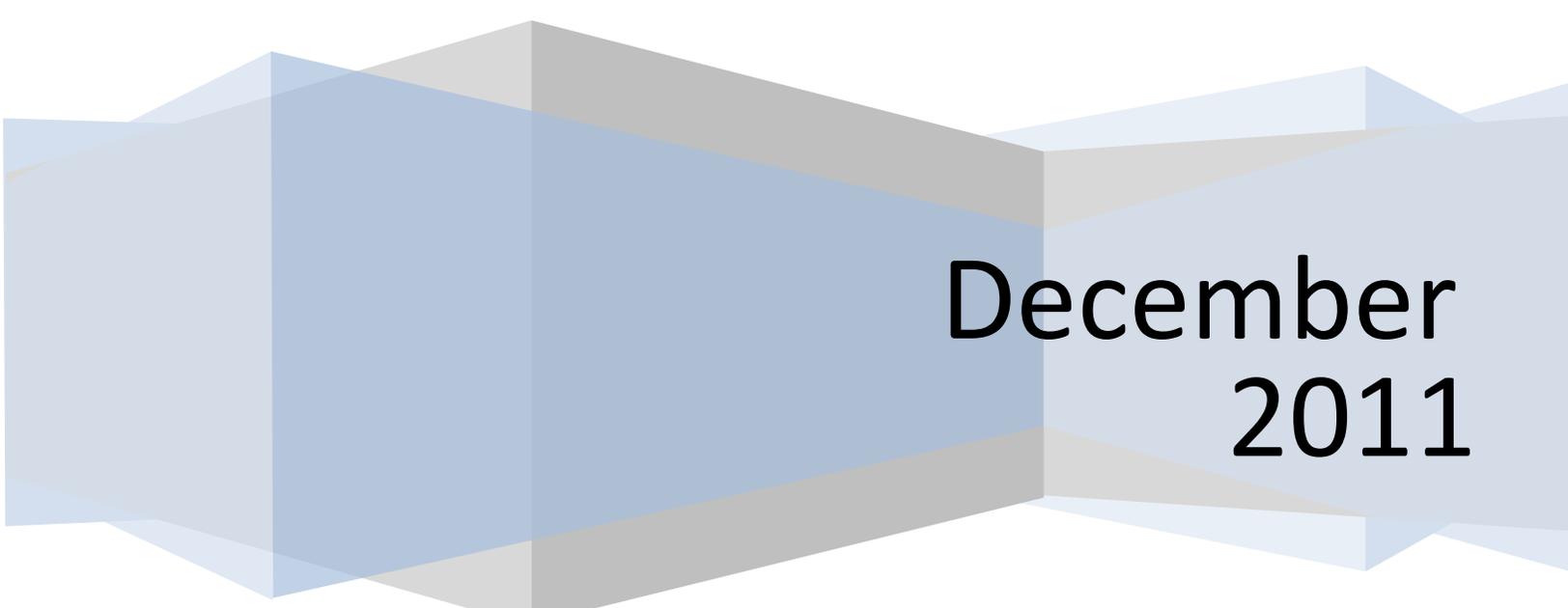


Informatics

Monthly Operating Letter

City of Westfield



**December
2011**

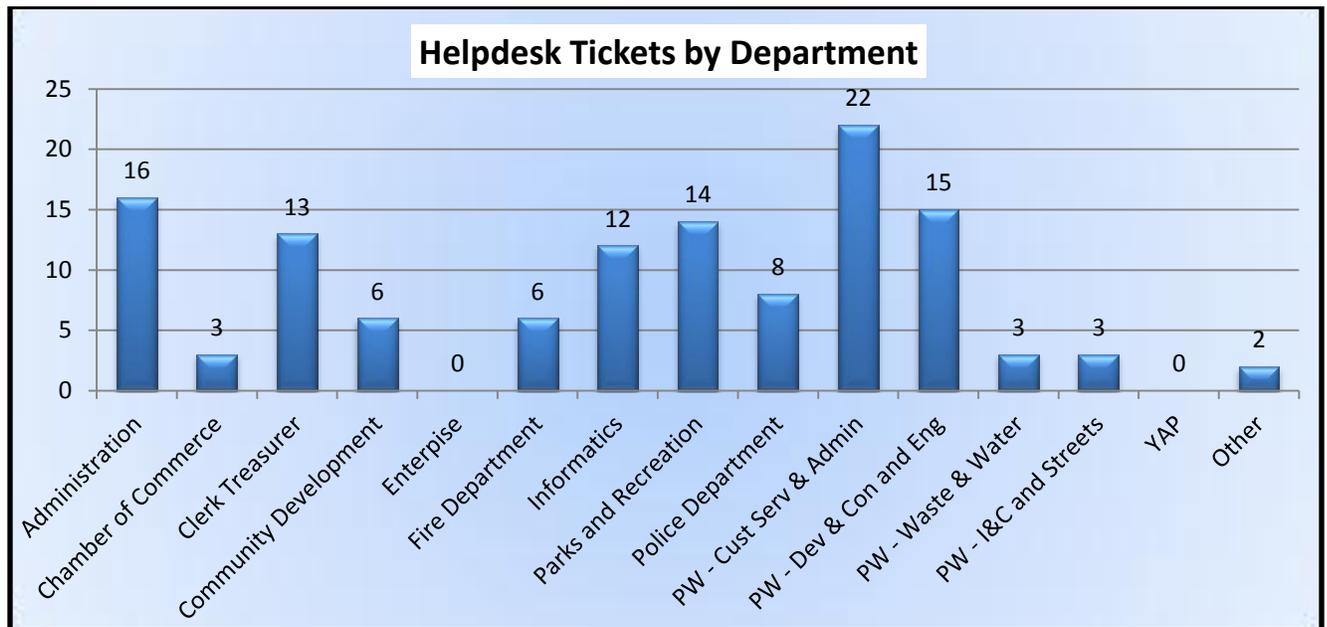
HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Completed a series of network switch upgrades at LightBound where our infrastructure is housed.
- Complete several 2012 initiatives at the end of 2011 with remain 2011 funds due to the combination cost savings throughout the year and repurposing of current equipment.

Technical Services

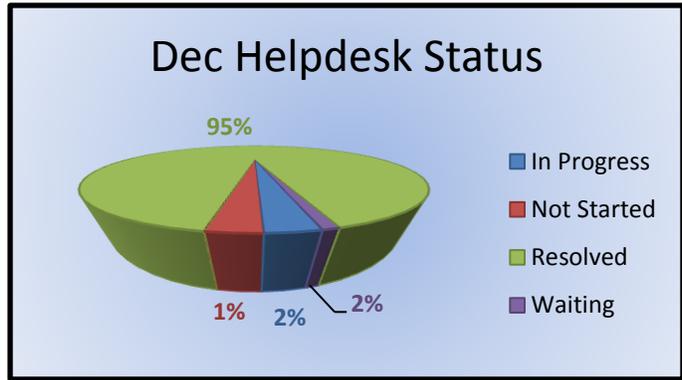
Helpdesk

- End of the month Helpdesk:
 - Ticket Carryover: 5 of 6 work orders Resolved
 - 124 tickets created in Sept.
 - Resolved: 117
 - In Progress: 3
 - Not Started: 3
 - Waiting on Manufacturer/Supplier/Requestor: 1
 - Invalid/Duplicate: 0

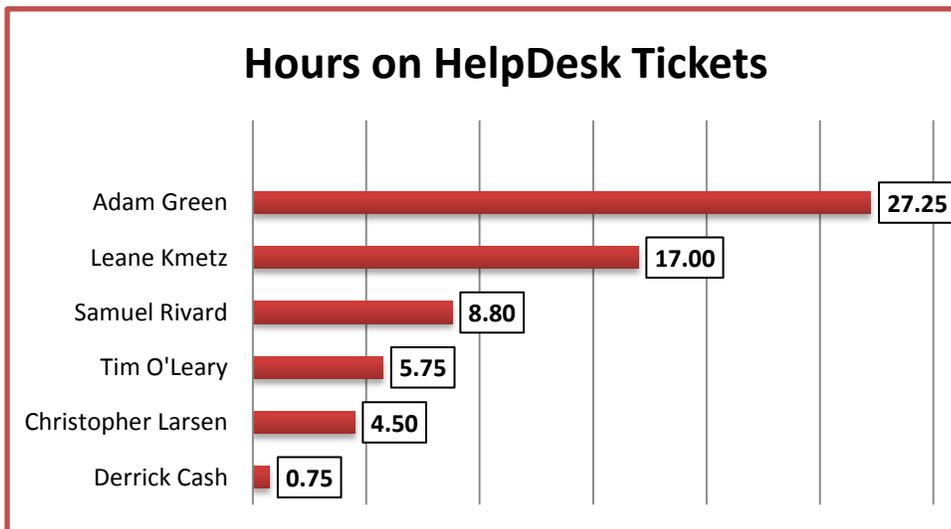
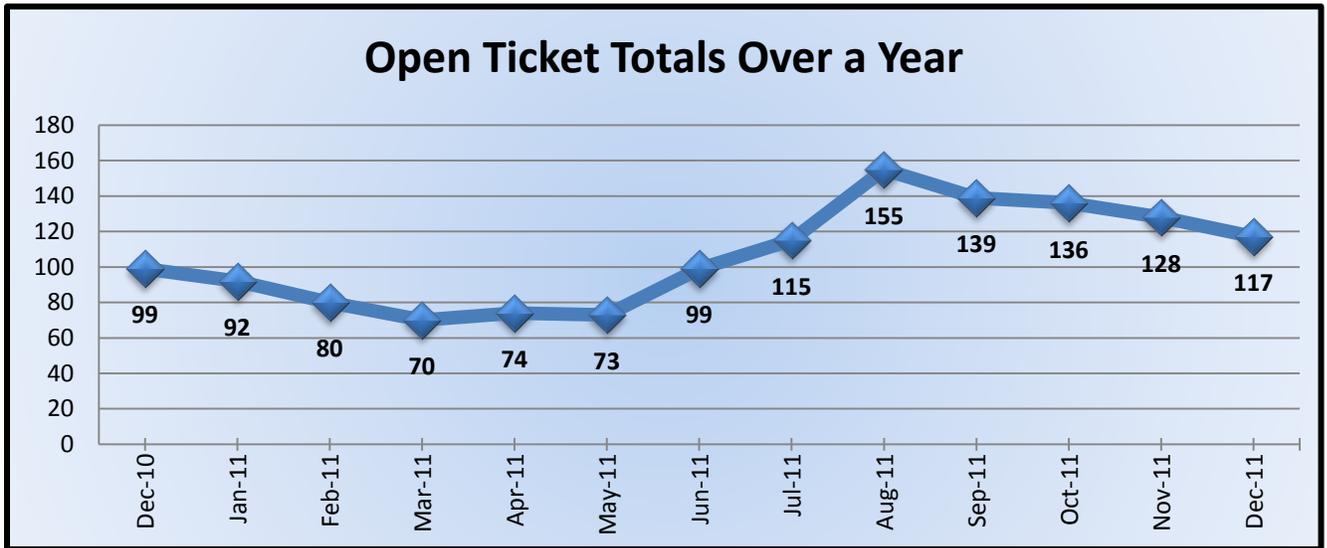


Top Helpdesk Users

- | | |
|---------------------|------------------|
| 1. Leane Kmetz | 6. Pat Leuteritz |
| 2. Melody Jones | 7. Samuel Rivard |
| 3. Adam Green | 8. Neil VanTrees |
| 4. Anne Cotham | 9. Debra Tolley |
| 5. Beverly Rawlings | 10. Diana Peyton |

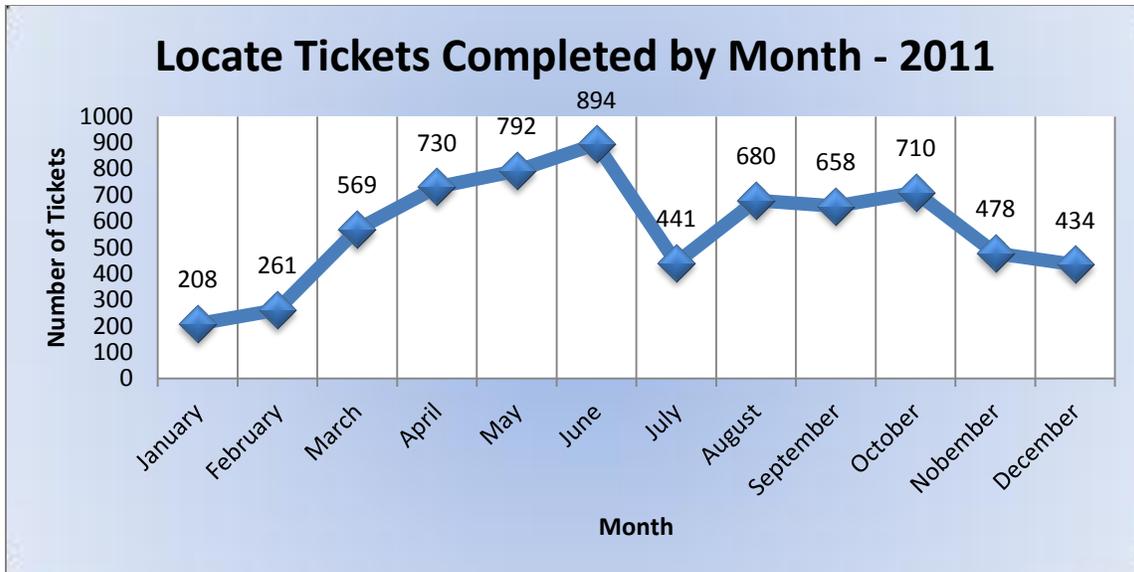


Field and GIS Services



- **Field Services**

- o Tim located 434 tickets and processed 2,023 GPS Points



- **GIS**

- o Holiday Lights Map got almost 600 hits.

Volunteerism: 6 hours of volunteer work completed.

- Leane volunteered 2 hour as a YAP Mentor.
- Leane worked with Clothing Drive for 2 hours.

Training:

- No advanced training took place in the month of December

Fuel Consumption:

