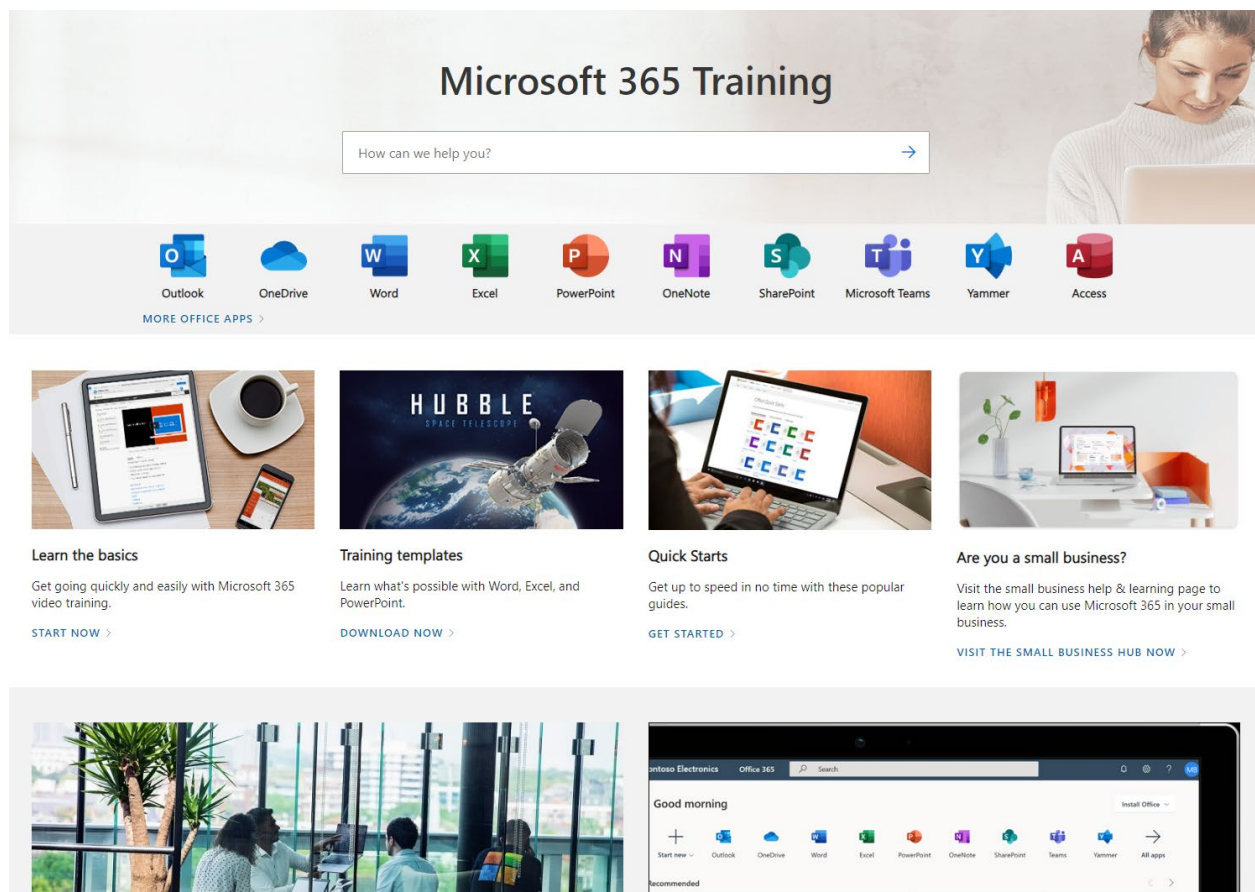
Tips and Tricks

Microsoft 365 Training

If you have any questions about the various Microsoft 365 tools we have, Microsoft already has a whole website dedicated to providing tips, tricks and basic training on how to use their tools. Take advantage of these videos and work at your own pace:

GOTO:

<https://support.microsoft.com/en-us/training>



The screenshot shows the Microsoft 365 Training website. At the top, there's a search bar with the text "How can we help you?". Below the search bar is a row of icons for various Microsoft 365 apps: Outlook, OneDrive, Word, Excel, PowerPoint, OneNote, SharePoint, Microsoft Teams, Yammer, and Access. Below this row is a section with four columns of content:

- Learn the basics**: Get going quickly and easily with Microsoft 365 video training. [START NOW >](#)
- Training templates**: Learn what's possible with Word, Excel, and PowerPoint. [DOWNLOAD NOW >](#)
- Quick Starts**: Get up to speed in no time with these popular guides. [GET STARTED >](#)
- Are you a small business?**: Visit the small business help & learning page to learn how you can use Microsoft 365 in your small business. [VISIT THE SMALL BUSINESS HUB NOW >](#)

At the bottom of the screenshot, there's a large image of people in a meeting and a smaller image of the Microsoft 365 Start menu interface.



IT Program Spotlight

GIS Program

Rob Speer – IT Manager – GIS



How do I make your job easier? In GIS, we help answer the question of "where." From question like "how many square feet of building space is in Commercial Service zoning" to "what is the total length of City maintained lane miles of streets," the GIS Team can help answer and analyze spatial patterns and integrate "where" into different software systems.

What project am I working on now? An ongoing project I have been working on is the Computer Aided Dispatch mapping system for the Police and Fire department. I'm striving to make this system as accurate and easy to use as possible for our dispatchers and our Police and Fire department.

Get to know me a bit more. With my wife Chrissy, two teenaged daughters Mayla and Molly, and two dogs Riggins and Bode, we enjoy spending time outdoors and traveling around the West for my daughters' out of town ski races and competitive softball tournaments.

Kelsea Hundtoft – IT Administrator – GIS



How do I make your job easier? I make your job easier by meeting your mapping needs. Whether it is setting up a field map to collect assets that need to be painted downtown or creating a web application for city residents to find out what day their trash and recycling will be picked up, I am always happy to help.

What project am I working on now? A project I'm currently working on is setting up a web application to track what properties in county islands have a service contract with Flagstaff Fire Department. This project will make it easier for Fire to look up information about these properties and quickly identify what properties have a contract while on a call.

Get to know me a bit more. Outside work, I enjoy hiking with my three dogs, woodworking, and spending time with family.



John Crockett – IT Administrator – Business Systems

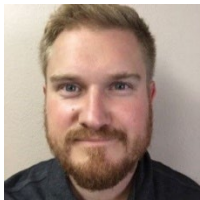


How do I make your job easier? I study departmental processes and workflows looking for possible areas of improvement. I also document the processes I study and try to find tools that will positively impact productivity, compliance, or other metrics.

What project am I working on now? Many processes in Community Development (CD) and City Engineering (CE) are highly dependent on a part of the Harris Innoprise Suite called the “ComDev module.” I am working with Harris to Improve our usage of the module. I am also very close to getting the CD documents in the LaserFiche system transferred over to On Base

Get to know me a bit more. My life outside work includes building things and going places. I don’t confine myself to just one kind of “building,” though. My builds include furniture, high-powered rockets, plastic scale models of aircraft, and much more. I am the proud father of two amazing women who continually surprise me with their zest for life. I also love SCUBA, photography, riding bicycles and motorcycles, and PC gaming. One of my goals for 2024 is to get a pilot’s license for sailplanes (gliders) or hot-air ballooning (or both).

Paul Rosevear – GIS Analyst II



How do I make your job easier? I work with multiple city divisions to create maps and applications to meet division needs on reporting and tracking of assets and projects. GIS technology has come a long way and there are many ways we can implement effective tools for daily use in house without having to rely on vendors.

What project am I working on now? At the moment I am working on working with our Emergency Management team to create products and solutions for them to be able to react and analyze threats and hazards in real time. I am also an FAA Certified Part 107 sUAS Pilot and am working with our city divisions to streamline our Drone Program at the City of Flagstaff.

Get to know me a bit more. Outside of work I am an avid hiker and skier (when there’s enough snow on the mountain). I am also a ceramist which is a hobby I am getting back into this year. My wife works in the beer industry so I also enjoy drinking great craft beer, going to beer related events, and brewing a beer with friends when time permits.



Hannah Penado – GIS Analyst I



How do I make your job easier? I make your job easier by keeping the maps up to date from parcels, building footprints, addresses, and much more. I also create programs to help our databases and GIS Portal stay as up to date as possible.

What project am I working on now? I am very excited to be working with Engineering to update our Construction Plans Application by making sure each plan outlines where work was done along with creating description columns that help summarize what work was done. I am also creating a program to help analyze and track our Map/Layer Services, Web Maps, and Applications so we can find items no longer used and free space to make room for items that can help our organization along with show our community the amazing work we do at the City of Flagstaff.

Get to know me a bit more. Outside of work, I love to work out by lifting weights and going swimming. I also enjoy learning about new things and doing things to get me to think outside of the box. One of my biggest hobbies is programming which always has something new for me to learn, allows me to think creatively, and shows me how small steps can solve a large problem.



Major Project Updates

Fiber and Broadband

The City of Flagstaff released an RSOQ to bring in a Broadband/Fiber Provider to Flagstaff. We have received a lot of interest and are hoping to bring additional competitive options to our community.

To see the bid details, go to:

<https://pbsystem.planetbids.com/portal/27606/bo/bo-detail/113337>



IT Problems This Quarter

Statistics

IT has had 17 documented “Problems” since the beginning of September. 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 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 and Records Software

We continued to have a variety of issues with our Hexagon Dispatch software. Several of the issues were the result of other agencies we are dependent on, but others were similar to issues we’ve seen with the Hexagon software in the past. We continue to explore options to upgrade or change our Dispatch and Records software for Public Safety.

Internet Outage

On October 18th, we experienced an Internet outage that affected all sites except the Police Department. This was the result of an APS transformer issue. We are currently working on a project that will provide Internet redundancy to our sites so that even if one Internet provider goes down, we can move to another one.

WiFi Outage

On the morning of November 27th, we experienced a failure of all of our Wi-Fi technology across all sites. This was the result of a firmware upgrade that got hung up. We attempted to reboot the system and the failed firmware caused our Wi-Fi controller to lock up. While we couldn’t have anticipated the outage, we’ve implemented some process changes that will reduce the risk of such an incident occurring during business hours in the future.

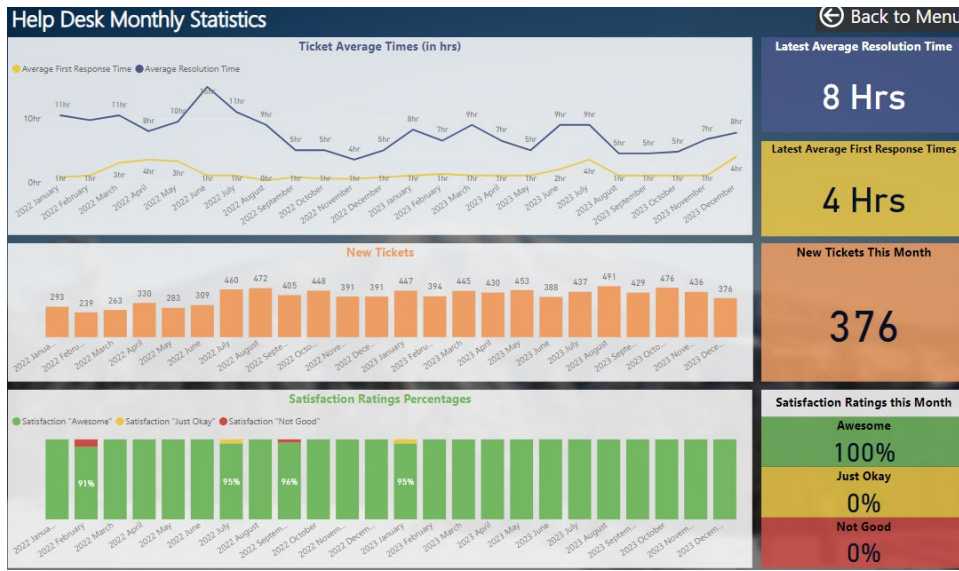
There were a handful of other lower priority Problems and we continue to learn from every issue that crosses our path.



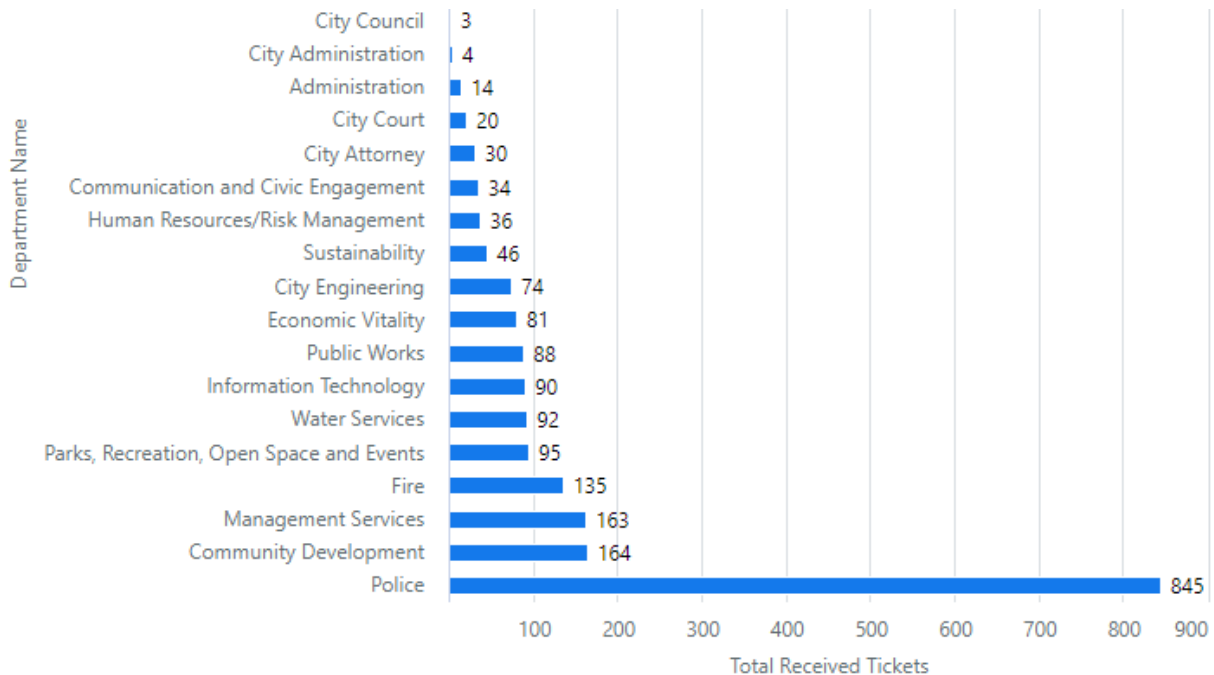
Program Accomplishments

Help Desk

September 2023 thru Jan 19th the IT Help Desk *received* 2,020 tickets, *resolved* 1,992 of those tickets, achieved an average first response time of just under 3 hours, and an average resolution time of about 8 hours. Satisfaction ratings for this period came in at 100% Awesome!



Ticket breakdown by Division

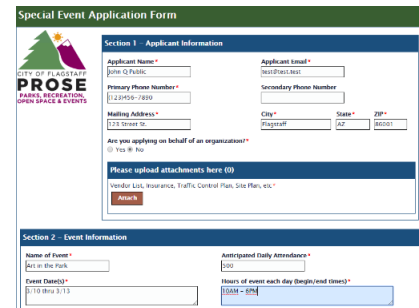


Program Accomplishments

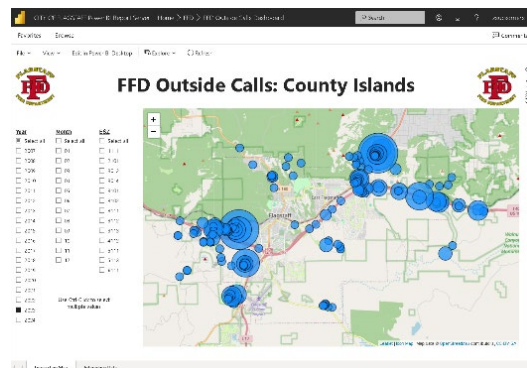
Applications

OnBase

Award winning Adam Zwebti has been hard at work automating business process throughout the City. In just the last quarter alone he has completely transformed the way several areas are handling their day-to-day including Fire, Contracts, HR, City Clerks, PROSE and Records. One form of special highlight is the Special Event Application Form he created in collaboration with PROSE. The workflow behind this form had some intense logic built in for approvals as not every application has to be approved by the same groups of people. PROSE had been needing a solution for this business process for years and it is exciting to finally see it come to fruition!



Custom Reporting and Dashboards



Chris Somers has been working with several Divisions on custom reporting and dashboards to provide business intelligence to aide in their decision-making processes. He created the dashboards that you saw for the volunteer initiative. He also has been working internally with IT users to create dashboards and statistics around PC replacement. Chris has just completed a custom report and dashboard, including a map, for Fire Department to give them access to data that will help them capture revenue for City parcels within County islands that do not have a subscription to the Fire Department’s services.

Public Safety

Alan Church has been scheduling demonstrations for a potential new Computer Aided Dispatch (CAD) system and Records Management System (RMS). We have already looked at Mark43 and Tyler Technologies as potential products and we are working on scheduling with Oracle, Central Square and Versaterm, as well as demoing the latest iteration of software with our current vendor, Hexagon.

Alex Stevenson has been working with end-users to determine the essential functions of Public Safety software to use as fuel for demonstrations of how a potential new piece of software would handle the business process. The decision to move CAD software vendors is a huge undertaking, not to be taken lightly, and we are doing our due diligence to ensure we are vetting new products comprehensively.

A HUGE shout out to Captain Casey Gonzales from the Fire Department that has stepped in and completely conquered revamping the Fire Department response plans. With his ingenuity and diligence, he has revolutionized Fire Department’s ability to respond to calls as quickly as possible.

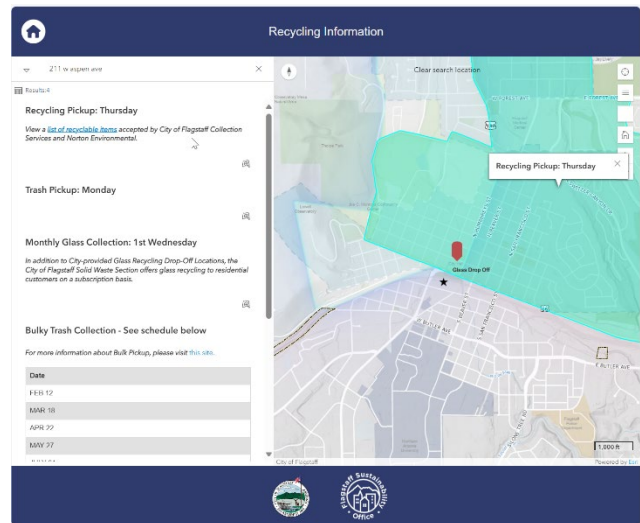
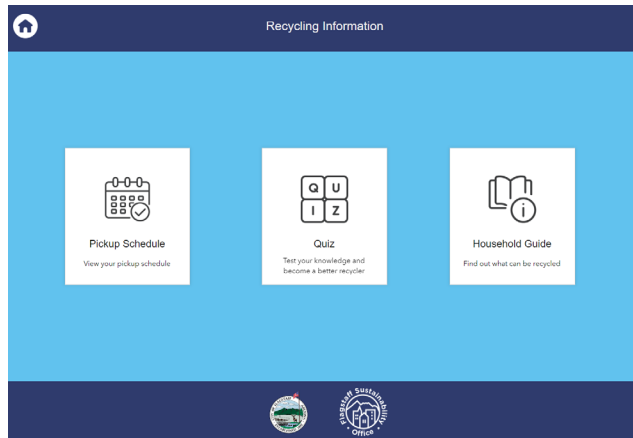


Program Accomplishments

GIS

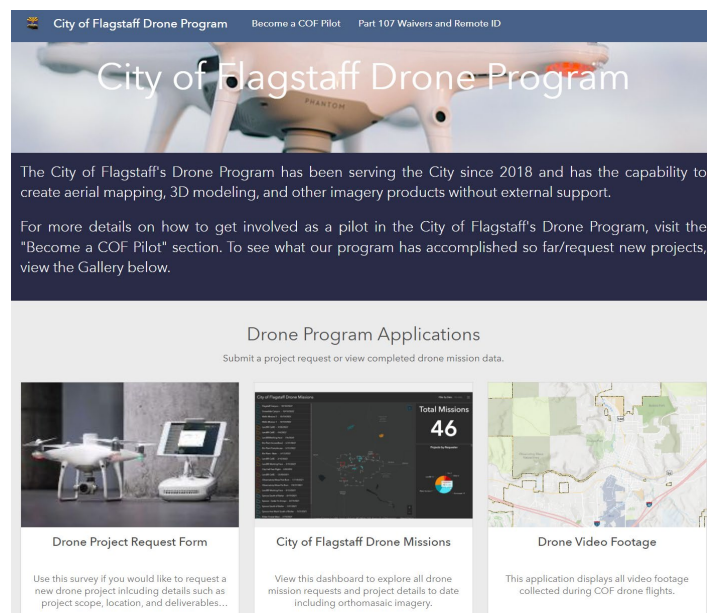
Kelsea has been working with the Sustainability division to upgrade the “Recycle by City” website, with an in-house website utilizing software platforms we already have at the City. The new site will provide all the needed functionality of the old site, without any annual cost, and will even tell you what your pickup up days are for your current location. This is a work in progress, so check out the new page at

<https://gis.flagstaffaz.gov/Recycling>



Paul Rosevear is a FAA Certified Part 107 sUAS Pilot, and has been working to re-vamp our Drone Program web page, where you can learn more about what IT/GIS has available for drone products, learn about becoming a certified pilot, and request a flight be flown for your program. Visit

<https://gis.flagstaffaz.gov/Drone>



Program Accomplishments

Operations

Remote Connectivity upgrades coming

Our networking team is hard at work on creating a more capable, secure, and streamlined remote work experience for our employees. We will be rolling out a new method in which our City provided laptops will connect back to City resources, such as S Drive and other applications. FPD and COF IT have been using this method for several months, and with tweaking, it's about ready for prime time!

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.

We're now in the procurement phase, so more information will be coming as we begin rolling this out.

More information on both of these large projects will be coming in the next couple months, so stay tuned!

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.

