

June
2011

Information Technology Monthly Report



2011 Information Technology Project Outline

Project	Responsible Parties	Project Owner	% Complete	IT Status
APS (E-Ticketing)	Heim	Police	5%	WPO
Inspection System	Robinson	CD/PMD	100%	Complete
Sewer Inventory (GPS)	Hoag	Public Works	1%	Progress
Fire Technology Upgrade	Kulp	Fire	25%	Progress
Fire EOC	Kulp	Fire	90%	Progress
Time Tracking System	Younger	Law	10%	WPO
Contact Data Cleansing	Multiple	Multiple	15%	Progress
Training Room Renovations	IT	IT	100%	Complete
Citizens Service Center Renovations	IT	Admin Svcs	25%	Hold
Geocode Foreclosures	IT	CD	100%	Complete
Ricktown GIS\CAD formatting	IT	Mayor	100%	Complete
Hauler Listing Report	IT	PW	100%	Complete
Zoning\Trash Report	IT	PW	100%	Complete
Terminated Employees Report	IT	HR	100%	Complete
Admin Hearing Fee Automation	IT	CD	100%	Complete
Web Services Migration	IT	IT	30%	Hold
Email Services Migration	IT	IT	30%	Progress
Human Services Page	IT	IT	25%	Progress
Act 47 Reports (PD Overtime)	IT	PD	100%	Complete
Fleet Management	IT/Public Works	Public Works	10%	Progress
Commercial Permits Report	IT	CD	100%	Complete
Fire Longevity Pay	IT	HR	100%	Complete
CSC Email Notifications	IT	Admin Svcs	100%	Complete
EIT Data Transfer to Berks EIT	IT	Admin Svcs	100%	Complete
EIT & LST Withholding files	IT	Admin Svcs	100%	Complete
EIT & LST End User Interface	IT	Admin Svcs	100%	Complete
Fire Longevity Contract Mods	IT/Acct/HR	Admin Svcs	100%	Complete
Mobile Inspection Interface	IT	Various	25%	Progress
Web Design RFP	IT	IT	90%	Hold
W2 Submissions to State	IT	Admin Svcs	100%	Complete

Status Legend

WPO = Waiting on Project Owner	Hold/ (Dept.) = Project on Hold
Progress = Project progressing as planned	

Work Orders Reported	384
– Telephone	15
– Walk-In	9
– Electronic Submittal	360
Work Orders Reported – YTD	2,359
Average time to resolve work order requests (working hours)	2.49
– High Priority	.40
– Medium Priority	2.47
– Low Priority	4.45
Average time to resolve work order requests (working hours) (YTD)	2.55
Work Order Priority	
– High	7
– Medium	348
– Low	16
Work Orders Resolved Within One Hour	158
Training sessions evaluated as satisfactory or better (%)	100%
Average cost of training per employee	\$53.41

June Training Opportunities

Course	Class Offerings	# Registered	# Attending	Course Score
Excel 2007 - I	8	13	11	4.79/5
L&L - Assertive Communication	8	13	25	--/--
Outlook 2007 – I	8	14	9	4.88/5
Outlook 2007 – II	8	2	2	5/5
Calendar Basics	8	4	3	4.67/5
Supervisory Training	1	14	12	--/--
Track-It!	2	1	1	5/5
Word 2007 – I	8	4	4	4.83/5
Access	1	8	8	--/--

Training Calendar

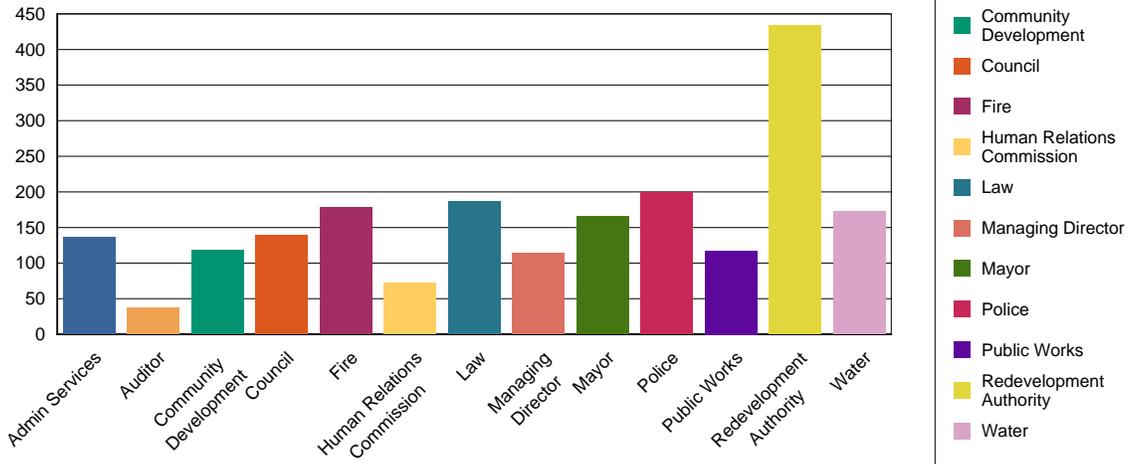
July 2011

Sun	Monday	Tuesday	Wednesday	Thursday	Friday	Sa
					1 9:30 a.m. Outlook I 11:00 a.m. Excel I	2
3	4 No classes	5 12:00 p.m. Lunch and Learn Organize Your Life Part 1 1:30 p.m. Outlook II	6 9:30 a.m. Track-It! 11:00 a.m. Outlook I 1:30 p.m. Excel I	7 9:30 a.m. Calendar Basics 12:00 p.m. Lunch and Learn Organize Your Life Part 2 1:30 p.m. Word I	8 9:30 a.m. Outlook II 11:00 a.m. Excel II	9
10	11 9:30 a.m. Excel II 11:00 a.m. Outlook II 1:30 p.m. Word I	12 9:30 a.m. Excel II 12:00 p.m. Lunch and Learn Organize Your Life Part 3 1:30 p.m. Outlook I	13 8:00 a.m. – noon Supervisory Training Group 4 Session 1 Penn Room	14 9:30 a.m. Word I 12:00 p.m. Lunch and Learn Organize Your Life Part 4 1:30 p.m. Excel I	15 9:30 a.m. PowerPoint I 11:00 a.m. Calendar Basics	16
17	18 8:00 a.m. – noon Supervisory Training Group 4 Session 2 Penn Room	19 9:30 a.m. PowerPoint I 12:00 p.m. Lunch and Learn Organize Your Life Part 1 1:30 p.m. Outlook II	20 9:30 a.m. Excel I 11:00 a.m. Excel II 1:30 p.m. Word I	21 9:30 a.m. Word I 12:00 p.m. Lunch and Learn Organize Your Life Part 2 1:30 p.m. Calendar Basics	22 9:30 a.m. Outlook I 11:00 a.m. PowerPoint I	23
24/ 31	25 9:30 a.m. Outlook II 11:00 a.m. Outlook I 1:30 p.m. Word I	26 9:30 a.m. Excel I 12:00 p.m. Lunch and Learn Organize Your Life Part 3 1:30 p.m. PowerPoint I	27 10:00 a.m. – noon Supervisory Training Group 4 Session 3 Penn Room	28 9:30 a.m. PowerPoint I 12:00 p.m. Lunch and Learn Organize Your Life Part 4 1:30 p.m. Excel II	29 9:30 a.m. Excel I 11:00 a.m. Outlook II	30

Training Calendar August 2011

Su	Monday	Tuesday	Wednesday	Thursday	Friday	Sa
	1 1:30 p.m. Excel I Get Up to Speed	2 9:30 a.m. Word I Get Up to Speed 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 1 1:30 p.m. Outlook II Get Out of Your Inbox	3 9:30 a.m. Excel I Get Up to Speed	4 9:30 a.m. Calendar Basics 12:00 p.m. Lunch and Learn Assertive Communication Part 2 1:30 p.m. Word I Get Up to Speed	5 9:30 a.m. Outlook II Get Out of Your Inbox 11:00 a.m. Excel II Enter Formulas	6
7	8 9:30 a.m. Excel II Enter Formulas 11:00 a.m. Outlook II Get Out of Your Inbox 1:30 p.m. Calendar Basics	9 9:30 a.m. Excel II Enter Formulas 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 3 1:30 p.m. Outlook I Get Up to Speed	10 9:30 a.m. Outlook I Get Up to Speed 11:00 a.m. PowerPoint I Get Up to Speed 1:30 p.m. Calendar Basics	11 9:30 a.m. Word I Get Up to Speed 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 4 1:30 p.m. Excel I Get Up to Speed	12 9:30 a.m. PowerPoint I Get Up to Speed 11:00 a.m. Calendar Basics	1 3
1 4	15 1:30 p.m. Track-It!	16 9:30 a.m. PowerPoint I Get Up to Speed 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 5 1:30 p.m. Track-It!	17 9:30 a.m. Track-It! 11:00 a.m. Excel II Enter Formulas 1:30 p.m. Word I Get Up to Speed	18 <i>No Classes</i>	19 <i>No Classes</i>	2 0
2 1	22 <i>No Classes</i>	23 9:30 a.m. Excel I Get Up to Speed 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 6 1:30 p.m. PowerPoint I Get Up to Speed	24 9:30 a.m. Outlook II Get Out of Your Inbox 11:00 a.m. Track-It! 1:30 p.m. Word I Get Up to Speed	25 9:30 a.m. PowerPoint I Get Up to Speed 12:00 p.m. Lunch and Learn Assertive Communication Skills Part 7 1:30 p.m. Excel II Enter Formulas	26 9:30 a.m. Track-It! 11:00 a.m. Outlook II Get Out of Your Inbox	2 7
2 8	29 9:30 a.m. Outlook II Get Out of Your Inbox 11:00 a.m. Outlook I Get Up to Speed 1:30 p.m. Calendar Basics	30 9:30 a.m. Track-It! 11:00 a.m. Outlook I Get Up to Speed 1:30 p.m. Excel I Get Up to Speed	31 9:30 a.m. Track-It! 11:00 a.m. Word I Get Up to Speed 1:30 p.m. PowerPoint I Get Up To Speed			

Avg Resolution Time



DEPT	ELAPSED TIME (HOURS)
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Admin Services	2.27
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Auditor	0.63
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Community Development	1.98
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Council	2.31
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Fire	2.96
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Human Relations Commiss	1.20
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Law	3.10
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Managing Director	1.90
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Mayor	2.75
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Police	3.31
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Public Works	1.96
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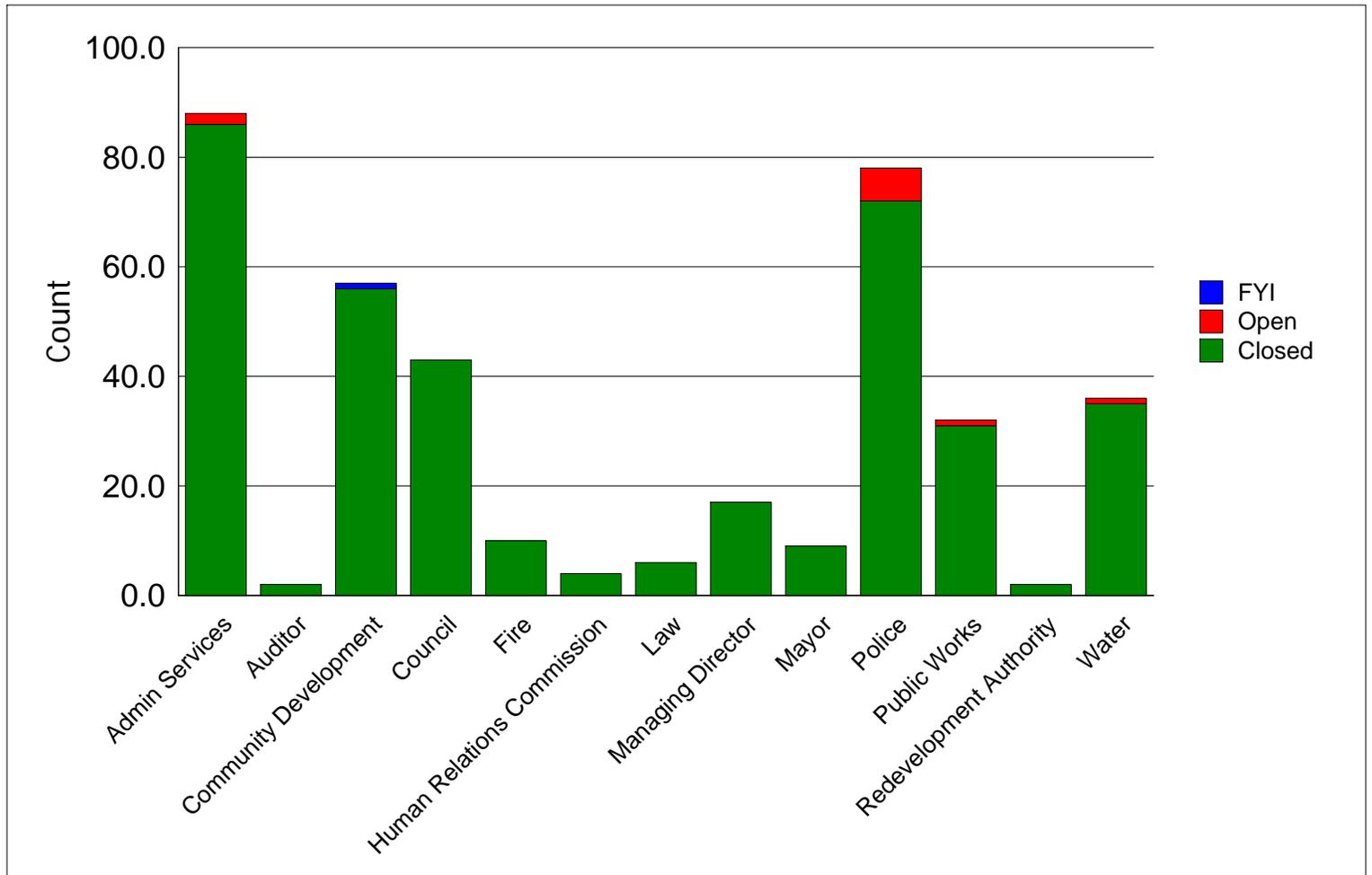
Redevelopment Authority	7.23
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Water	2.87
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Grand Total:	2.49
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Work Order Status by Department

From 6/1/2011
To 6/30/2011



Department

Admin Services

Work Order Count 88

Closed

Work Order Count 86

Open

Work Order Count 2

Auditor

Work Order Count 2

Closed

Work Order Count 2

Community Development

Work Order Count 57

Closed

Work Order Count 56

FYI

Work Order Count 1

Council

Work Order Count 43

Closed

Work Order Count 43

Fire

Work Order Count 10

Closed

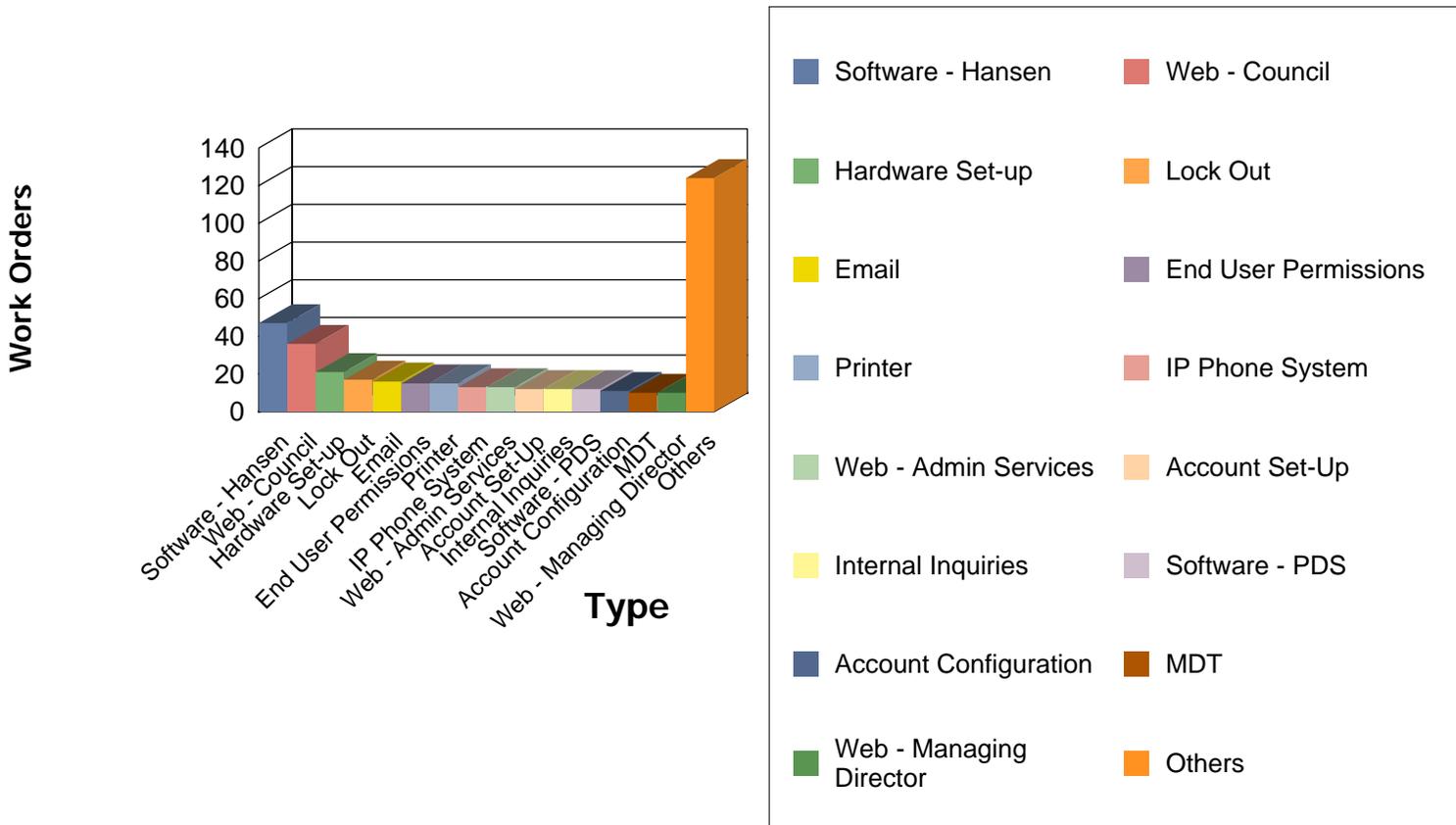
Work Order Count 10

Human Relations Commission		Work Order Count 4
Closed		Work Order Count 4
Law		Work Order Count 6
Closed		Work Order Count 6
Managing Director		Work Order Count 17
Closed		Work Order Count 17
Mayor		Work Order Count 9
Closed		Work Order Count 9
Police		Work Order Count 78
Closed		Work Order Count 72
Open		Work Order Count 6
Public Works		Work Order Count 32
Closed		Work Order Count 31
Open		Work Order Count 1
Redevelopment Authority		Work Order Count 2
Closed		Work Order Count 2
Water		Work Order Count 36
Closed		Work Order Count 35
Open		Work Order Count 1
Grand Total	384	

Work Order Trends by Type - Summary

From 6/1/2011

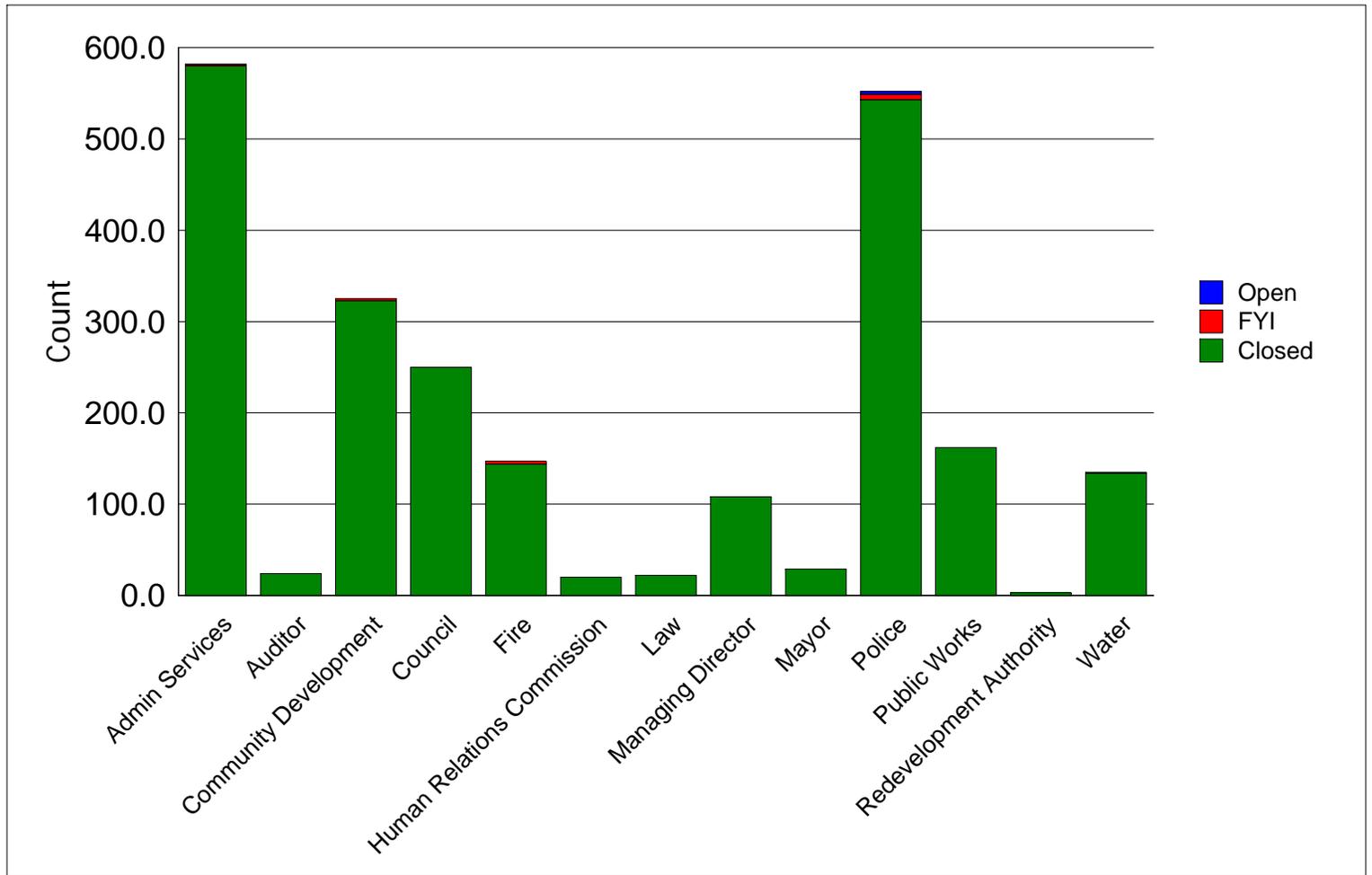
To 6/30/2011



	Total Work Orders	Pending Work Orders	Overdue Work Orders	Closed Work Orders
<u>Software - Hansen</u>	47	0	0	47
<u>Web - Council</u>	36	0	0	36
<u>Hardware Set-up</u>	21	0	0	21
<u>Lock Out</u>	17	0	0	17
<u>Email</u>	16	1	0	15
<u>End User Permissions</u>	15	0	0	15
<u>Printer</u>	15	0	0	15
<u>IP Phone System</u>	13	1	0	12
<u>Web - Admin Services</u>	13	0	0	13
<u>Account Set-Up</u>	12	0	0	12
<u>Internal Inquiries</u>	12	2	0	10
<u>Software - PDS</u>	12	0	0	12
<u>Account Configuration</u>	11	0	0	11
<u>MDT</u>	10	1	0	9
<u>Web - Managing Director</u>	10	0	0	10
<u>Others</u>	124	5	0	119
Grand Total	384	10	0	374

Work Order Status by Department

From 1/1/2011
To 6/30/2011



Department

Admin Services	Work Order Count 582
Closed	Work Order Count 580
FYI	Work Order Count 1
Open	Work Order Count 1
Auditor	Work Order Count 24
Closed	Work Order Count 24
Community Development	Work Order Count 325
Closed	Work Order Count 323
FYI	Work Order Count 2
Council	Work Order Count 250
Closed	Work Order Count 250
Fire	Work Order Count 147

Fire		Work Order Count 147
Closed		Work Order Count 144
FYI		Work Order Count 3
Human Relations Commission		Work Order Count 20
Closed		Work Order Count 20
Law		Work Order Count 22
Closed		Work Order Count 22
Managing Director		Work Order Count 108
Closed		Work Order Count 108
Mayor		Work Order Count 29
Closed		Work Order Count 29
Police		Work Order Count 552
Closed		Work Order Count 543
FYI		Work Order Count 6
Open		Work Order Count 3
Public Works		Work Order Count 162
Closed		Work Order Count 162
Redevelopment Authority		Work Order Count 3
Closed		Work Order Count 3
Water		Work Order Count 135
Closed		Work Order Count 134
FYI		Work Order Count 1
Grand Total	2,359	

Work Order Feedback Survey Results 1/1/11 – 6/30/11

- 1) Was the technician professional?(1 for Not professional to 5 Very professional)

5 – Professional	195
4 - Somewhat Professional	1
3 - Neither Professional or Unprofessional	1
2 - Somewhat Unprofessional	0
1 - Very Unprofessional	13 *

- 2) Was the technician friendly?(1 for Not friendly to 5 Very friendly)

5 - Very Friendly	140
4 - Somewhat Friendly	3
3 - Neither Friendly or Unfriendly	1
2 - Somewhat Unfriendly	1
1 - Very Unfriendly	3 *

- 3) Was the technician courteous?(1 for Not courteous to 5 Very courteous)

5 - Very Courteous	197
4 - Somewhat Courteous	2
3 - Neither Courteous or Discourteous	2
2 - Somewhat Discourteous	0
1 - Very Discourteous	8 *

- 4) Was your technician knowledgeable about the service(s)/product(s)?(1 for Not knowledgeable to 5 Very knowledgeable)

5 - Very Knowledgeable	140
4 - Somewhat Knowledgeable	5
3 - Neither Knowledgeable or Unknowledgeable	0
2 - Somewhat Unknowledgeable	2
1 - Very Unknowledgeable	3 *

- 5) Did the technician communicate effectively?

Yes	208
No	3

- 6) Was the request resolved to your satisfaction?

Yes	197
No	8

7) Was your request resolved in one visit?

Yes	191
No	8

8) How would you rate the response time to your request?

5 - Very Fast	150
4 – Fast	47
3 - Acceptable	9
2 –Slow	4
1- Very Slow	0

9) Please rate your overall satisfaction with IT.

Excellent	188
Acceptable	21
Poor	0

10) What additional Services or Tools would aid you in performing your duties?

11) What topics or areas would you like to receive training on? For Hansen training, please note the area (i.e. Tax, Water, Trash, Codes, etc.) that you would like the training to cover.

12) Other Comments?

- Individuals providing negative feedback, when contacted, noted, in many but not all cases, that they read the survey wrong and inverted the ratings.