

January  
2012

## Information Technology Monthly Report



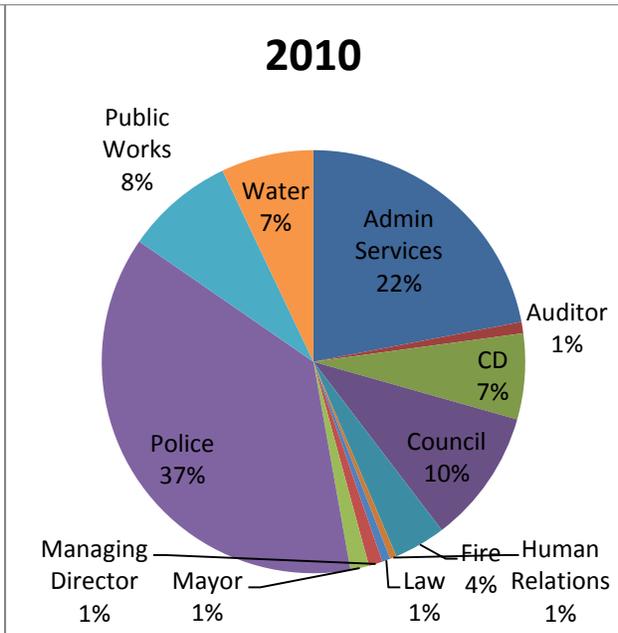
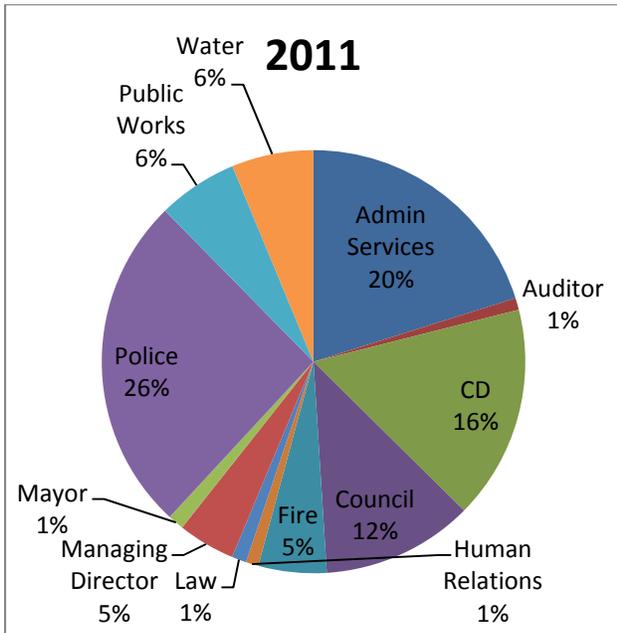
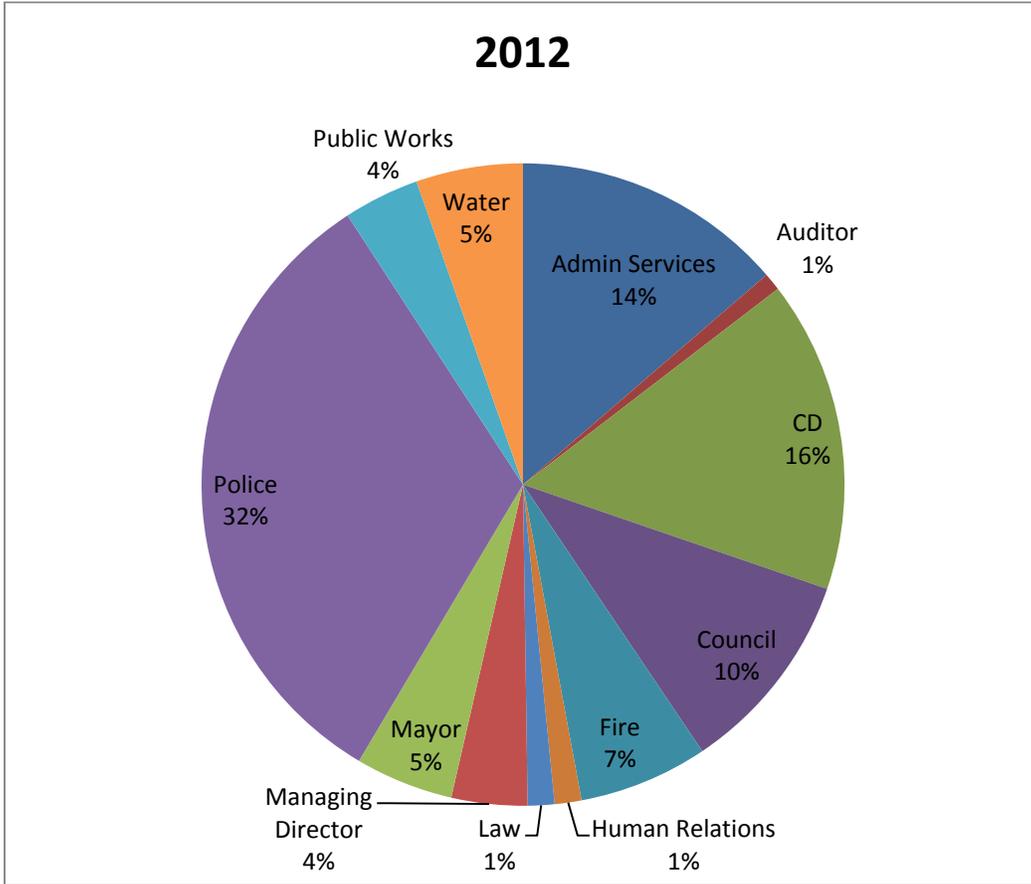
## 2012 Information Technology Project Outline

Project	Targeted Completion	Primary Contact	% Complete	Status	Department
Codes Inspection Interface	1 <sup>st</sup> Qtr.	Ron Natale	99%	Final End user Review	Community Development
Fire Inspection Interface	1 <sup>st</sup> -2 <sup>nd</sup> Qtr.	Mike Lessar	25%	In Progress	Fire
Building\Trades Inspection Interface	2 <sup>nd</sup> Qtr.	Tom Wargo			Community Development
Codes Reporting	1 <sup>st</sup> Qtr.	Ron Natale			Community Development
WWTP VoIP	2 <sup>nd</sup> Qtr.	Ralph Johnson			Public Works
Firewall Upgrade	1 <sup>st</sup> Qtr.	IT Staff	25%	<b>Equipment en-route</b>	Admin Services
PC Upgrades	1 <sup>st</sup> -2 <sup>nd</sup> Qtr.	IT Staff			Admin Services
CSC Renovations	3 <sup>rd</sup> Qtr.		20%	<b>Design complete – project on hold</b>	Admin Services
Click to Talk	2 <sup>nd</sup> Qtr.	IT Staff			Admin Services
SharePoint	1 <sup>st</sup> Qtr.	IT Staff	50%	<b>On hold</b>	Admin Services
Track It Upgrade	1 <sup>st</sup> Qtr.	IT Staff	5%		Admin Services
Fleet management Business process	3 <sup>rd</sup> Qtr.	Charlie Jones		Waiting on Primary	Public Works
Fleet Management Reporting	3 <sup>rd</sup> Qtr.	Charlie Jones		Waiting on Primary	Public Works
Fleet Management Implementation	3 <sup>rd</sup> Qtr.	Charlie Jones		Training completed in Dec '11 - Waiting on Primary	Public Works
APS Ticketing	2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr.	Mark Spotts	20%	Waiting on Primary & Vendor	Police
Building\Trades business processes	2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr.	Tom Wargo			Community Development
Fire business processes	2 <sup>nd</sup> Qtr.	Fire Chief			Fire
Zoning process modifications	2 <sup>nd</sup> Qtr.	Craig Peiffer			Community Development
BPRC processes	1 <sup>st</sup> Qtr.	Ron Natale	75%	<b>Final “Assembly” prior to end user testing</b>	Community Development
Codes business process mods	1 <sup>st</sup> Qtr.	Ron Natale	---	<b>In Progress</b>	Community Development
Server mirroring	3 <sup>rd</sup> Qtr.	IT Staff			Admin Services
Building\Trades reporting	2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr.	Tom Wargo			Community Development
Fire Reporting	2 <sup>nd</sup> Qtr.	Fire Chief			Fire
Zoning reporting	2 <sup>nd</sup> Qtr.	Craig Peiffer			Community Development
Zoning Inspection Interface	2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr.	Craig Peiffer			Community Development
Hansen Update	3 <sup>rd</sup> – 4 <sup>th</sup> Qtr.	IT Staff			Admin Services

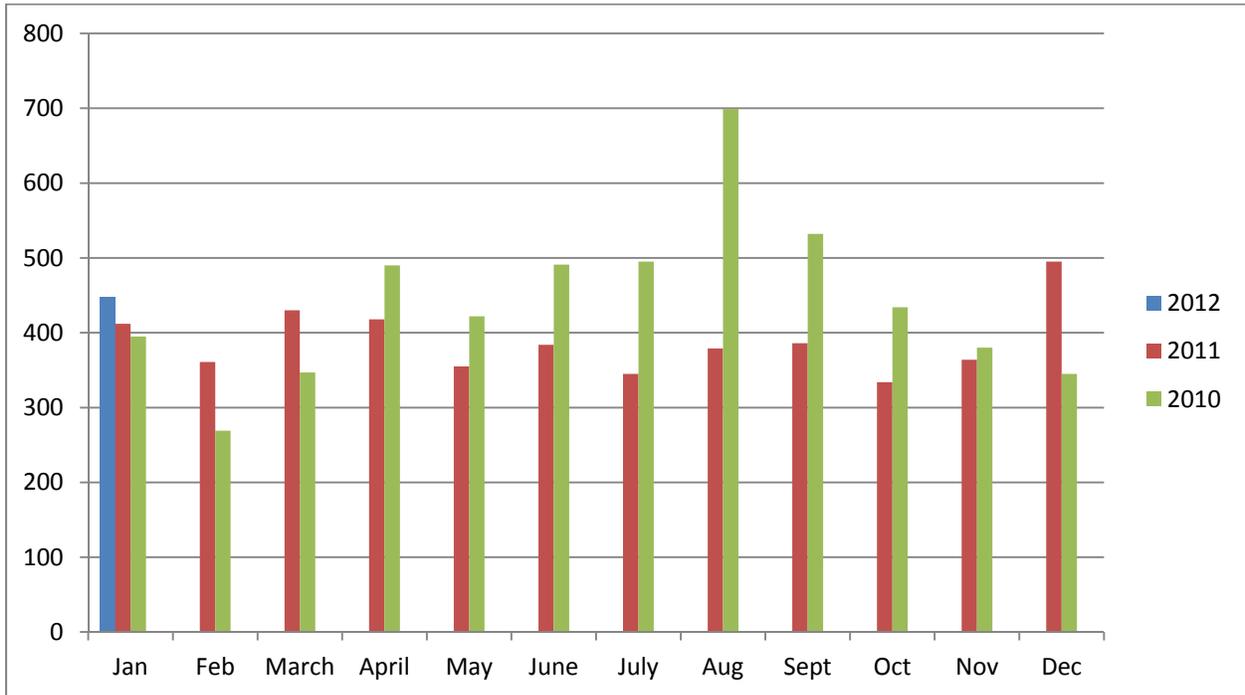
Google Apps Training	2 <sup>nd</sup> – 3 <sup>rd</sup> Qtr.	IT Staff		<b>On hold (possible loss of trainer)</b>	Admin Services
CMMS Implementation	3 <sup>rd</sup> Qtr.	Deb Hoag		Server Installed	Public Works
Fire EOC	4 <sup>th</sup> Qtr.	Fire Chief		Waiting on Fire Software	Fire
RMS Upgrade	2 <sup>nd</sup> Qtr.	Pam Eisenhart	10%	Server Installed	Police
CAD Upgrade	2 <sup>nd</sup> Qtr.	Pam Eisenhart			Police
Mobile Upgrade	2 <sup>nd</sup> Qtr.	Pam Eisenhart			Police
Inform Upgrade	2 <sup>nd</sup> Qtr.	Pam Eisenhart			Police
FBR upgrade	2 <sup>nd</sup> Qtr.	Pam Eisenhart			Police
Legal Software	1 <sup>st</sup> Qtr.	Diana D’Auria	100%	<b>Complete</b>	Law
MDT Installations	4 <sup>th</sup> Qtr.	Fire Chief			Fire
Electronic citation filing	4 <sup>th</sup> Qtr.	Ron Natale			Community Development
RAWA data migration	1 <sup>st</sup> Qtr.	RAWA	100%	<b>Complete</b>	RAWA
BPRC data migration	---	Ron Natale			Community Development
BPRC mapping interface	---	Ron Natale			Community Development
CDBG Properties	1 <sup>st</sup> Qtr.	Neil Nemeth	100%	<b>Complete</b>	Community Development
County Ownership	1 <sup>st</sup> Qtr.			Waiting for County Data	Admin Services
Liens Reporting	1 <sup>st</sup> Qtr.	Carol Straka			Law
Payroll upgrade(migration)	3 <sup>rd</sup> Qtr.	Chris Zale		<b>Under Review by Primary</b>	Admin Services
WWTP PC Upgrades	1 <sup>st</sup> Qtr.	Deb Hoag	30%	<b>Equipment Revd.</b>	Public Works
WWTP – MS Project Upgrades	1 <sup>st</sup> Qtr.	Ralph Johnson	100%	<b>Complete</b>	Public Works
RAWA IT Transition	---	RAWA			RAWA
Recycling\Trash PC Upgrades	1 <sup>st</sup> Qtr.	Geoff Zolna	30%	<b>Equipment Revd.</b>	Public Works
Illegal Rentals Process	1 <sup>st</sup> Qtr.	Ron Natale	100%	<b>Complete</b>	Community Development
Health & Safety	1 <sup>st</sup> Qtr.	Ron Natale	100%	<b>Complete (Modified Inspection Interface for Health &amp; Safety)</b>	Community Development

Work Orders Reported	447
– Telephone	26
– Walk-In	8
– Electronic Submittal	406
Work Orders Reported – YTD	447
Average time to resolve work order requests (working hours)	2.40
– High Priority	.26
– Medium Priority	2.39
– Low Priority	5.22
Average time to resolve work order requests (working hours) (YTD)	2.40
Work Order Priority	
– High	8
– Medium	411
– Low	15
Work Orders Resolved Within One Hour	185

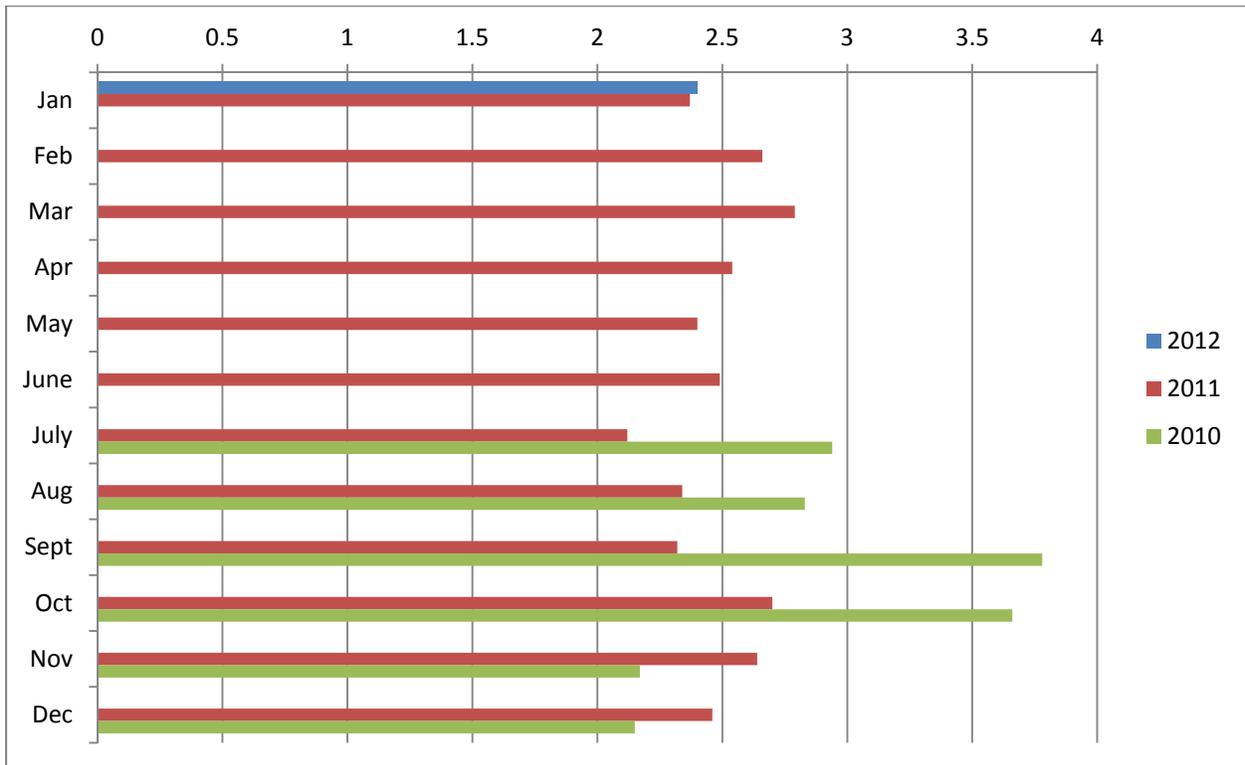
Work Orders by Department - YTD



Total Work Orders per Month



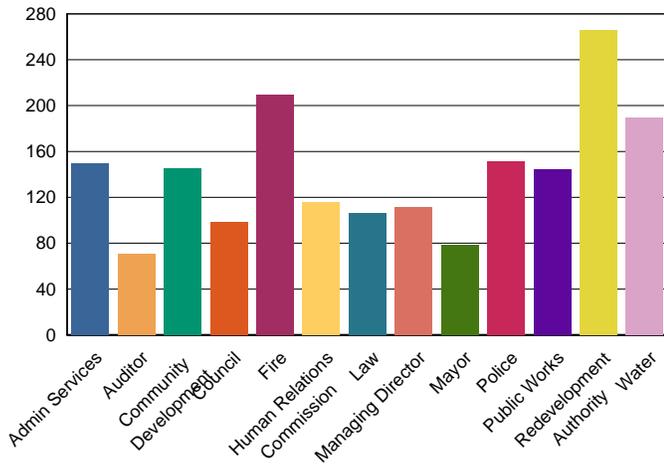
Average Resolution Time



# Training Calendar March 2012

Su	Monday	Tuesday	Wednesday	Thursday	Friday	Sa
				<p>1 9:30 a.m. Excel III Create a Chart 11:00 a.m. Outlook II Get Out of Your Inbox 1:30 p.m. Excel II Enter Formulas</p>	<p>2 9:30 a.m. Outlook II Get Out of Your Inbox 11:00 a.m. Word I Get Up to Speed 1:30 p.m. PowerPoint I Get Up To Speed</p>	3
4	<p>5 9:30 a.m. Excel II Enter Formulas 11:00 a.m. PowerPoint II Get Visual with SmartArt Graphics 1:30 p.m. Excel III Create a Chart</p>	<p>6 9:30 a.m. Excel I Get Up to Speed 12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 1 1:30 p.m. Word I Get Up to Speed</p>	<p>7 9:30 a.m. Excel III Create a Chart 11:00 a.m. Excel II Enter Formulas  1:30 p.m. Word I Get Up to Speed</p>	<p>8 9:30 a.m. Excel I Get Up to Speed 12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 2 1:30 p.m. Word II Save Time with Templates</p>	<p>9 9:30 a.m. Track-It!  11:00 a.m. Outlook I/Computer Basics  1:30 p.m. PowerPoint II Get Visual with SmartArt Graphics</p>	10
11	<p>12 9:30 a.m. PowerPoint II Get Visual with SmartArt Graphics 11:00 a.m. Excel II Enter Formulas 1:30 p.m. Excel I Get Up to Speed</p>	<p>13 9:30 a.m. Outlook II Get Out of Your Inbox 12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 3 1:30 p.m. Word II Save Time with Templates</p>	<p>14 9:30 a.m. PowerPoint II Get Visual with SmartArt Graphics 11:00 a.m. PowerPoint I Get Up To Speed 1:30 p.m. Excel II Enter Formulas</p>	<p>15 9:30 a.m. PowerPoint II Get Visual with SmartArt Graphics 12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 4 1:30 p.m. Excel III Create a Chart</p>	<p>16 9:30 a.m. Excel I Get Up to Speed 11:00 a.m. Word II Save Time with Templates  1:30 p.m. Excel II Enter Formulas</p>	17
18	<p>19 No classes</p>	<p>20 9:30 a.m. PowerPoint I Get Up To Speed  12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 5 1:30 p.m. Outlook I/Computer Basics</p>	<p>21 9:30 a.m. Word II Save Time with Templates  11:00 a.m. Excel III Create a Chart 1:30 p.m. Word I Get Up to Speed</p>	<p>22 9:30 a.m. Word II Save Time with Templates  12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 6 1:30 p.m. PowerPoint I Get Up To Speed</p>	<p>23 9:30 a.m. Word I Get Up to Speed  11:00 a.m. Excel II Enter Formulas  1:30 p.m. Excel III Create a Chart</p>	24
25	<p>26 9:30 a.m. Outlook II Get Out of Your Inbox 11:00 a.m. PowerPoint I Get Up To Speed 1:30 p.m. Word II Save Time with Templates</p>	<p>27 9:30 a.m. PowerPoint I Get Up To Speed 12:00 p.m. Lunch and Learn Overcome Negativity In the Workplace Part 7 1:30 p.m. Word I Get Up to Speed</p>	<p>28 9:30 a.m. PowerPoint I Get Up To Speed 11:00 a.m. PowerPoint II Get Visual with SmartArt Graphics 1:30 p.m. Outlook II Get Out of Your Inbox</p>	<p>29 9:30 a.m. Outlook I/Computer Basics 11:00 a.m. Excel I Get Up to Speed 1:30 p.m. Excel III Create a Chart</p>	<p>30 9:30 a.m. Track-It! 11:00 a.m. Outlook II Get Out of Your Inbox 1:30 p.m. Excel II Enter Formulas</p>	31

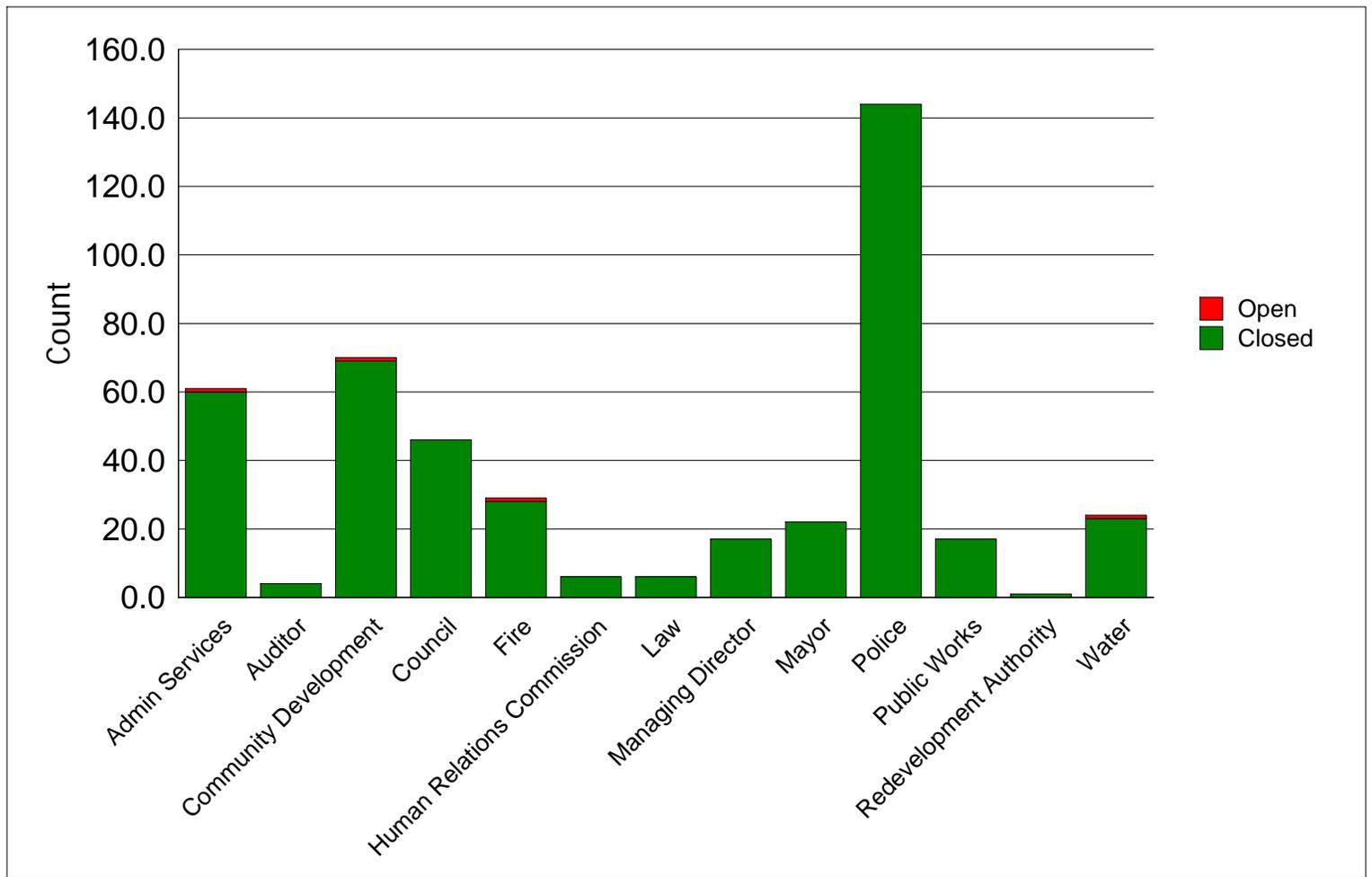
## Avg Resolution Time



DEPT	ELAPSED TIME (HOURS)
<b>Admin Services</b>	<b>2.49</b>
<b>Auditor</b>	<b>1.18</b>
<b>Community Development</b>	<b>2.42</b>
<b>Council</b>	<b>1.65</b>
<b>Fire</b>	<b>3.49</b>
<b>Human Relations Commiss</b>	<b>1.93</b>
<b>Law</b>	<b>1.77</b>
<b>Managing Director</b>	<b>1.85</b>
<b>Mayor</b>	<b>1.31</b>
<b>Police</b>	<b>2.52</b>
<b>Public Works</b>	<b>2.40</b>
<b>Redevelopment Authority</b>	<b>4.43</b>
<b>Water</b>	<b>3.15</b>
<b>Grand Total:</b>	<b>2.40</b>

# Work Order Status by Department

From 1/1/2012  
To 1/31/2012



## Department

### Admin Services

Work Order Count 61

Closed

Work Order Count 60

Open

Work Order Count 1

### Auditor

Work Order Count 4

Closed

Work Order Count 4

### Community Development

Work Order Count 70

Closed

Work Order Count 69

Open

Work Order Count 1

### Council

Work Order Count 46

Closed

Work Order Count 46

### Fire

Work Order Count 29

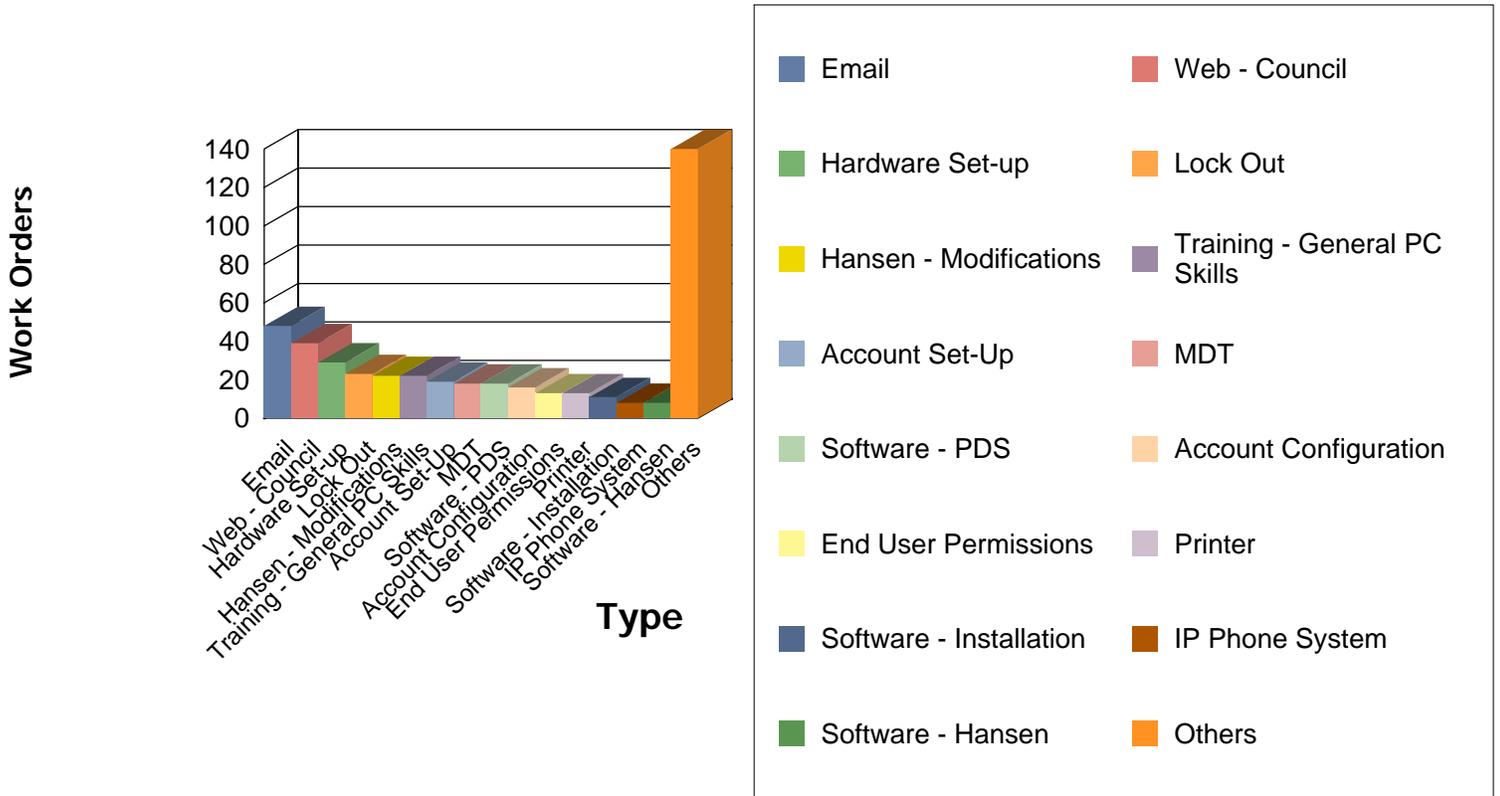
Closed

Work Order Count 28

<b>Fire</b>		<b>Work Order Count 29</b>
<b>Open</b>		<b>Work Order Count 1</b>
<b>Human Relations Commission</b>		<b>Work Order Count 6</b>
<b>Closed</b>		<b>Work Order Count 6</b>
<b>Law</b>		<b>Work Order Count 6</b>
<b>Closed</b>		<b>Work Order Count 6</b>
<b>Managing Director</b>		<b>Work Order Count 17</b>
<b>Closed</b>		<b>Work Order Count 17</b>
<b>Mayor</b>		<b>Work Order Count 22</b>
<b>Closed</b>		<b>Work Order Count 22</b>
<b>Police</b>		<b>Work Order Count 144</b>
<b>Closed</b>		<b>Work Order Count 144</b>
<b>Public Works</b>		<b>Work Order Count 17</b>
<b>Closed</b>		<b>Work Order Count 17</b>
<b>Redevelopment Authority</b>		<b>Work Order Count 1</b>
<b>Closed</b>		<b>Work Order Count 1</b>
<b>Water</b>		<b>Work Order Count 24</b>
<b>Closed</b>		<b>Work Order Count 23</b>
<b>Open</b>		<b>Work Order Count 1</b>
<b>Grand Total</b>	<b>447</b>	

# Work Order Trends by Type - Summary

From 1/1/2012  
To 1/31/2012



	Total Work Orders	Pending Work Orders	Overdue Work Orders	Closed Work Orders
<u>Email</u>	48	1	0	47
<u>Web - Council</u>	39	0	0	39
<u>Hardware Set-up</u>	29	0	0	29
<u>Lock Out</u>	23	0	0	23
<u>Hansen - Modifications</u>	22	1	0	21
<u>Training - General PC Skills</u>	22	0	0	22
<u>Account Set-Up</u>	19	0	0	19
<u>MDT</u>	18	0	0	18
<u>Software - PDS</u>	18	0	0	18
<u>Account Configuration</u>	16	0	0	16
<u>End User Permissions</u>	13	0	0	13
<u>Printer</u>	13	1	0	12
<u>Software - Installation</u>	11	1	0	10
<u>IP Phone System</u>	8	0	0	8
<u>Software - Hansen</u>	8	0	0	8
<u>Others</u>	140	0	0	140
<b>Grand Total</b>	<b>447</b>	<b>4</b>	<b>0</b>	<b>443</b>

## Work Order Feedback Survey Results 1/1/12 – 12/31/12

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

5 – Professional	64
4 - Somewhat Professional	0
3 - Neither Professional or Unprofessional	0
2 - Somewhat Unprofessional	0
1 - Very Unprofessional	0

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

5 - Very Friendly	62
4 - Somewhat Friendly	2
3 - Neither Friendly or Unfriendly	0
2 - Somewhat Unfriendly	0
1 - Very Unfriendly	0

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

5 - Very Courteous	64
4 - Somewhat Courteous	0
3 - Neither Courteous or Discourteous	0
2 - Somewhat Discourteous	0
1 - Very Discourteous	0

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

5 - Very Knowledgeable	61
4 - Somewhat Knowledgeable	3
3 - Neither Knowledgeable or Unknowledgeable	0
2 - Somewhat Unknowledgeable	0
1 - Very Unknowledgeable	0

5) Did the technician communicate effectively?

Yes	63
No	0

6) Was the request resolved to your satisfaction?

Yes	60
No	2

7) Was your request resolved in one visit?

Yes	58
No	2

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

5 - Very Fast	49
4 - Fast	11
3 - Acceptable	2
2 - Slow	1
1 - Very Slow	1

9) Please rate your overall satisfaction with IT.

Excellent	56
Acceptable	6
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?