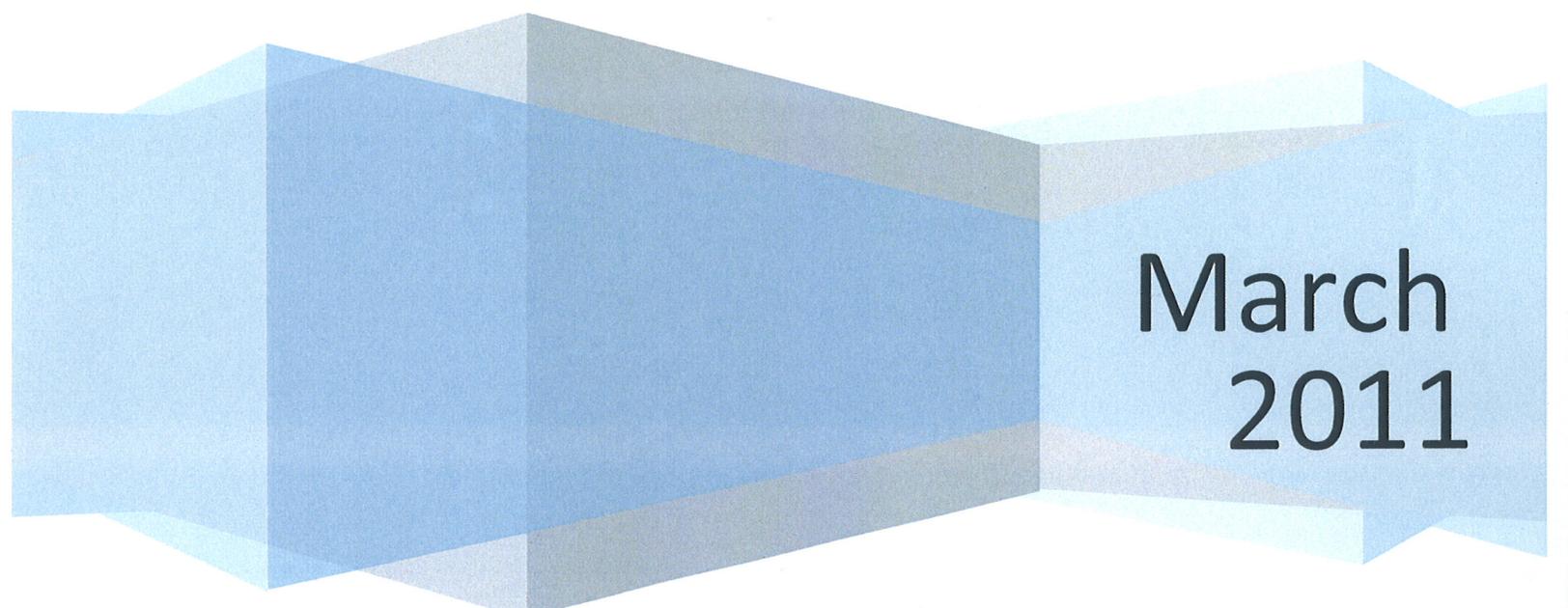


Informatics Monthly

Operating Letter

City of Westfield



**March
2011**

Technical Services

- Helpdesk
 - 70 tickets created in March
 - 58 tickets resolved
 - 2 are invalid/duplicate
 - 8 have not been started
 - 1 are in progress
 - 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 Mar. 2010 – Mar. 2011*

Professional Services

- *Field Services*
 - **Tim located 569 tickets**
- *GIS*
 - 15 GIS helpdesk tickets created
 - 28 maps created
 - Derek created poster for Grand Junction display
 - Leane attended Indiana GIS conference in Muncie

HIGHLIGHTED PROJECTS:

- *Sponsored Projects – **Proposed, Active, Resolved** in March*
 - Youth Assistance Credit Card Acceptance
 - Derek helped YAP finish their goal of accepting credit card donations through their website.
 - Community Development Plotter
 - CD is interested in getting rid of their plotter. Informatics will take it and reuse it within the city or trade it in for a new one along with the current plotter. Informatics also looking into maintenance package if plotter is to be used across departments.

Cost Savings

- AT&T 1st Qtr 2011 - \$501.24
 - \$14.99 for reducing Mr. Stokes' rate plane from 450 pooled min to 100 pooled min just as all other users have.
 - \$237.20 credit for switching Mr. Gaylor's text msging plan to Unlimited and retractively crediting the past few months overages.

- T-Mobile Trial
 - Tried T-Mobile network for 1 month. Due to GSA and contractual negotiations, we received the 16 devices and 1 month's mins/msging/data plans free of charge.
 - 5 BB's - Devices (\$99.99) -- Plans (\$)
 - 5 WP7's - Devices (\$149.99) -- Plans (\$)
 - 6 Data Sticks -- Devices (\$0) -- Plans (\$)
- Lync 2010
- SP 2010

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.

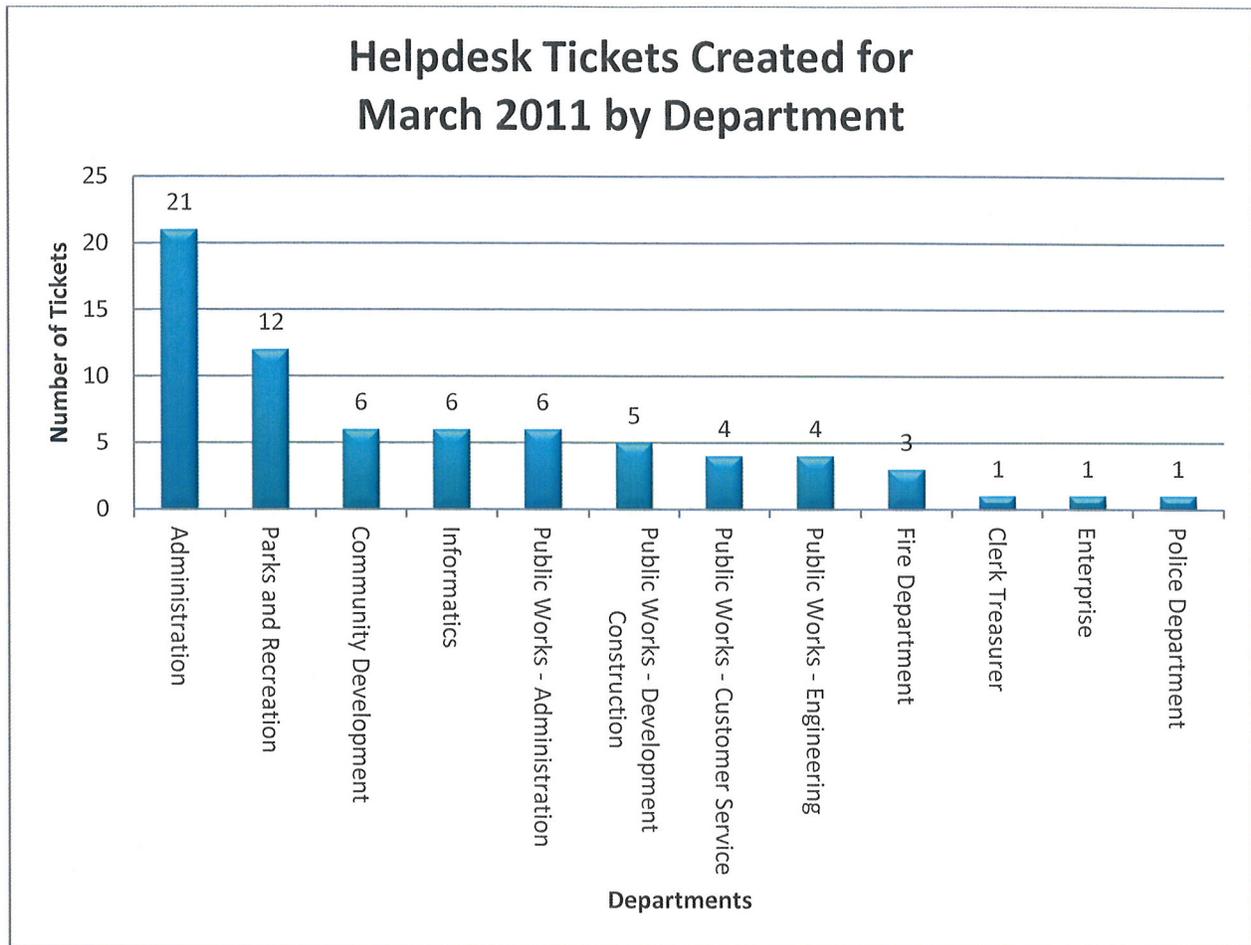


Figure 2.

