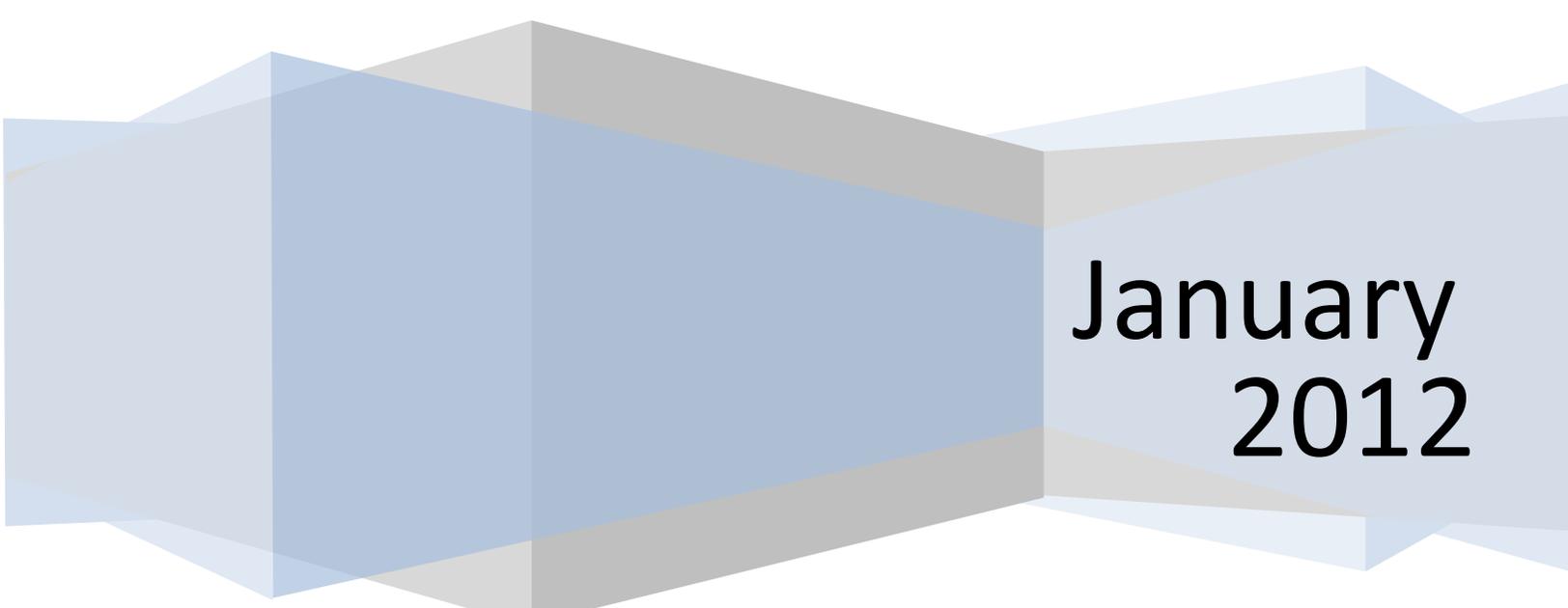


**Informatics**

**Monthly Operating Letter**

City of Westfield



**January  
2012**

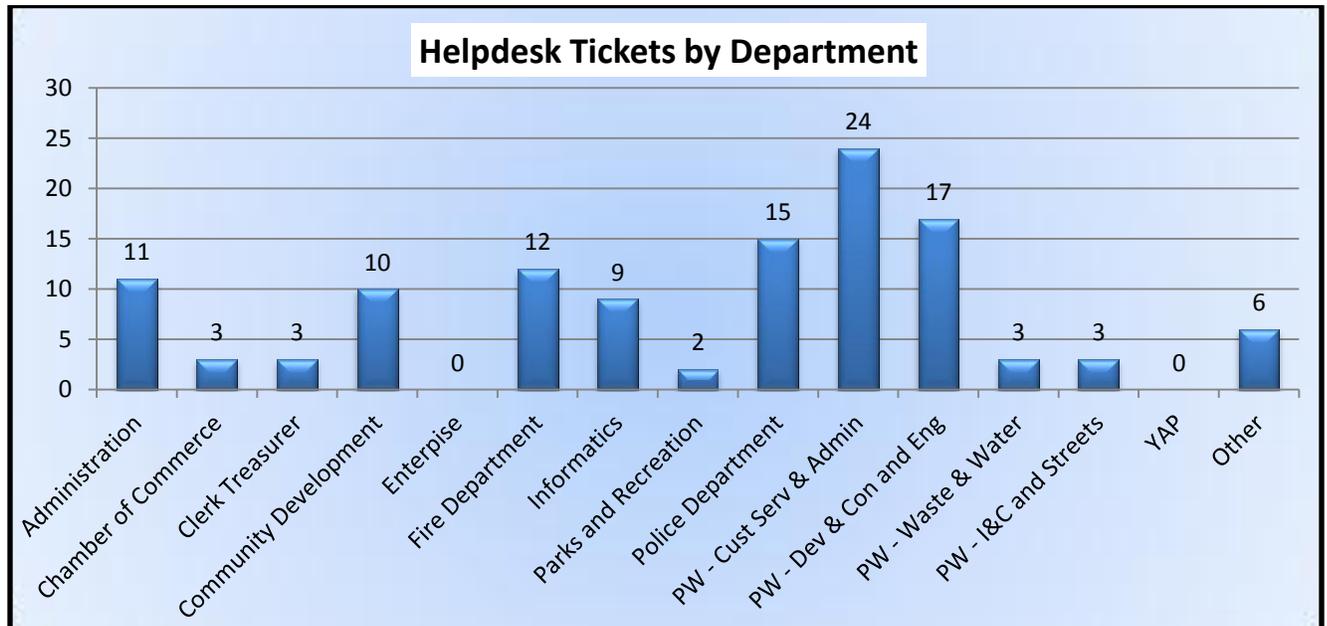
## HIGHLIGHTS:

- Distribution of monthly Informatics Bulletin
- Completed a series of network switch upgrades at fire stations 82 and 83.
- Developing a comprehensive budget and spending site for Informatics that may be available for other departments to use in the future.

## Technical Services

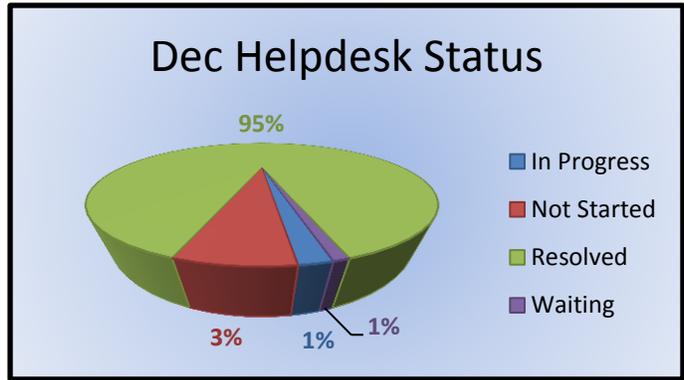
### Helpdesk

- End of the month Helpdesk:
  - Ticket Carryover: 1 of 1 work orders Resolved
  - 118 tickets created in Jan.
  - Resolved: 108
  - In Progress: 2
  - Not Started: 7
  - Waiting on Manufacturer/Supplier/Requestor: 1
  - Invalid/Duplicate: 0

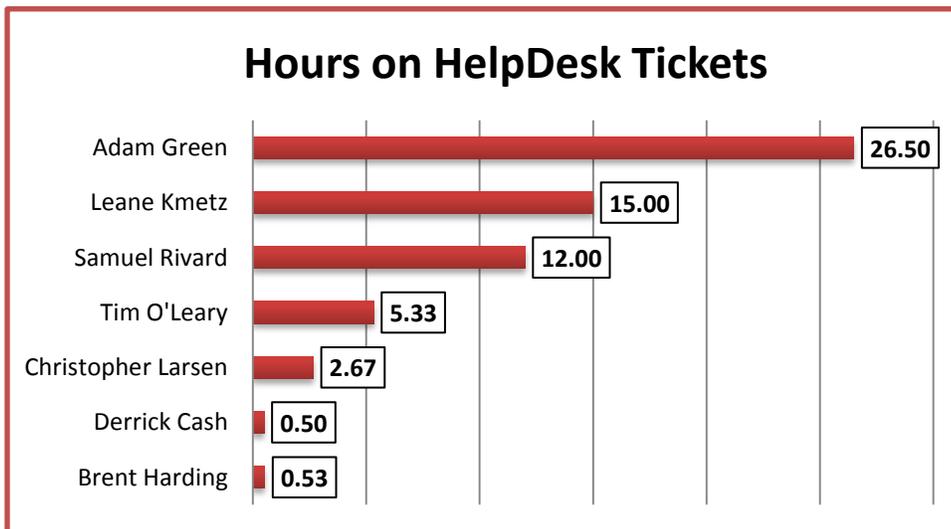
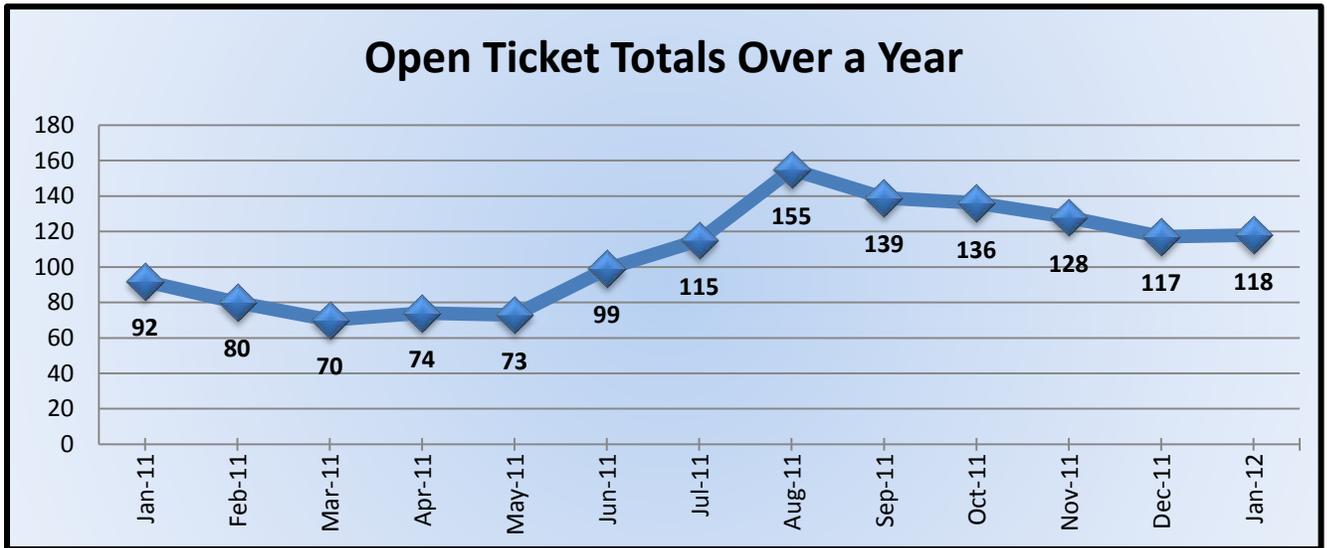


### Top Helpdesk Users

- |                  |                  |
|------------------|------------------|
| 1. Leane Kmetz   | 6. Kim Herrick   |
| 2. Anne Cotham   | 7. Pat Leuteritz |
| 3. Sam Rivard    | 8. Pam Taylor    |
| 4. Neil VanTrees | 9. Sarah Reed    |
| 5. Eric Becker   | 10. Teresa Evans |

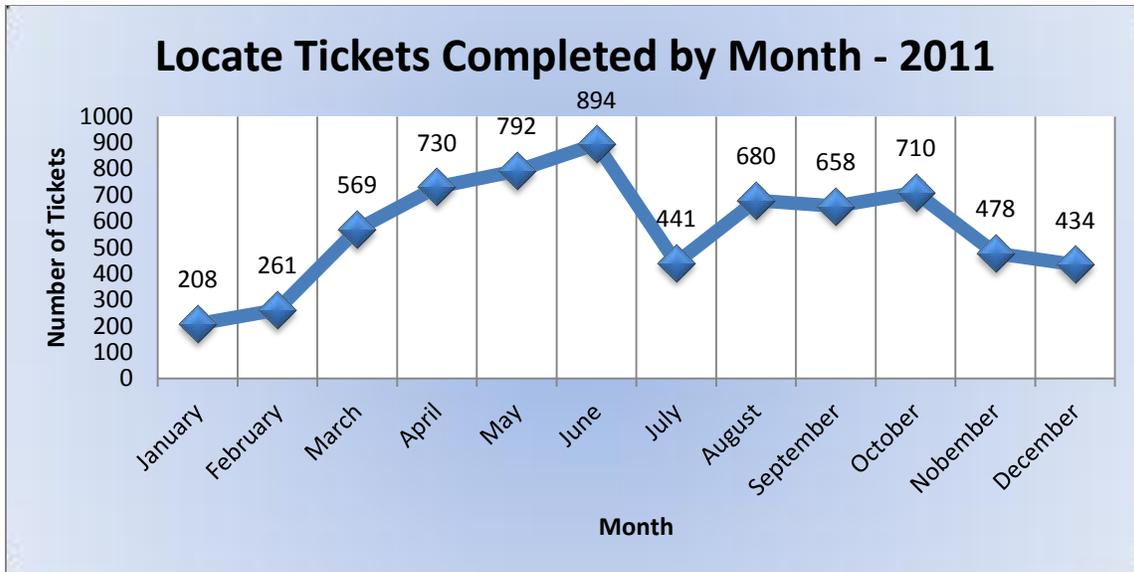


### Field and GIS Services



- **Field Services**

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



**Volunteerism:** 6 hours of volunteer work completed.

- Leane volunteered 2 hour as a YAP Mentor.

**Training:**

- Leane attended the class PJM 6000 for 12 hours
- Leane attended BAS Census Training for 9 hours
- Tim attended web training for ArcGIS 10 for 18 hours
- Leane attended the HAGTAG event in Carmel for 3 hours.

## Fuel Consumption:

