November
2012

Information Technology Monthly Report

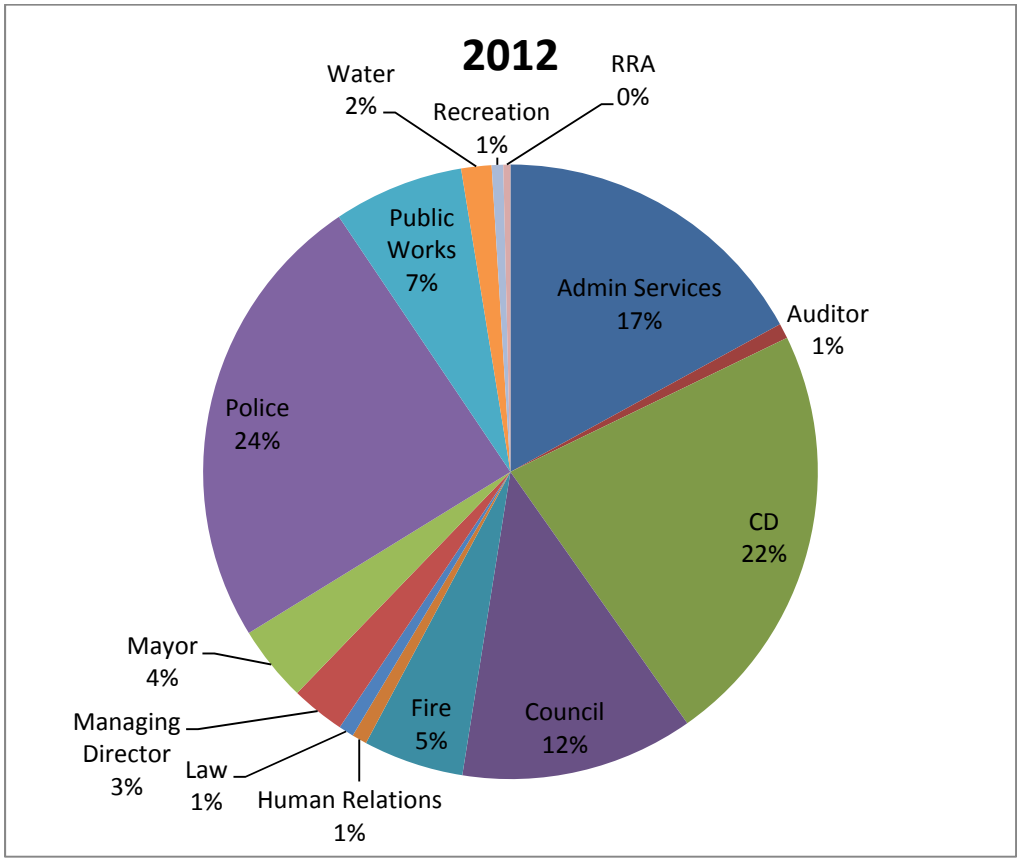
2012 Information Technology Project Outline

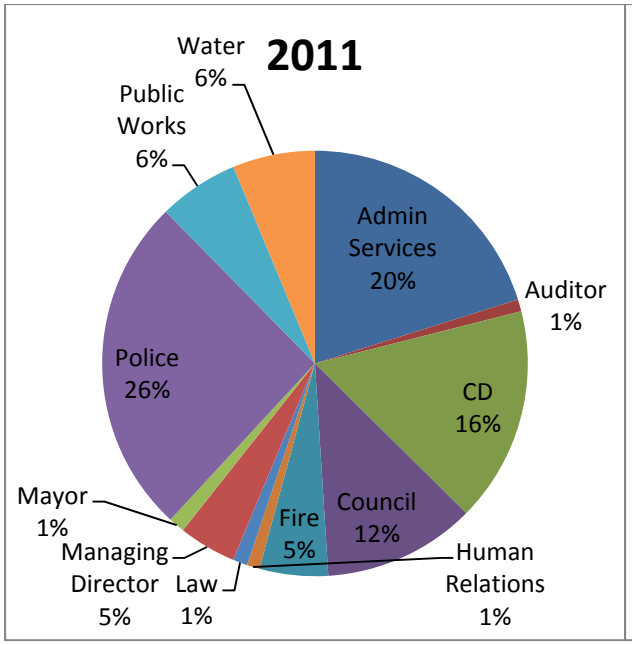
Project	Targeted Completion	Primary Contact	% Complete	Status	Department
Codes Inspection Interface	1st Qtr.	Ron Natale	100%	Complete	Community Development
Fire Inspection Interface	1st -2nd Qtr.	Mike Lessar	--	Cancelled	Fire
Codes Reporting	1st Qtr.	Ron Natale	100%	Complete	Community Development
WWTP VoIP	2nd Qtr.	Ralph Johnson	100%	Complete	Public Works
Firewall Upgrade	1st Qtr.	IT Staff	100%	Complete	Admin Services
PC Upgrades	1st -2nd Qtr.	IT Staff	100%	Complete	Admin Services
CSC Renovations	3rd Qtr.		20%	Cancelled	Admin Services
Track It Upgrade	1st Qtr.	IT Staff	100%	Complete	Admin Services
Fleet management Business process	3rd Qtr.	Charlie Jones		No Updates	Public Works
Fleet Management Reporting	3rd Qtr.	Charlie Jones	0%	No Updates	Public Works
Fleet Management Implementation	3rd Qtr.	Charlie Jones	0%	No Updates	Public Works
APS Ticketing	2nd – 3rd Qtr.	Bruce Monteiro	38%	In progress	Police
Building\Trades business processes	2nd – 3rd Qtr.	Tom Wargo		No Updates	Community Development
BPRC processes	1st Qtr.	Ron Natale	100%	Complete	Community Development
Codes business process mods	1st Qtr.	Ron Natale	100%	Complete	Community Development
Server mirroring	3rd Qtr.	IT Staff	50%	In Progress	Admin Services
Hansen Update	3rd – 4th Qtr.	IT Staff		On Hold	Admin Services
CMMS Implementation	3rd Qtr.	Deb Hoag	41%	In Progress	Public Works
Fire EOC	4th Qtr.	Fire Chief		Waiting	Fire
RMS Upgrade	2nd Qtr.	Pam Eisenhart	10%	Cancelled	Police
CAD Upgrade	2nd Qtr.	Pam Eisenhart		Cancelled	Police
Mobile Upgrade	2nd Qtr.	Pam Eisenhart		Cancelled	Police
Inform Upgrade	2nd Qtr.	Pam Eisenhart		Cancelled	Police
FBR upgrade	2nd Qtr.	Pam Eisenhart		Cancelled	Police
Legal Software	1st Qtr.	Diana D'Auria	100%	Complete	Law
Electronic citation filing	4th Qtr.	Ron Natale			Community Development
RAWA data migration	1st Qtr.	RAWA	100%	Complete	RAWA
BPRC data migration	---	Ron Natale	100%	Complete	Community Development
CDBG Properties	1st Qtr.	Neil Nemeth	100%	Complete	Community Development
County Ownership	1st Qtr.	IT Staff	100%	Complete	Admin Services
Liens Reporting	1st Qtr.	Carol Straka	50%	No updates	Law
Payroll upgrade(migration)	3rd Qtr.	Chris Zale	100%	Complete	Admin Services

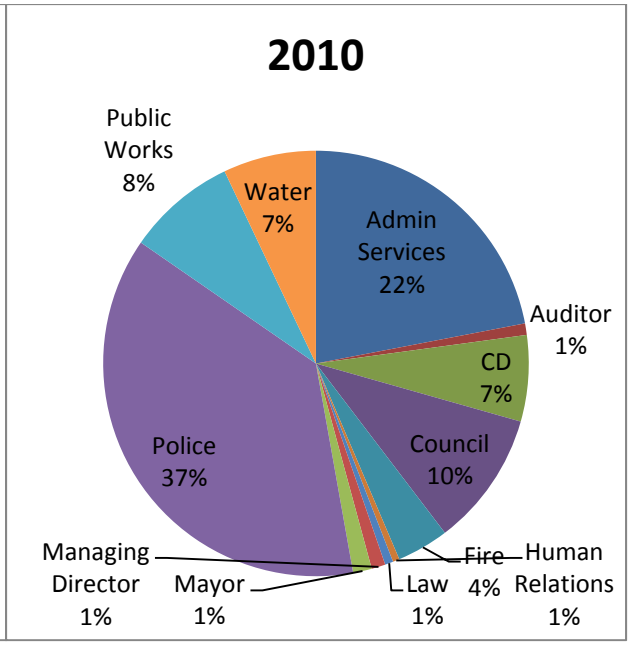
WWTP PC Upgrades	1st Qtr.	Deb Hoag	100%	Complete	Public Works
WWTP – MS Project Upgrades	1st Qtr.	Ralph Johnson	100%	Complete	Public Works
RAWA IT Transition	---	RAWA	100%	Complete	RAWA
Recycling\Trash PC Upgrades	1st Qtr.	Geoff Zolna	100%	Complete	Public Works
Illegal Rentals Process	1st Qtr.	Ron Natale	100%	Complete	Community Development
Health & Safety	1st Qtr.	Ron Natale	100%	Complete	Community Development
BPRC Scoring Report	---	David Kersley	100%	Complete	Community Development
PILOT-SILOT Letters	---	David Kersley	100%	Complete	Mayor's Office
RAWA Account Aging	---	RAWA	100%	Complete	RAWA
BPT,BPL, Zoning, Health Report	---	David Kersley	100%	Complete	Mayor's Office
Web Site Refresh	---	IT Staff	100%	Complete	Admin Services
3-Day Violation Notification	---	David Kersley	100%	Complete	Codes
3-day notice modifications		David Kersley	100%	Complete	Codes
Days to Comply Modifications		Ron Natale	100%	Complete	Codes
Codes Monthly Report Modifications		Ron Natale	100%	Complete	Codes
External Web Filters		IT Staff	100%	Complete	Admin Services
Internal Web Filter		IT Staff	25%	In Progress	Admin Services
USL Upgrade		IT Staff	100%	Complete	Admin Services

Work Orders Reported	404
– Telephone	20
– Walk-In	13
– Electronic Submittal	368
Work Orders Reported – YTD	4,283
Average time to resolve work order requests (working hours)	2.02
– High Priority	.40
– Medium Priority	1.85
– Low Priority	3.78
Average time to resolve work order requests (working hours) (YTD)	2.06
Work Order Priority	
– High	7
– Medium	301
– Low	9
– Other	87
Work Orders Resolved Within One Hour	205

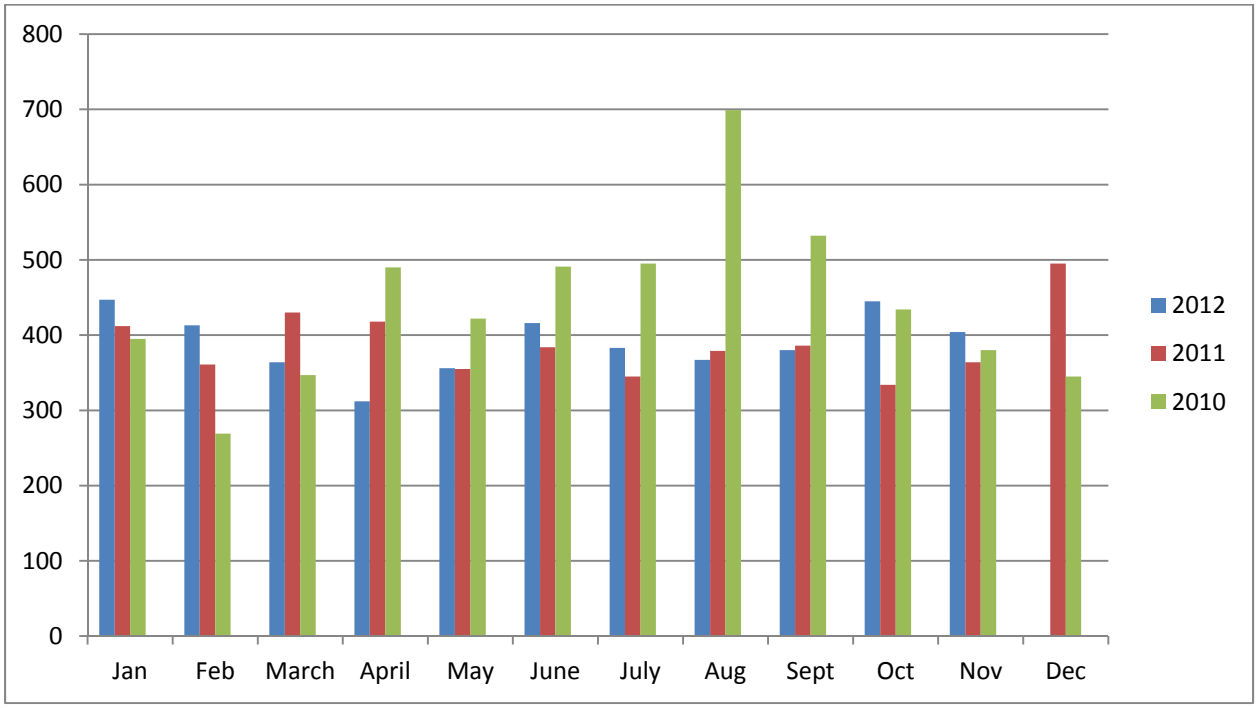
Work Orders by Department - YTD



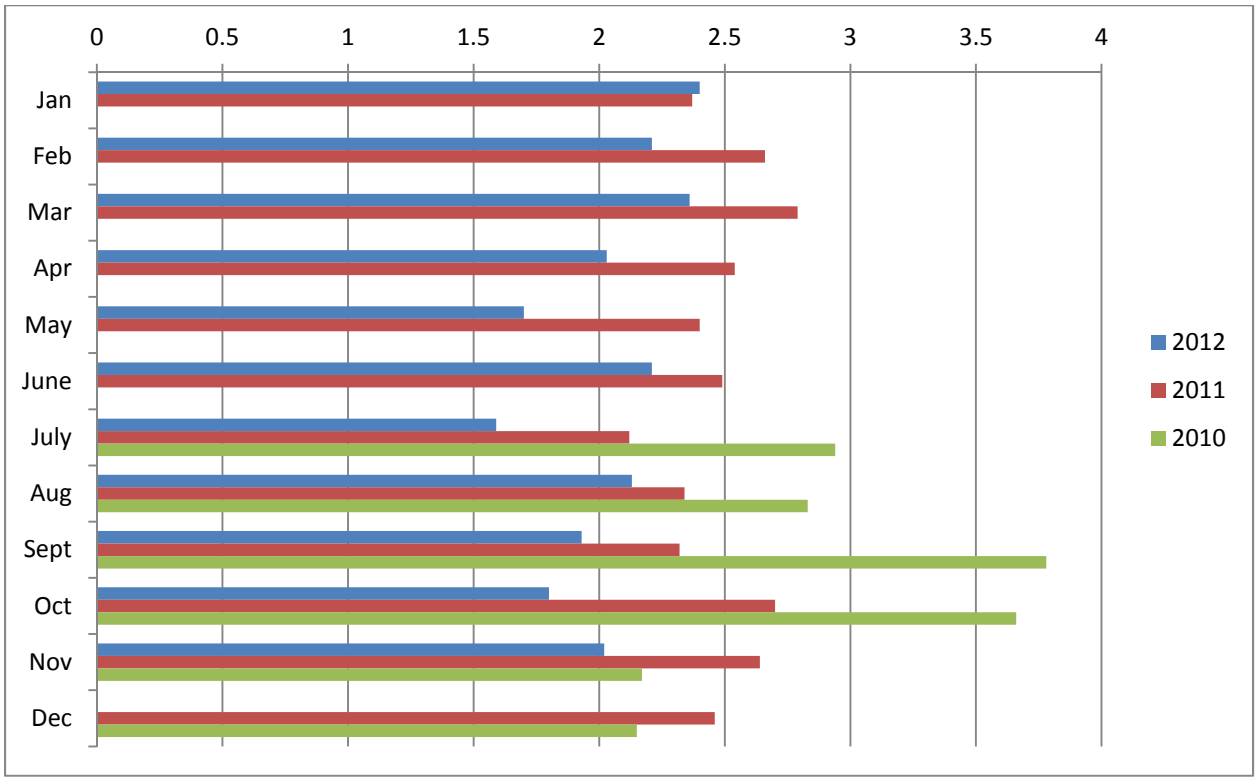




Total Work Orders per Month

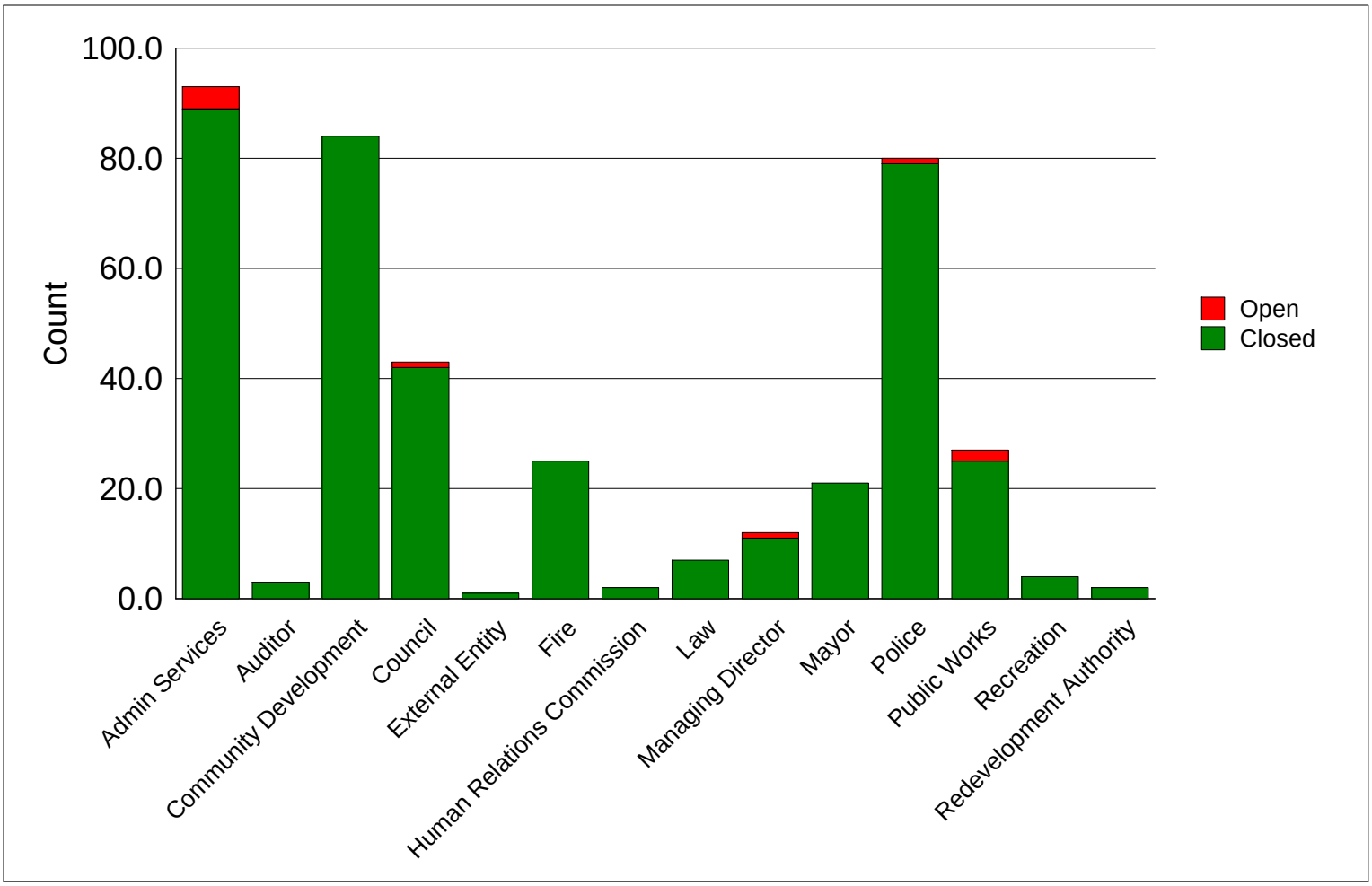


Average Resolution Time



Work Order Status by Department

From 11/1/2012
To 11/30/2012



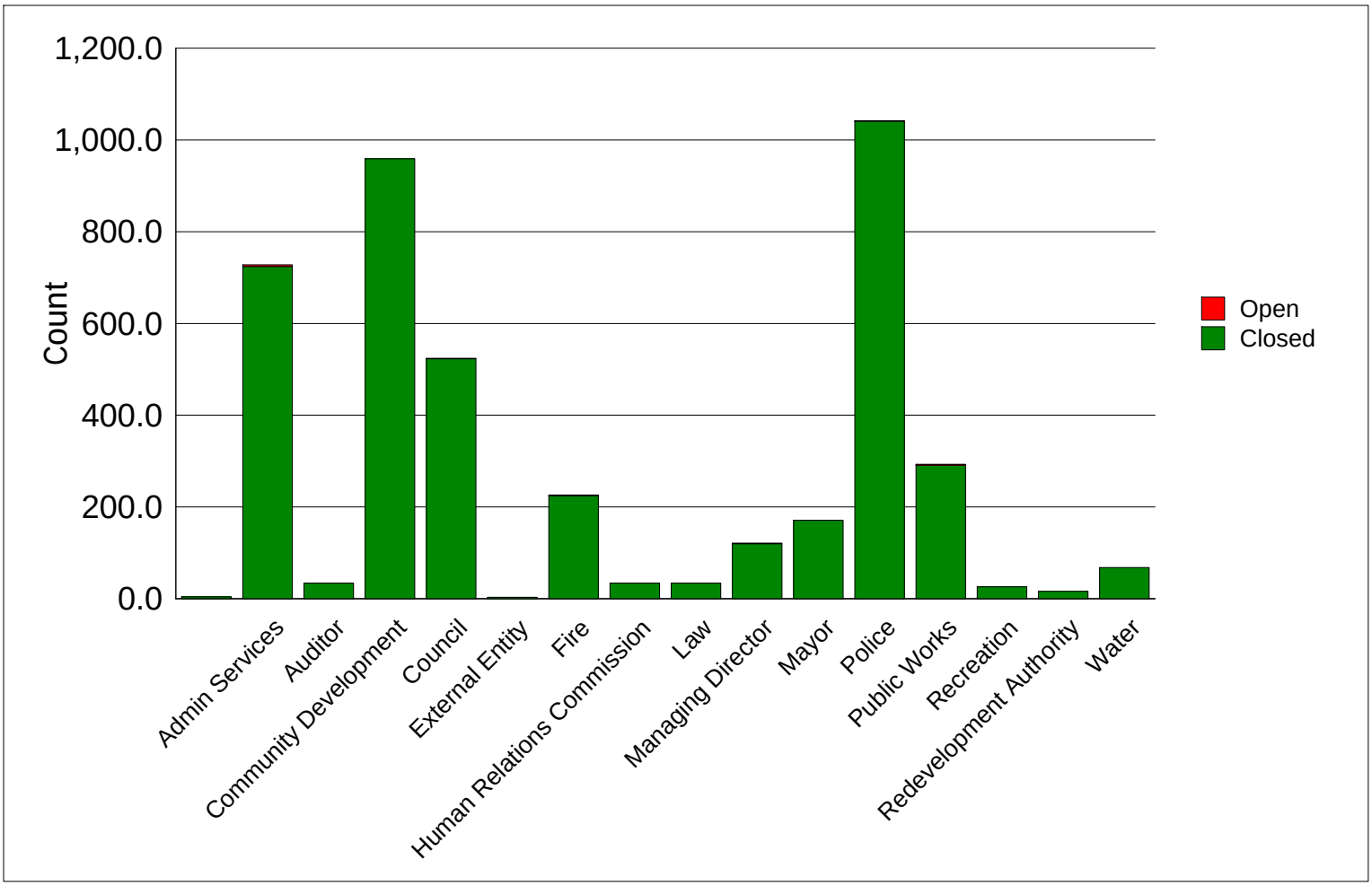
Department

Admin Services	**Work Order Count 93**
Closed	**Work Order Count 89**
Open	**Work Order Count 4**
Auditor	**Work Order Count 3**
Closed	**Work Order Count 3**
Community Development	**Work Order Count 84**
Closed	**Work Order Count 84**
Council	**Work Order Count 43**
Closed	**Work Order Count 42**
Open	**Work Order Count 1**
External Entity	**Work Order Count 1**
Closed	**Work Order Count 1**

Fire		**Work Order Count 25**
Closed		**Work Order Count 25**
Human Relations Commission		**Work Order Count 2**
Closed		**Work Order Count 2**
Law		**Work Order Count 7**
Closed		**Work Order Count 7**
Managing Director		**Work Order Count 12**
Closed		**Work Order Count 11**
Open		**Work Order Count 1**
Mayor		**Work Order Count 21**
Closed		**Work Order Count 21**
Police		**Work Order Count 80**
Closed		**Work Order Count 79**
Open		**Work Order Count 1**
Public Works		**Work Order Count 27**
Closed		**Work Order Count 25**
Open		**Work Order Count 2**
Recreation		**Work Order Count 4**
Closed		**Work Order Count 4**
Redevelopment Authority		**Work Order Count 2**
Closed		**Work Order Count 2**
Grand Total	**404**	

Work Order Status by Department

From 1/1/2012
To 11/30/2012



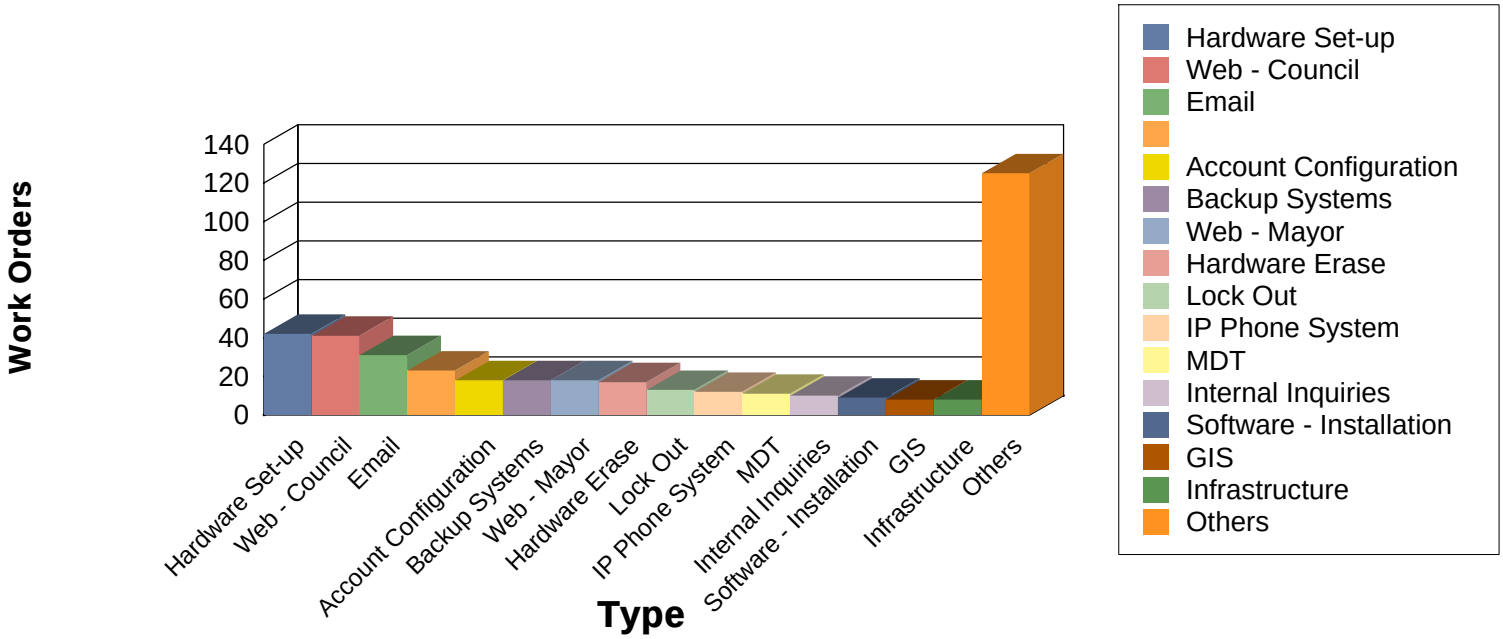
Department

	Work Order Count 4
Closed	**Work Order Count 4**
Admin Services	**Work Order Count 728**
Closed	**Work Order Count 724**
Open	**Work Order Count 4**
Auditor	**Work Order Count 34**
Closed	**Work Order Count 34**
Community Development	**Work Order Count 959**
Closed	**Work Order Count 959**
Council	**Work Order Count 524**
Closed	**Work Order Count 523**
Open	**Work Order Count 1**

External Entity		**Work Order Count 3**
Closed		**Work Order Count 3**
Fire		**Work Order Count 226**
Closed		**Work Order Count 224**
Open		**Work Order Count 2**
Human Relations Commission		**Work Order Count 34**
Closed		**Work Order Count 34**
Law		**Work Order Count 34**
Closed		**Work Order Count 34**
Managing Director		**Work Order Count 121**
Closed		**Work Order Count 120**
Open		**Work Order Count 1**
Mayor		**Work Order Count 171**
Closed		**Work Order Count 171**
Police		**Work Order Count 1,042**
Closed		**Work Order Count 1,041**
Open		**Work Order Count 1**
Public Works		**Work Order Count 293**
Closed		**Work Order Count 291**
Open		**Work Order Count 2**
Recreation		**Work Order Count 26**
Closed		**Work Order Count 26**
Redevelopment Authority		**Work Order Count 16**
Closed		**Work Order Count 16**
Water		**Work Order Count 68**
Closed		**Work Order Count 68**
Grand Total	**4,283**	

Work Order Trends by Type - Summary

From 11/1/2012
To 11/30/2012



	Total Work Orders	Pending Work Orders	Overdue Work Orders	Closed Work Orders
Hardware Set-up	42	0	0	42
Web - Council	41	1	0	40
Email	31	0	0	31
	23	1	0	22
Account Configuration	18	0	0	18
Backup Systems	18	0	0	18
Web - Mayor	18	0	0	18
Hardware Erase	17	0	0	17
Lock Out	13	0	0	13
IP Phone System	12	0	0	12
MDT	11	0	0	11
Internal Inquiries	10	0	0	10
Software - Installation	9	0	0	9
GIS	8	1	0	7
Infrastructure	8	2	0	6
Others	125	4	0	121
Grand Total	404	9	0	395

Work Order Feedback Survey Results 1/1/12 – 11/30/12

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

5 – Professional	993
4 - Somewhat Professional	4
3 - Neither Professional or Unprofessional	5
2 - Somewhat Unprofessional	0
1 - Very Unprofessional	1

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

5 - Very Friendly	971
4 - Somewhat Friendly	18
3 - Neither Friendly or Unfriendly	9
2 - Somewhat Unfriendly	0
1 - Very Unfriendly	0

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

5 - Very Courteous	984
4 - Somewhat Courteous	5
3 - Neither Courteous or Discourteous	4
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	984
4 - Somewhat Knowledgeable	12
3 - Neither Knowledgeable or Unknowledgeable	3
2 - Somewhat Unknowledgeable	0
1 - Very Unknowledgeable	1

5) Did the technician communicate effectively?

Yes	977
No	6

6) Was the request resolved to your satisfaction?

Yes	863
No	13

7) Was your request resolved in one visit?

Yes	939
No	42

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

5 - Very Fast	865
4 – Fast	115
3 - Acceptable	13
2 –Slow	4
1- Very Slow	5

9) Please rate your overall satisfaction with IT.

Excellent	939
Acceptable	48
Poor	3

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?