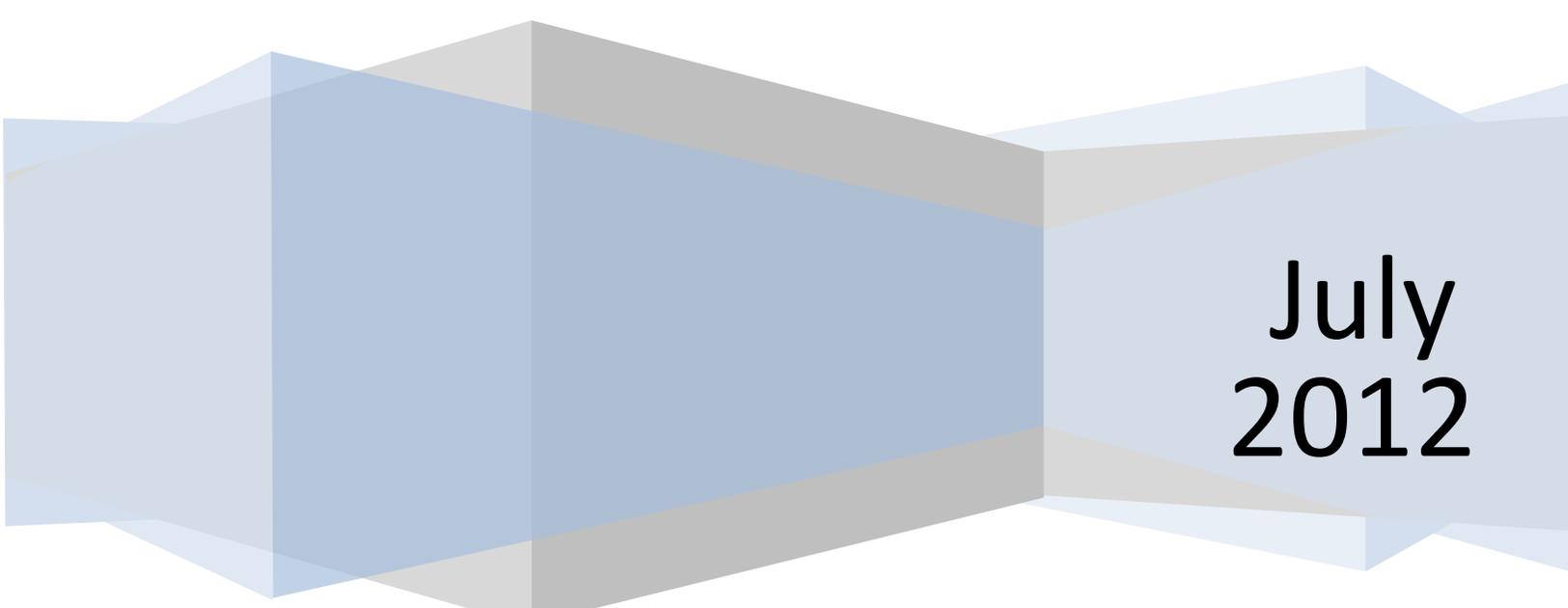


**Informatics**

**Monthly Operating Letter**

City of Westfield



**July  
2012**

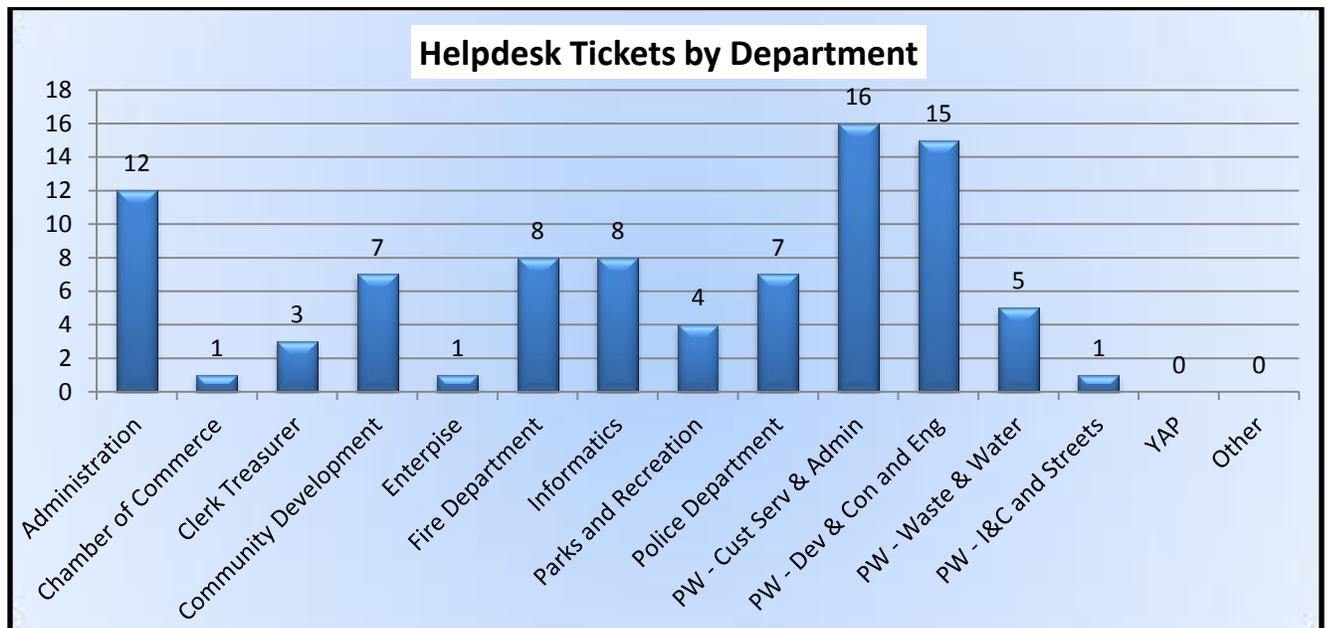
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Deployed new 4G GoBooks to all police officers
- Continued negotiations with Serenic NAV and First Mile
- New Firewall installation completed and work properly

## Technical Services

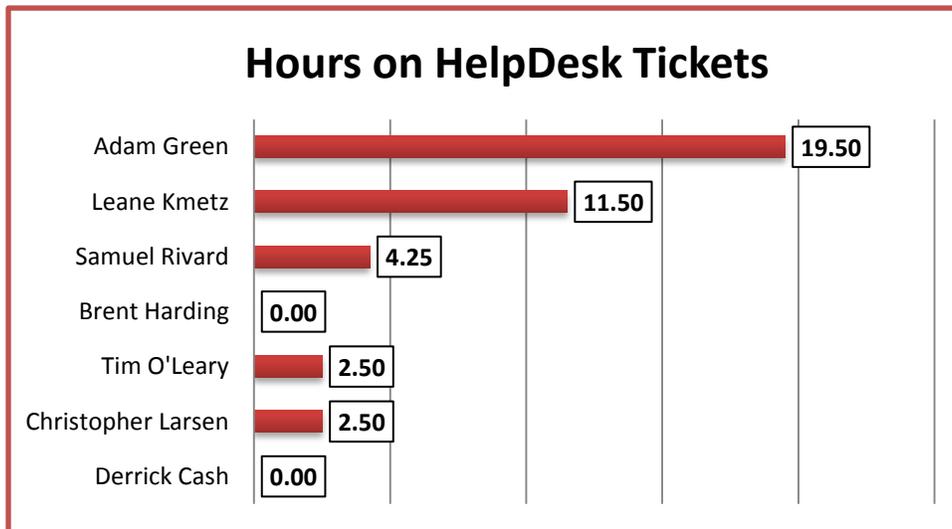
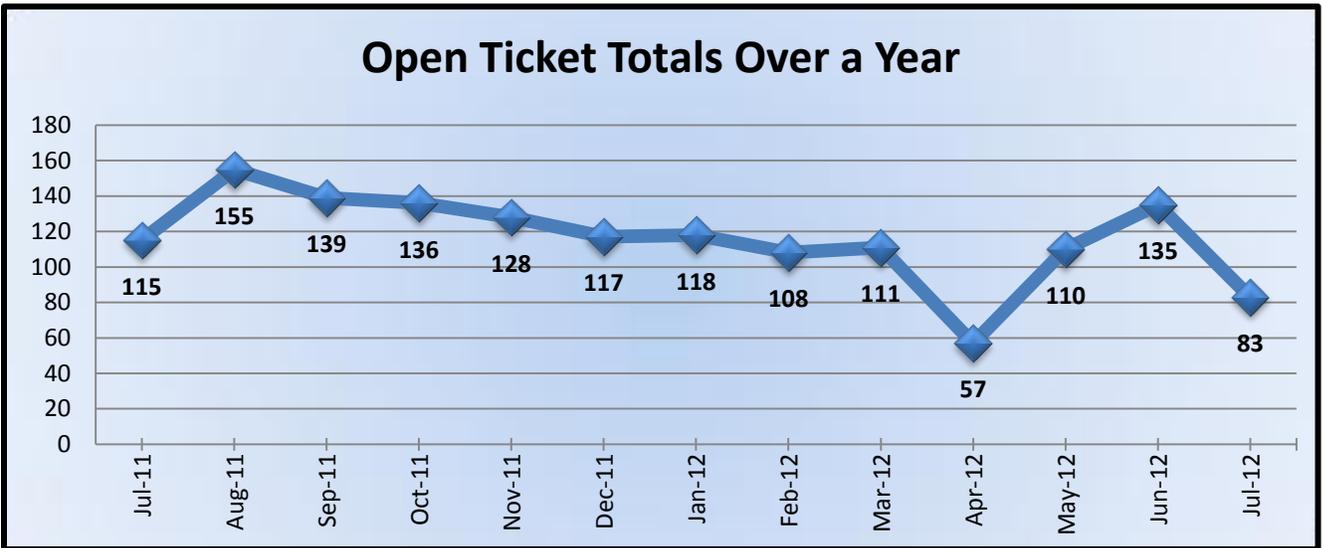
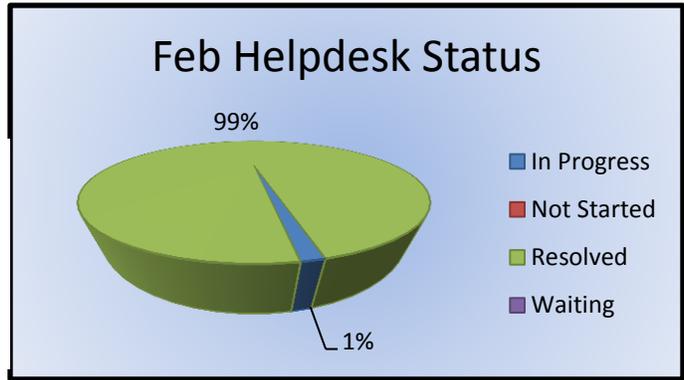
### Helpdesk

- End of the month Helpdesk:
  - Ticket Carryover: 2 of 2 work orders Resolved
  - 83 tickets created in July
  - Resolved: 82
  - In Progress: 1
  - Not Started: 0
  - Waiting on Manufacturer/Supplier/Requestor: 0
  - Invalid/Duplicate: 0



### Top Helpdesk Users

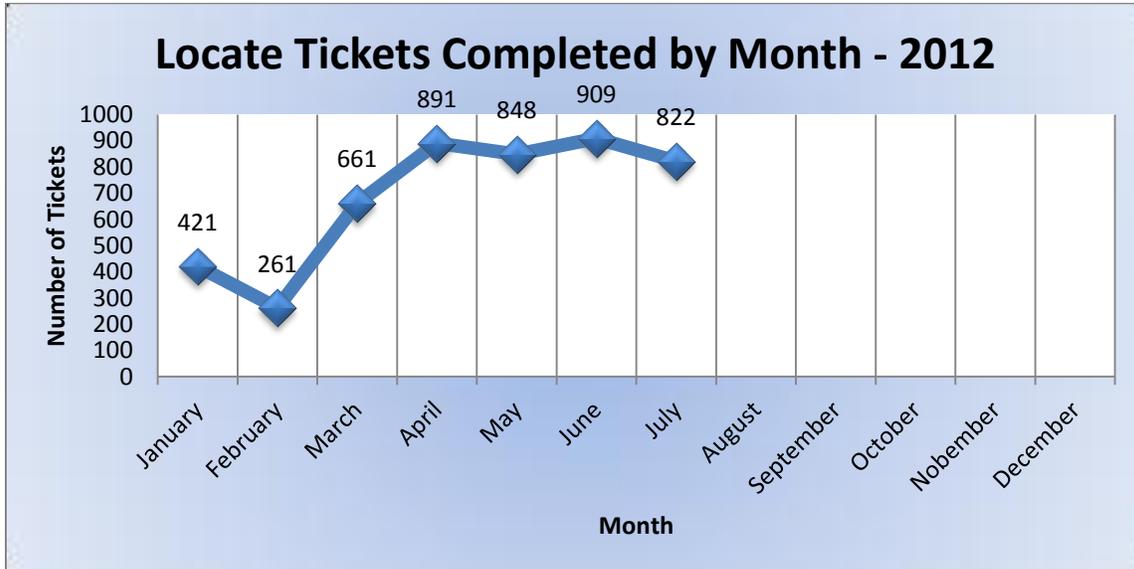
- |                   |                       |
|-------------------|-----------------------|
| 1. Leane Kmetz    | 6. Brent Harding      |
| 2. Adam Green     | 7. Anne Cotham        |
| 3. Kurt Wanninger | 8. Keeli Cox          |
| 4. Neil VanTrees  | 9. Christopher Larsen |
| 5. Sarah Reed     | 10. Derek Todd        |



## Field and GIS Services

- **Field Services**

- o Tim located 822 tickets and processed 98 GPS Points



## Highlights

- Provided frequency information for utility sale of the Westfield assets.
- Created the KPI reports in SharePoint for the Parks Department.
- July 10 – Leane met with the IGIC Response Corp. We now have approximately 30 GIS volunteers for District 5. We are all trying to work thru the requirements for NIMS training classes.
- July 23-27 – Attended the ESRI International User Conference and presented on the Tree Inventory project. (Photo of Katie at Map Camp)
- Received \$2340.00 for map/GPS service work that I made in June.
- Added the Monon Trail detour to the [public flex map](#)

## Volunteerism: 4 hours of volunteer work completed.

- Leane spent 2 hours with Cassandra has a YAP mentor
- Christopher attended a board meeting for Creating Mobility

## Training: 12 hours of training completed.

- Leane also was taking 6340 GIS Customization classes