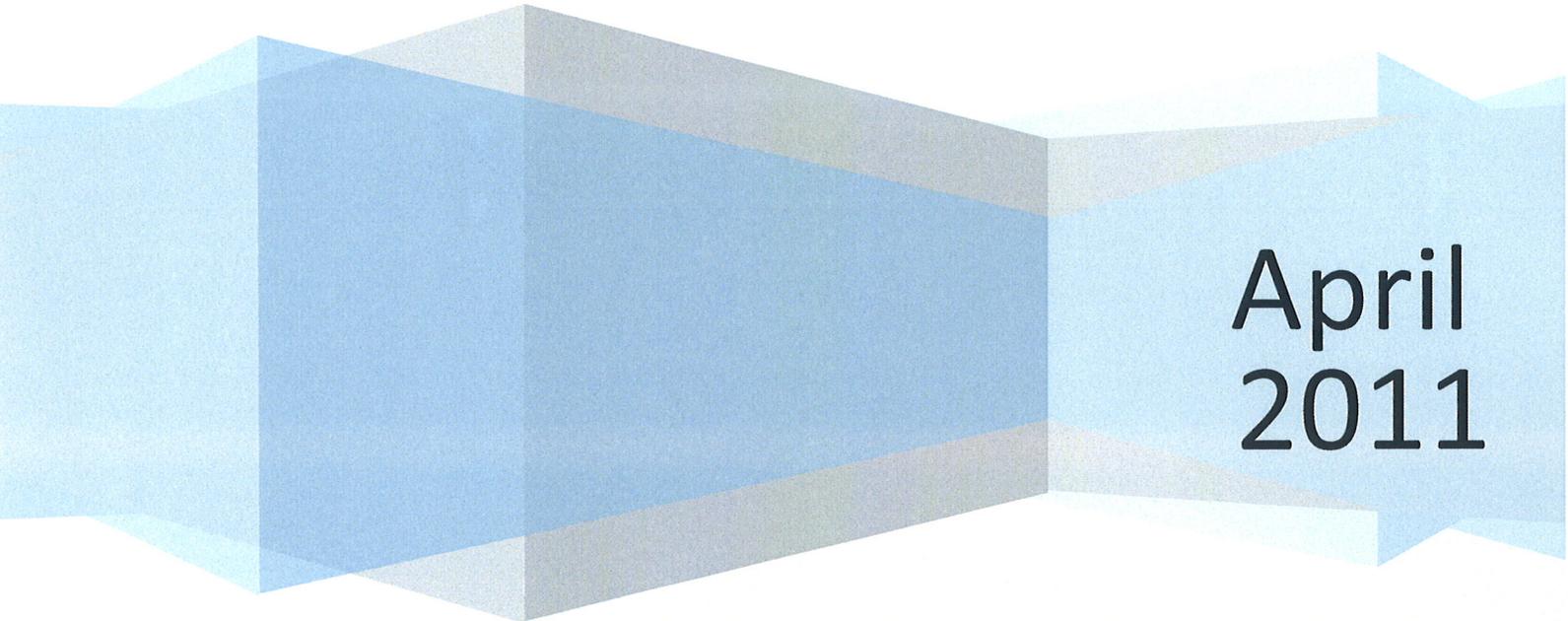


# **Informatics Monthly**

## **Operating Letter**

City of Westfield



April  
2011

## Informatics Monthly Report – April 2011

### Technical Services

- Helpdesk
  - 74 tickets created in April
    - 59 tickets resolved
    - 1 are invalid/duplicate
    - 4 have not been started
    - *See Attached - Figure 1 for breakdown based on tickets created per department*
    - *See Attached – Figure 2 for helpdesk tickets created April. 2010 – April. 2011*

### Professional Services

- *Field Services*
  - Tim located 730 tickets
  - *See Attached – Figure 3 for locate tickets total by month*
- *GIS*
  - 18 GIS helpdesk tickets created
  - 33 maps created

### HIGHLIGHTED PROJECTS:

- *Sponsored Projects – Proposed, Active, Resolved in April*
  - Westpoint/Develop addition
    - Added another \$ figure black for Fire Inspection on the building permit as well as carry over to customer service side
  - Community Development Plotter
    - Informatics re-purposed the CD Plotter to the Public Works Engineering department.
  - Andover Section 5 Addressing
    - Addressed Andover Section 5
  - Fire Display Posters
    - Printed posters for display in the Fire Department – 12 in all.

### **Cost Savings – \$24,007.47**

- GrandPark GoDaddy Account - \$346.28
  - The 3-yr pricing saves 53% off of paying month to month. By buying 3-yrs worth of hosting and by buying the 'Ultimate' package and by ordering it the way we did (spent 2.5 hrs on the phone with a few GoDaddy representatives), we've saved a total of \$ 346.28 (53% for 3-yrs vs. month-to-month)

- GrandPark hosting - \$17,511.20
  - We know hosting elsewhere would have been much more expensive. Other choices were Williams Randall, eGov, internal/hosted VM, and the list goes on. We need to receive an estimate from each of these places such to accurately reflect how much we avoided by using GoDaddy's hosting services. Lync 2010
- Replacement HTC WP7 - \$149.99
  - Sam's trial HTC WP7 T-Mobile phone malfunctioned and T-Mobile replaced free of charge.
- Repurpose of Equipment - \$6,000
  - Avoided spending un-necessary money for vehicle docks. 750.00 \* 8
- PW- Repurpose of old toughbooks for Windows 7
  - Through careful research and innovation I was able to upgrade crucial components of the existing PW toughbooks.
- Computers fixed under Warranty
  - WFD- Chiefs Laptop screen repair - 500.00  
Toughbook Screens Repaired under warranty-  
WPD- Toughbooks repaired under warranty-  
Elitebooks Repaired under warranty-

**Volunteerism:**

- 4 hours of volunteer work completed.

Figure 1.

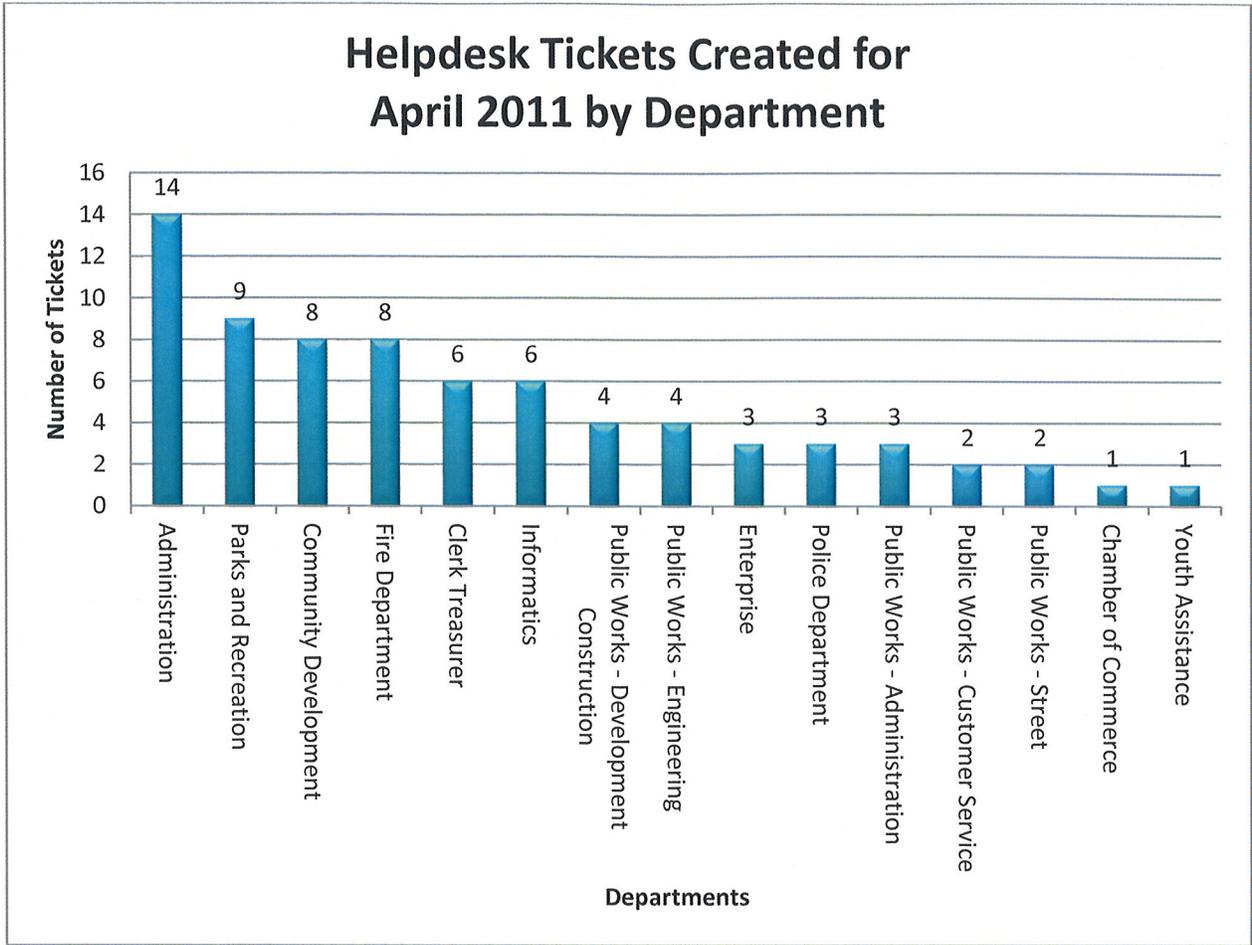


Figure 2.

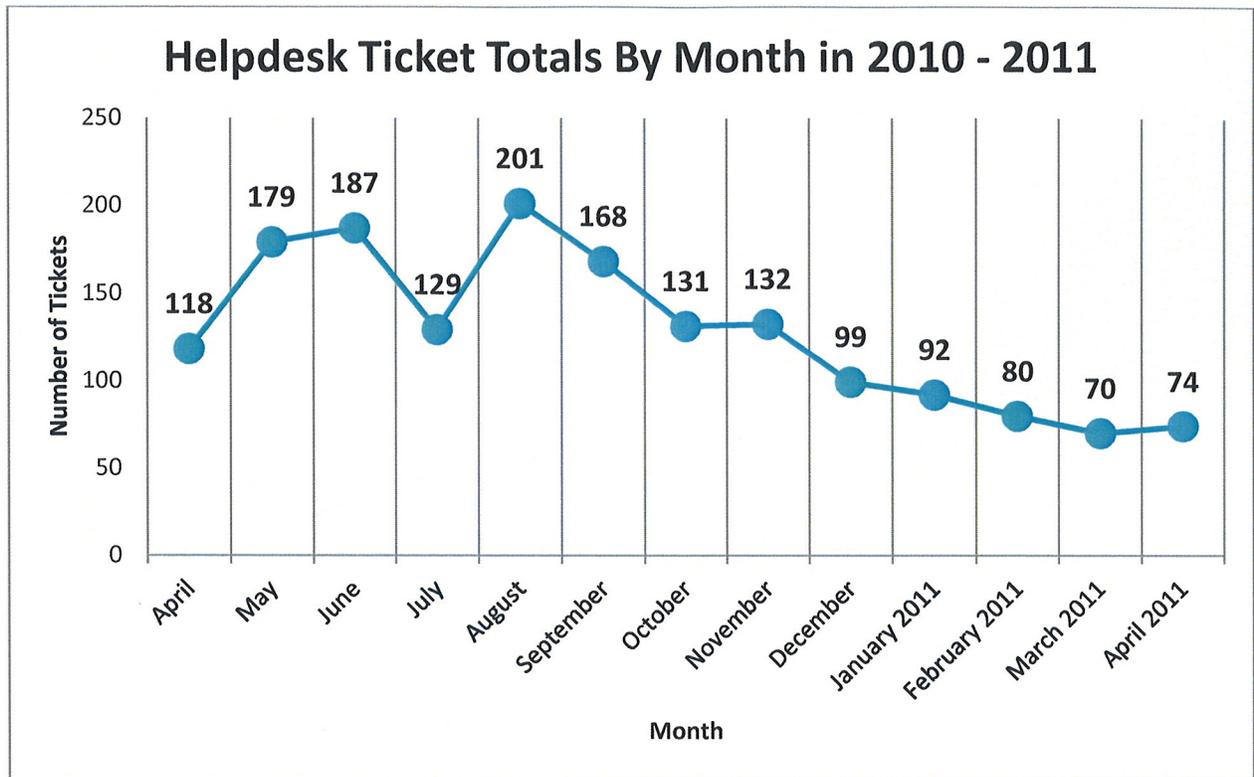


Figure 3.

## Locate Tickets Completed by Month - 2011

