

Informatics Monthly Operations

May - June, 2009

The following briefly describes what the Department of Informatics (as a single entity) concentrated its efforts on in the months of May and June.

- Began the hiring process to find a replacement for Beth Hendrick's position
 - Created and Posted Job Description for Desktop Support Technician
- PD Mobile Video Project Specification
- Spam Filter
 - Updates
 - Filtering Improvement
- Deployed Windows XP Service Pack #3 to all computers
- Resolved WGIS1 server hardware failure, recovered data
- HHPA RFI Process
 - Collected, presented bids
 - Scheduled vendor presentation
- Datacenter Relocation Project
 - Migrated Firewall
 - Migrating WGIS1 (GIS Applications Server)
- First phase Microsoft ForeFront antivirus deployment
 - MS ForeFront anti-virus software will soon replace our existing solution - eTrust
- Began the Informatics budget for 2010
- Cross-trained members of team in becoming more familiar and proficient in corresponding functions
- GPS/GIS mapping projects for various departments
- Westfield/voip was enhanced to now include a 'Help Me' feature whereby telephone (non cell-phone) users may ask for assistance on any number of potential issues. Inherent

business practices and workflows were built in order to expedite the dissemination of information to the appropriate personnel.

- Our Customer Service and Water crews are working hand-in-hand (digitally speaking ☺) using Sharepoint as their internal Work Order system. This has and will continue to expedite the Work Order process, increase levels of communication and spark even more ideas for the future.
- Sign Inventory project for Engineering: Federal Mandate for the City of Westfield to have reflectivity data for our sign inventory by 2010, and a replacement program by 2012 with testing every 2-4 years. 12 different data sets were merged to create one SDE layer, a complete data dictionary was created to capture the sign inventory via GPS and a web server map was created to see what signs needed captured and their attribute information updated here:
<http://westpoint/gismapinventory/GIS%20Map%20Catalog/Forms/DispForm.aspx?ID=138>
- We created 27 Web Maps made for Utility Distribution Taxation for Deputy mayor, Bruce Hauk:
<http://westpoint/gismapinventory/GIS%20Map%20Catalog/Forms/Maps%20by%20Department.aspx>
- Created a proposed Grand Junction web server map for John Rogers to show the relationship with the existing utilities, streets, flood zone, water, sewer, countours, parcels, TIF districts and orthophotography with the proposed CAD drawing of the Grand Junction area:
<http://westpoint/gismapinventory/GIS%20Map%20Catalog/Forms/DispForm.aspx?ID=161>
- Derrick Cash and Leane Welsh presented "Doing More with Less – a concentration on Governmental Informatics and using Sharepoint" at the Indiana Rural Water Association
 - Leane Welsh continued and brought a similar presentation to the Indiana Digital Government Summit with Jim Sparks, Indiana's Geographic Information Officer: <http://www.govtech.com/events/indianadgs2009/agenda>
- Created the Risk Assessment Map for Todd Burtron in light of continuing the City's COOP/COG Ready initiatives into the future:
<http://westpoint/gismapinventory/GIS%20Map%20Catalog/Forms/EditForm.aspx?ID=160&Source=%2Fgismapinventory%2FGIS%20Map%20Catalog%2FForms%2FAllItems%2Easpx>
- In May, we located 633 WPWD Infrastructure Tickets - in June, it was another 611
- We resolved 391 HelpDesk tickets

Completed HelpDesk Tickets May - June

