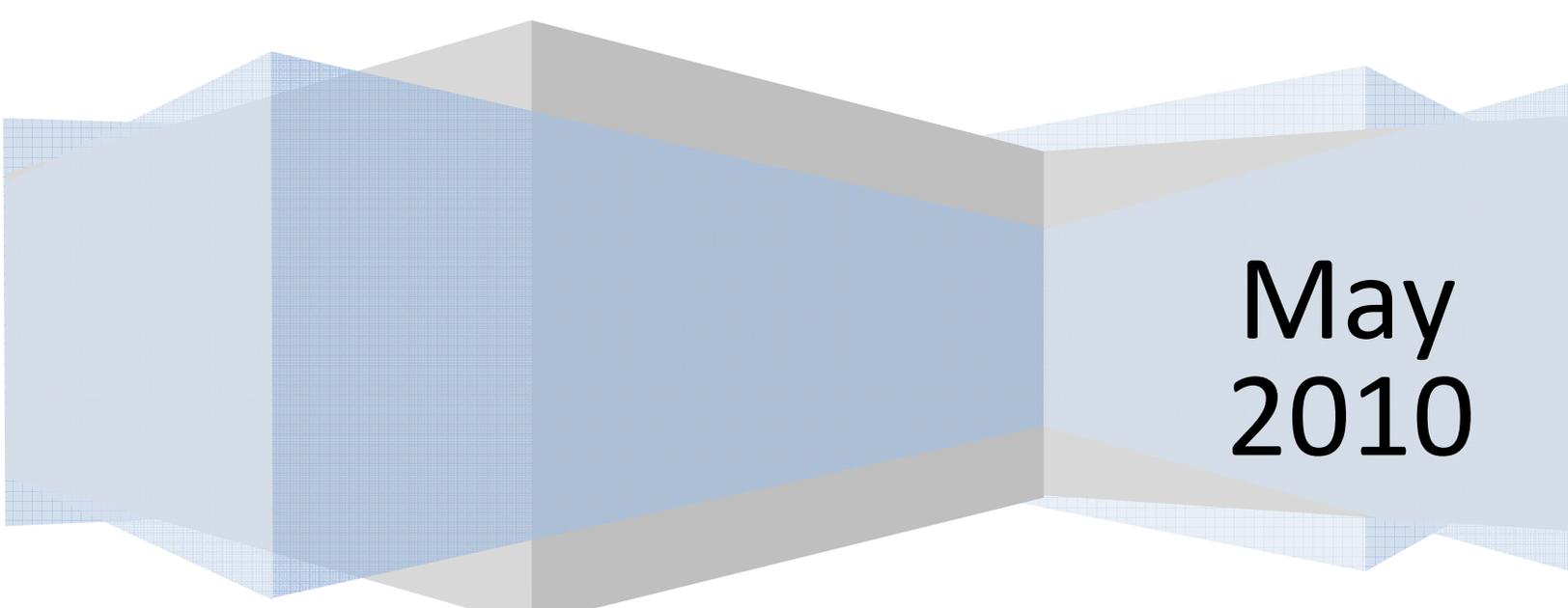


Informatics Monthly Operating Letter

City of Westfield



**May
2010**

Informatics Monthly Report – May 2010

Technical Services

- Helpdesk
 - 179 tickets created in May
 - 154 tickets resolved
 - 14 are invalid/duplicate
 - 2 are currently in progress
 - 9 have not been started
 - **See Attached - Figure 1 for breakdown based on tickets created per department**
 - 7 tickets from Police LSP resolved
 - 7 tickets from Fire LSP resolved
- *Technical Operations Projects created in May – (current status)*
 - Offsite Backup Tapes - **ACTIVE**
 - We need to ship monthly tape media offsite for disaster recovery/security purposes.
 - Public Safety Building Emergency Paging Groups - **ACTIVE**
 - Create unique phone system paging groups for Emergency broadcasts for both Police and Fire
 - Backup Issues- **ACTIVE**
 - Backups have not been completing for about 5 days. Status says "loading media" for days. Happening for disk and tape...
 - Investigations Desktop – Laptop Merger - **IN PRODUCTION**
 - Merge Investigations into a full mobile environment. This includes training, dock installation, & profile verification. Jim Lilly is the only one to test this, and he says it seems to be meeting expectations.
 - Serenic NAV Implementation – **IN PRODUCTION**
 - Preparation for fund based accounting implementation.
 - Server phost04 Maintenance - **IN PRODUCTION**
 - phost04 crashed on Sat. night. Diagnose why, find a resolution and implement
 - Youth Assistance Mobile Computing - **IN PRODUCTION**
 - Image done. Derek Todd will assist Cindy Olson in getting her started. I will also assist in the profile training.
 - Public Works Air Cards - **PROPOSED**
 - Brent looking into switching PW air cards to Verizon
 - Application Performance Management/End User Experience Management
 - Software for monitoring performance of enterprise machines
 - Fire Station 83 - **PROPOSED**
 - Plan our role in the building phases of Station 83

 - ITSM - **PROPOSED**

- Technical, standards-based, operations management
- Network and Application Performance Testing/Monitoring - **PROPOSED**
 - Spirent Communications will provide a demo on TestCenter that Informatics may be able to use for network and application performance evaluation and validation.

Professional Services

- **Field Services**
 - **Tim located 655 tickets**
- **GIS**
 - **Provided the transportation update information to the Westfield Washington Schools**
 - **Created the GAP Analysis map for a parks and trails grant application**
 - **Leane attended the IGIC Board meeting on May 15th**
 - **Leane attended the IRWA Spring Conference on May 20th-21st**
- *Sponsored Projects summary for May:*
 - 3 created
 - 19 modified
 - 4 in production

HIGHLIGHTED PROJECTS:

- *Sponsored Projects – **created** in May*
 - Development/Construction Intranet Portal
 - To give DC a place to track and view important department and city initiatives that they are affected by.
 - Create view for KPI's for Parks
 - From Meeting on 6/8: Melody needs a place for her people to log volunteer hours.
 - Tree Inventory from 2000
 - Leane is getting Jeremy information on tree inventory in Westfield from 2000
- *Sponsored Projects – **modified** in May*
 - Westfield Youth Assistance Program
 - [Derek Todd](#) (6/7/2010 8:48 AM): Changed the website to remove the current sign up form and replaced the button and link with a formstack form - including all information Jeanie from LOL would usually call mentor about. Sent Jeanine, Cindy, and Tricia email explaining what i did. Waiting to hear back if it will satisfy their needs.
 - Monthly/Annual Operating Letter
 - [Leane Welsh](#) (6/4/2010 1:45 PM): Met on 5/28/10 where the cost savings was combined into one site for each department.
 - City Website
 - [Derek Todd](#) (6/7/2010 8:50 AM): Carrie and I are meeting with directors this week to get them on board with the new website as well as weed out un-needed information for the Egov transfer of data later in June.

- HR One
 - [Leane Welsh](#) 📧 (6/9/2010 7:58 AM): From 6/7 Diana would like us to turn off the workflow for changes to HRONE when they add the Emergency Contacts and she will let me know when. They would like a forms link added from marked up document. I showed her the admin monthly operating site.
- *Sponsored Projects – In Production in May*
 - Risk Assessment map for Todd Burtron
 - Freedom Trail staked with cut/fill
 - Trail Gap Analysis - Melody would like to create a data set to show the trails that fail to exist around each subdivision...a trail gap analysis. This will be used to create maps to apply for grants to gain funds to build the trail connections that currently do not exist.
 - Motivation Quote Posters for Police

Fiscal Responsibility:

- Avoidance – \$2,400
 - Because we were unable to connect to the Hamilton County base station, Seiler let us connect to their RTK network for our GPS units.
- Research and Quotes – \$1,125
 - I found that I can obtain the HP toner cartridges for much cheaper on Govconnection than what we have been getting them from at Copyco. The copyco price is 338.00 the Govconnection price is \$278.00. This over time will be a significant cost savings.
 - Re-purposed old sony Vaio mini's that we had around to be used at YAP saving the YAP program 600\$ YAP only has to pay 175 for a netmotion license
 - Ordered two more toners that saved the city \$60 *2 = \$120.00 for the upstairs HP Printer by using govconnection
 - Saved the City \$100.00 by using govconnection for our black toner.

Figure 1.

