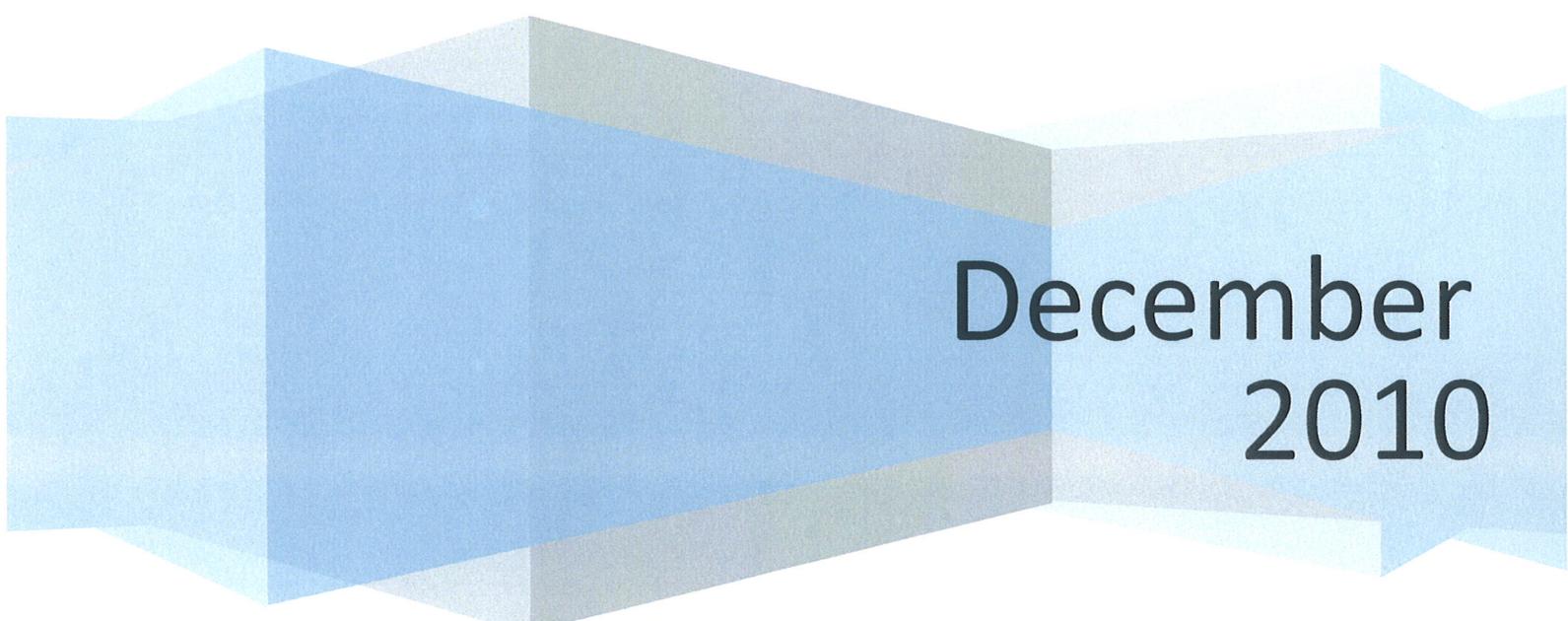


Informatics Monthly

Operating Letter

City of Westfield



December
2010

Technical Services

- Helpdesk
 - 99 tickets created in December
 - 75 tickets resolved
 - 4 are invalid/duplicate
 - 1 are currently in progress
 - 17 have not been started
 - 1 are waiting on the requestor
 - 1 are waiting on manufacturer/supplier
 - *See Attached - Figure 1 for breakdown based on tickets created per department*
 - *See Attached – Figure 2 for helpdesk tickets created Jan. – Dec. 2010*
- *Technical Operations Projects created in December – (current status)*

Professional Services

- *Field Services*
 - **Tim located 258 tickets**
- *GIS*
 - 19 GIS helpdesk tickets created
 - 38 maps created
 - Leane attended the Indiana Rural Water Conference and earned 7.5 hours towards her DSL water license.
 - created a fiber map for the connections from Westfield to Marion County and the surrounding communities:
 - <http://westpoint/gismapinventory/GIS%20Map%20Catalog/Forms/DispForm.aspx?ID=271>

HIGHLIGHTED PROJECTS:

- *Sponsored Projects – Proposed in December*
 - Map Exhibits for City Services Meeting Room
 - The Mayor has indicated that he would like copies of certain maps and visual aids hung on the walls in the CSC Main Level Media Room.
 - Code Enforcement Log
 - Update the code enforcement log CD is no longer using with a new list that Jack Sp. will be entering in.

Acquisitions >\$100: *See Attached – Figure 3 for breakdown based on fund*

- *Acquisitions not available in Clerkworks at time of report*

Volunteerism:

- Leane spent 2 hours mentoring youth

Figure 1.

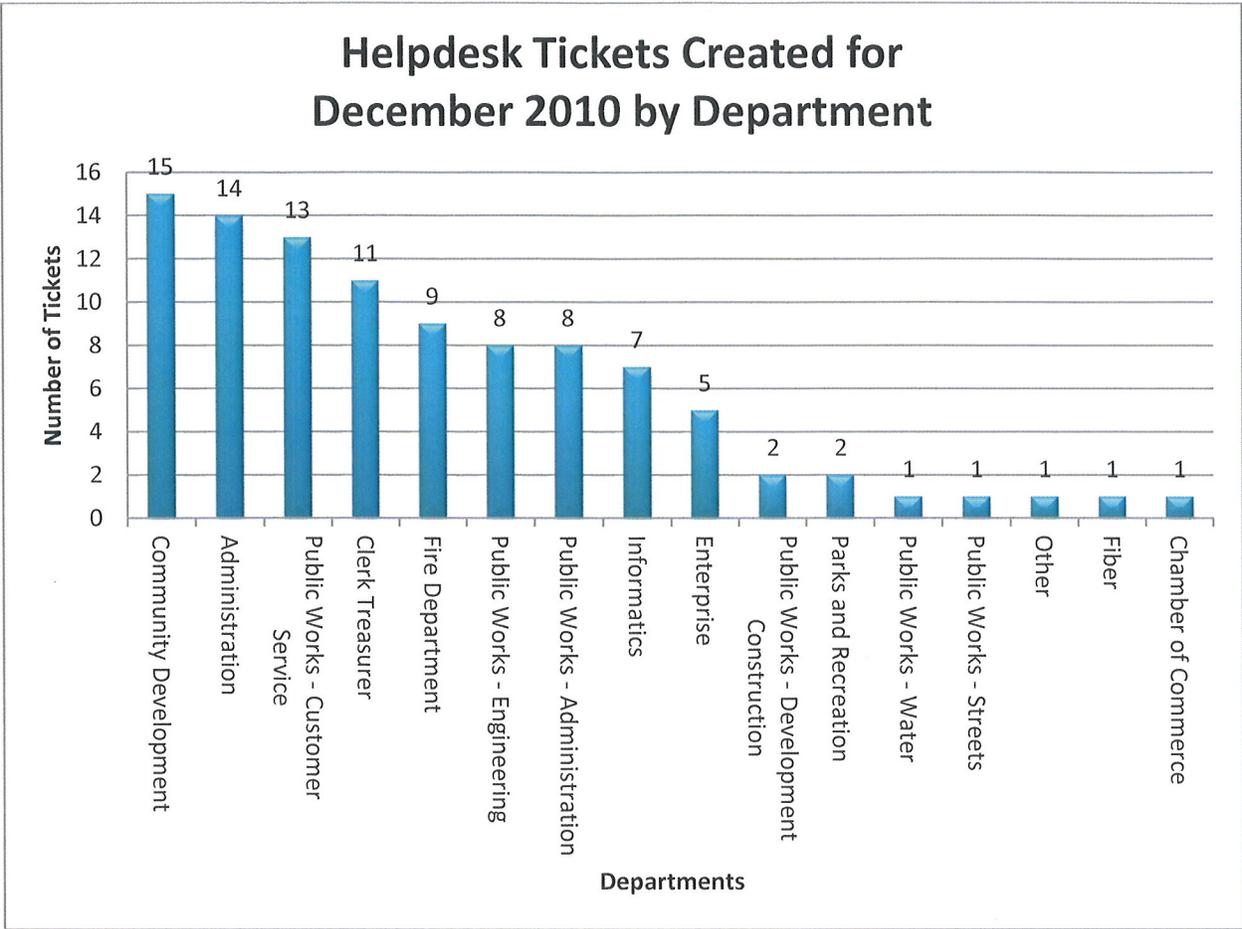


Figure 2.

