INFORMATION TECHNOLOGY

Tameka Allen
Director

Gary Hewett
Deputy Director

To: Ms. Janice Allen Jackson, Administrator
              Department Heads and Elected Officials

From: Ms. Tameka Allen, Information Technology Director

Date: March 5, 2018

RE: Information Technology 2017 Annual Report

The Augusta Information Technology Department (IT) is continuously working to provide our customers with quality technological services and support. As you can see by this report, 2017 was another very busy year filled with a number of projects to meet the growing demands of our customers.

We believe in operating our department as efficiently as possible, while demonstrating the value technology provides to our governmental agency, as well as, our citizens

The following are a few of the Information Technology Department highlights for the previous year of 2017:

➢ IT Customer Satisfaction annual survey demonstrated a 98% approval rating.
➢ The departmental performance measures continue to be aligned with industry best practices.
➢ Ranked number eight (8) in the nation amongst other cities our size in the Digital Cities Survey conducted by the Center for Digital Government. This is the sixth consecutive year placing.
➢ Received the MCCi Award of Excellence for the innovation of LaserFiche product.
➢ Featured in the October 2017 issue of Toggle Magazine for the technology innovation demonstrated.
➢ Relocated and established the technology needs for many departments that were relocating to include, Augusta Utilities, Augusta Engineering, Planning & Development, Sheriff's Office Unisys location and Juvenile Court.
➢ Completed a number of tasks as part of the radio system project.
➢ Developed a Fiber Management Team to manage and plan the implementation of the many city related fiber projects.
➢ Developed a new Sign In Board Application for various departments.

- Completed a number of implementations and upgrades for the Augusta Utilities Department at their various locations.
- Continued support for Engineering Asset Management Implementation with Cityworks to including Stormwater Utility providing work management, accountability, and administrative reporting for citizens.
- Researched and enhanced services that would encourage the centralization of geographic data maintained and disseminated to all users for decision-making including database structure and security, testing of open data and mapping portal for public inquiries/transparency, and citizen engagement applications for the mobile customer.
- Conducted over 28 Cyber Security Training classes for the city employees and continued phishing campaigns to test security.
- Conducted a number of map training classes.
- Upgraded over 37 databases to the latest version.
- Completed end of life cycle replacements on technology equipment to include desktops, laptops, servers and telephones.
- Completed Phase 1 of the Mobile Data Terminal (MDT's) replacements for the Sheriff's Office.
- Collaborated with Phinizy Swamp and Augusta University to coordinate Earth Day Augusta 2017.
- Installed various communication components to expand redundancy, provide efficiency and reduce costs.
- Completed a number of work orders to support the needs of our internal and external customers.
- Created various online forms with LaserFiche Forms Management to support internal business processes including GIS Enterprise Use Agreement.
- Provided map of available parking to the Greater Augusta Arts Council for 2017 Westobou and Arts in the Heart Festival.
- Provided data and support for the CSRA Regional Commission special economic development projects.
- Supported Augusta Sports Council with mapping and addresses for community mailings for events including the 2017 Half Marathon, Ironman, and 10K events.
- Created maps and established regular communication with outside agencies (including the US Postal Service, Board of Education, and Health Department) in support of improved Augusta addressing initiatives.
- Maintained Geographical Information Systems (GIS) property records and road features.
- Processed over 13 million emails.
- Upgraded the CityView application to enhance the features for Planning & Development staff and the citizens.
- Implemented three iPlan Tables for Electronic Plans Review in CityView as well as other purposes.

More detailed IT activities by department are on the following pages:
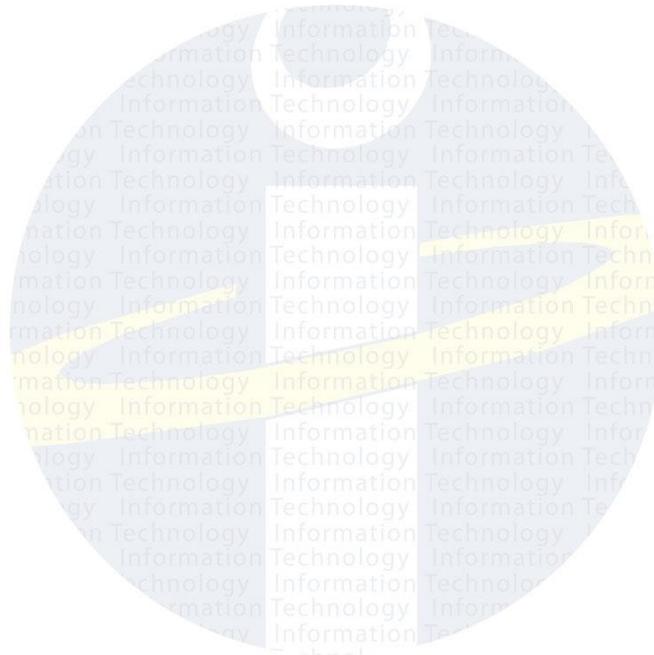
Augusta, Georgia
Information Technology Department

2017 Annual Report

INFORMATION TECHNOLOGY
2017 Annual Report

311
- Created reports from archived Lucity data.
- Resolved 107 work orders.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Installed 311 recording server.
- Provided ongoing support for the Motorola/CityView (P&D) interface for Code Enforcement.
- Processed multiple security requests for CityView.
- Processed multiple security requests for Chameleon.
- Provided ongoing support for the CityView application.
- Provided ongoing support for the Chameleon application.
- Provided report to show all activity on an address.
- Provided ongoing support for interface between Motorola PremierOne CSR software and Cityworks software used by AUD and AED.
- Provided ongoing support for interface between Motorola PremierOne CSR software and Cityworks software used by AUD and AED.
- Maintained and enhanced Pictometry Connect Organization to ensure 311 has a backup support system for valuable information including Commission Districts, Utilities, Customer Information, and other city department data.
- Conducted Lucity Decommission moved Motorola Citizen Service Requests from Lucity to Cityworks, conducted workshops with 311 and internal departments to coordinate streamlining requests to better serve the citizen by expediting response time. Demonstrated the value of 311 as the first line of citizen support to internal departments and introduced a shared reporting solution.
- Provided technical support for the Motorola Solution for Addressing, GIS, Cityworks, and configuration.
- Maintained 311 Motorola documentation, GeoArea Instructions, Cityworks Interface, and additional troubleshooting information.
- Worked with 311 and Cityworks Clients to increase departmental leveraging of 311 as a single point of contact for citizen engagement for service requests for better tracking and consistency of communication protocols.

ADMINISTRATOR'S OFFICE
- Resolved 78 work orders.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the addition of Audio-Visual equipment in the large Conference Room.

- Maintained Facilities dataset and worked with departments and consultants to solve questions about ownership, rental facilities, and Stormwater billing.
- Continued support for Engineering Asset Management Implementation with Cityworks to including Stormwater Utility providing work management, accountability, and administrative reporting for citizens.
- Continued support for Street Lighting Project to include meeting, power company communications, GIS data exchange and analysis, QA/QC, and coordination of future Cityworks workflows.
- Continued support for ADA Assessment Project for Recreation Facilities, provided GIS data, coordinated with consultants on floor plans required for fieldwork.
- Managed and deployed Central Services Facilities Maintenance Asset Management Phase I Implementation with Cityworks to support providing work management, accountability, and administrative reporting for their clients. Migrated existing work to new system and decommissioned legacy work order application.
- Conducted Cityworks Asset Management discovery workshops for future deployments for Recreation and Parks.
- Continued support and initiatives to improve addressing standards for the enterprise and citizens that would include marketing for importance of number visibility, wireless testing with neighboring county, MSAG quality assurance for public utilities.
- Researched and enhanced services that would encourage the centralization of geographic data maintained and disseminated to all users for decision-making including database structure and security, testing of open data and mapping portal for public inquiries/transparency, and citizen engagement applications for the mobile customer.
- Continuous use of technology solutions in place, including Forms Management, to improve GIS enterprise operations resulting in vendor, local and national recognition.

ANIMAL SERVICES
- Resolved 142 work orders.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for network connectivity and relocation of equipment.
- Updated Auto Attendant.
- Processed multiple security requests.
- Provided ongoing support for the Chameleon application.
- Provided ongoing support for IT related purchases.
- Implemented multiple Chameleon reports for Animal Services.
- Conducted monthly status meetings to stay informed on all Animal Services technology needs.
- Implemented online Volunteer Application form.
- Assisted with computer, laptop and MDT replacements.
- Maintained addressing and reviewed Chameleon addresses provided MRAD training, and integration discussion with vendor for requirements, and future project support.
- Maintained secured layers access for Augusta Maps to employees for information access.

AUGUSTA CANAL AUTHORITY
- Provided grant application support for Augusta Canal Authority including mapping and large-scale printouts, data exports for consultants, and feature class management of

existing canal features and proposed projects. Supported community outreach on current projects.
- Updated GIS Data for Augusta Canal Trails, Entrances, and Amenities.
- Provided support for Master Plan for Augusta Canal Authority.

AUGUSTA LIBRARY
- Resolved 10 work orders.
- Conducted Lucity Decommission and moved Library Citizen Service Requests from Lucity to Cityworks, conducted workshops with 311 and planned a future process for Library to close their own service requests.

AUGUSTA REGIONAL AIRPORT
- Resolved 172 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for plotter replacement and upgrade.
- Provided annual Master`s Week support services.
- Programmed and installed new Auto Attendant.
- Provided mapping support for Operations and Facilities, and worked with consultants to provide data.
- Conducted demonstrations for vendor software to support future work order project.
- Conducted workshops on airport rental contracts tracking, configured Cityworks for workflow, and created GIS data to support business process.
- Attended consultant meetings to support future airport zoning ordinance and GIS data creation.

BOARD OF ELECTIONS
- Resolved 42 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided access and training to see demolition permits in CityView.
- Provided Precinct Support, feature class modifications, mapping, and meeting support.
- Continued support of BOE software with the MRAD to ensure correct spelling, road types, and zip codes.
- Maintained Polling Places, Commissioners, and State feature classes with for elections mapping and support.
- Provided voter address validation, utilizing MRAD to support voter registration.
- Graphics, Banners, and Mapping support for Election.
- Developed Web-GIS apps for Board of Elections including Find My Elected official and Find My Polling Location.
- Conducted workflow meetings to map out future Cityworks inspections of election equipment.

CEMETERY - MAGNOLIA

- Create new app to replace antiquated cemetery/resident maintenance.
- Conducted Lucity Decommission moved Cemetery Citizen Service Requests from Lucity to Cityworks, configured application, conducted training for cemetery staff to close their own service requests.

CEMETERY- WESTVIEW
- Create new app to replace antiquated cemetery/resident maintenance.

CENTRAL SERVICES
- Resolved 242 work orders.
- Quoted, Managed and Installed 12 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for additional network connectivity and relocation of equipment.
- Completed MAC process for moving the Department to a temporary location.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for an additional time clock in the Municipal Building.
- Completed MAC process for the Digital Signage project.
- Upgraded all devices to help transition to Cityworks.
- Continued support for ADA Assessment Project for Recreation Facilities, provided GIS data, coordinated with consultants on floor plans required for fieldwork.
- Supported Facilities with floorplan scanning for projects.
- Conducted Lucity Decommission moved Facilities Maintenance Internal Client Service Requests from Lucity to Cityworks, conducted workshops with 311 and trained staff to close their own service requests and work orders.
- Conducted Cityworks Asset Management discovery workshops for future deployments for Central Services including records retention, real estate, fleet, risk management, etc.
- Trained clients on mobile devices, mobile applications, and data collection to support asset management.
- Managed and deployed Central Services Facilities Maintenance Asset Management Phase I Implementation with Cityworks to support providing work management, accountability, and administrative reporting for their clients. Migrated existing work to new system.
- Created Augusta Facilities GIS data, digitized buildings including all interior room detail for each floor of each facility.

CITY-WIDE
- Implemented a full re-write of the Software Security Request Application.

CIVIL AND MAGISTRATE COURT
- Resolved 79 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Upgraded web server environment for Clerk of Court case management system. The new environment allows web traffic to be load balanced between two webservers.
- Provided support of the Initial Appearance System for the Civil and Magistrate Court.

CIVIL AND MAGISTRATE COURT - WARRANTS
- Resolved 50 work orders.
- Provided ongoing support of the EWI application.

CLERK OF COMMISSION
- Resolved 13 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Upgraded all phones and mobile devices.
- Began upgrade process for NovusAgenda Software (to be completed in 2017).
- Trained Clerk of Commission staff in management of presentation and voting systems in the Commission Chamber. .

CLERK OF COURT
- Upgraded web server environment for Clerk of Court case management system. The new environment allows web traffic to be load balanced between two webservers.
- Resolved 466 work orders.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for activation of new equipment.
- Completed MAC process for relocation of desktop equipment within office.
- Updated Auto Attendant.
- Performed multiple installs of CDIMS software applications.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CDIMS applications.
- Processed multiple security requests.
- Provided ongoing support for the VCS/CDIMS FiFa Interface process with TCO.
- Provide ongoing support for the Print/FAX server.
- Processed multiple vendor access requests for CDIMS.
- Provided ongoing support for the migration of microfilm to digital images.
- Provided support for the CDIMS 4.0 software upgrade.
- Provided ongoing support for the Paper Cut application.
- Upgraded CDIMS to Oracle 12c.
- Provided support of ICON CMS360.
- Conducted monthly status meetings to stay informed on all Clerk of Court Real Estate Division technology needs.

COMMISSIONERS
- Resolved 12 work orders.

COMPLIANCE
- Resolved 64 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for relocation of equipment within the department on two separate occasions.

CORONER`S OFFICE
- Resolved 88 work orders.
- Quoted, Managed and Installed 7 new equipment orders.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the addition of Wi-Fi capability.
- Installed Wi-Fi service in building.
- Provided support to the Office of the Coroner.

DANIEL FIELD AIRPORT
- Resolved 2 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided annual Master`s Week support services.

DISTRICT ATTORNEY
- Resolved 432 work orders.
- Quoted, Managed and Installed 9 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of equipment within the department on 11 separate occasions.
- Maintained Pictometry Project, individual logins and provided onsite software training for staff of the District Attorney's Office to support their information gathering for upcoming trials.
- Provided the District Attorney's Office with large format jury displays including maps and diagrams to support visualization of victim locations, criminal events, and perpetrator activities during the case.

E911 DISPATCH
- Developed Public Information Request Form.
- Transitioned dispatch center staff computer accounts to Active Directory accounts. Converted New World Accounts to login with Active Directory Credentials.
- Resolved 353 work orders.
- Quoted, Managed and Installed 15 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the disposal of antiquated equipment.
- Completed MAC process for the temporary relocation of equipment within the Department.
- Upgraded Computer Aided Dispatch Software, New World CAD Enterprise to version 11.7.
- Upgraded Computer Aided Dispatch Software server hardware.
- Provided ongoing support of New World CAD.
- Coordinated GIS Addressing initiatives with E911 Support Staff, provided MRAD Training and GIS Mapping.
- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.
- Provided support for New World integration with GIS data and upgrade.
- Continued analysis of 911 Address Override, GIS Technicians were tasked to review the override report monthly in order to resolve centerline ranges, missing address points and quantify what truly should have been overridden.
- Updated and provided troubleshooting for New World System Updates.

- Continued to improve functionality of New World CAD and Mapping for E911 to the programs capacity for GIS Integration.
- Resolved 911 Geo Override Service Requests in Cityworks.
- Reviewed and updated E911 Common Name List.
- Assumed responsibility for 911 MSAG Updates.

EMERGENCY MANAGEMENT AGENCY
- Resolved 15 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for network activation and phone activation in the EOC.
- Provided I.T. expertise and support to the EMA.
- Supported Emergency Management Crisis Track Software Initiatives and Training.
- Supported Flooding Emergency Call Up for Staffing during the pre-planning for 2017 Hurricane Events, provided GIS mapping, ArcGIS Online Mapping Access and Support.
- Deployed citizen web mapping applications to support emergency notification of real-time road closures and detours for Storms with over 5,000 views in 2 days. Received media requests for additional information on the process using Cityworks and Twitter Notification.

ENGINEERING – ADMINISTRATION/FINANCE
- Created and corrected new Stormwater general ledger accounts for Engineering Finance.
- Resolved 490 work orders.
- Quoted, Managed and Installed 15 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for network connectivity and the addition of new equipment.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for relocation into the new Walker Street location.
- Completed MAC process for the addition of Audio-Visual equipment in two conference rooms.
- Completed MAC process for scheduling conference rooms via Outlook.
- Relocated department to new location.
- Supported Administration in ordering software and equipment for staff.

ENGINEERING – MAINTENANCE OPERATIONS
- Created Stormwater reports as requested for reporting to Commissioners.
- Assessed business processes for Stormwater.
- Provided ongoing support for Q-matics system.
- Managed security for Q-matics system.

ENGINEERING - OPERATIONS
- Relocated department to new location.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Exported feature class data to CAD format for consultants and surveyors working with the Engineering on various studies and projects.
- Maintained Engineering Pictometry Organization, created user logins, and provided training for staff interested in utilizing Pictometry POL for pre-engineering planning efforts and tree management.

- Incorporated the additional Engineering Road Book data into MRAD, for future Cityworks Workflow.
- Maintained Stormwater map theme for Augusta Maps to enable citizens to search properties for impervious surface and billing information for new program.
- Provided Stormwater Billing Program Support including GIS data analysis, addressing resolutions, duplicate billing issues, and EnQuesta support.
- Provided Engineering Cityworks Post Go Live Software and Mobile Device Support, Maintenance, Configuration, Training, and Workflow Modifications.
- Conducted workshops, configuration, and online form creation, for Plan Review Process with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management Software Solution for Engineering Operations.
- Conducted Road Ownership Research to support MRAD.

ENGINEERING - TRAFFIC ENGINEERING OPERATIONS
- Create new web app to permit Right of Way Encroachment applicants to view the status of their applications.
- Resolved 80 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Relocated department to new location.
- Upgraded mobile devices for CityWorks.
- Continued support of ADA Cityworks Service Request process to track Traffic Engineering`s ADA Compliance Activities. Integrated updated consultants GIS Data into Cityworks, and continued to coordinate updates.
- Maintained secured web service on Augusta Maps for internal staff to access for locating Traffic related data including fiber installation.
- Supported Traffic Engineering GIS Staff with feature class creation, maintenance, and ArcGIS support.
- Supported Fiber Installation Project including cross-department Cityworks Process for Utilities and Traffic Engineering.
- Supported Street Lighting Fee Project to include GIS data creation for Special Street Lighting Districts, meetings, power company communications, GIS data exchange and analysis for consultant, QA/QC, and coordination of future Cityworks workflows.

ENVIRONMENTAL SERVICES
- Resolved 179 work orders.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for CNG plant on Scott Nixon Memorial Drive.
- Modified solid waste hauler and pick up day's procedure for display on Augusta Maps, Solid Waste Vendor Website, 311 Application via web services.
- Provided GIS vendor support for Elemos, Recycle Perks, etc.

- Conducted Lucity Decommission moved Citizen Service Requests from Lucity to Cityworks, configured application, conducted training for staff to close their own service requests.
- Conducted workshops, configuration, and online form creation, for with multiple department workflows to support reviewing, approving, and conducting inspections with Cityworks Asset Management Software Solution for Environmental Services.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)
- Conducted workshops, configuration, training and online form creation, for secured workflows to support reviewing, approving, and conducting investigation with Cityworks Asset Management Software Solution for employee concerns.

EXTENSION SERVICES
- Resolved 2 work orders.
- Quoted, Managed and Installed 1 new equipment order.

FINANCE - ACCOUNTING
- Provided mapping and reporting support for Excise Tax, Augusta Owned, TAD, and Street Light Fees.
- Provided support for billing determinations for future street light billing.

FINANCE - FLEET MANAGEMENT
- Conducted Cityworks Asset Management demonstrations, scope of work, and mobile device evaluation for future deployment.

FINANCE - PAYROLL
- Managed bi-weekly process to submit employee information to ADP.
- Support for ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.

FINANCE - RISK MANAGEMENT
- Resolved 42 work orders.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Conducted Cityworks Asset Management demonstrations, discovery workshops, and mobile device evaluation for future deployment.

FINANCE DEPARTMENT
- Developed Budget Transfer Request (BTR) Form (to be published in 2017).
- Resolved 206 work orders.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

FIRE DEPARTMENT - ADMINISTRATION
- Re-wrote Sign-In Board.
- Resolved 320 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Completed MAC process for network connectivity and the relocation of various pieces of equipment.
- Provided technical support to the Fire Department. This included support of the Firehouse application, including Firehouse Version upgrades and New World Fire Mobile Support.
- Upgrade versions of New World Mobile throughout the year.
- Migrated Fire Department from Firehouse to ImageTrend.
- Continued addressing coordination with the Fire Department in the review process for all new development in Augusta, MRAD training, and continued support for GIS related projects.
- Created maps for Individual Engine Co Areas for Training including wall maps for each location.
- Supported Hephzibah Fire Department in ISO.
- Supported EMA Risk Assessment Project with Critical Facilities Updates, Flooding information, and GIS data transfer to consultant.

FIRE STATION #1
- Resolved 31 work orders.

FIRE STATION #10
- Resolved 6 work orders.

FIRE STATION #11
- Resolved 23 work orders.

FIRE STATION #12
- Resolved 4 work orders.

FIRE STATION #13
- Resolved 10 work orders.

FIRE STATION #14
- Resolved 5 work orders.

FIRE STATION #15
- Resolved 12 work orders.

FIRE STATION #16
- Resolved 10 work orders.

FIRE STATION #17
- Resolved 4 work orders.

FIRE STATION #18
- Resolved 19 work orders.

FIRE STATION #19
- Resolved 5 work orders.

FIRE STATION #2
- Resolved 9 work orders.

FIRE STATION #3
- Resolved 26 work orders.

FIRE STATION #4
- Resolved 1 work order.

FIRE STATION #5
- Resolved 7 work orders.

FIRE STATION #6
- Resolved 26 work orders.

FIRE STATION #7
- Resolved 34 work orders.

FIRE STATION #8
- Resolved 22 work orders.

FIRE STATION #9
- Resolved 19 work orders.

FORESTRY
- Resolved 3 work orders.

HOUSING AND COMMUNITY DEVELOPMENT
- Resolved 208 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of equipment within the department on 2 separate occasions.
- Maintained web mapping projects to support Environmental reporting required by state organizations by the Housing and Community Development staff to expedite their visual area analysis.
- Provided data to consultants and mapping support for various studies requested by Housing and Community Development.
- Modified existing feature classes and provided updates for supporting Housing and Community Development activities including Enterprise Zones and Opportunity Zones.
- Customized AGOL GIS web mapping application for internal department meetings with City Owned, Land Bank Properties, Delinquent Taxes, ANIC Owned, and other data. Additional Webapps for Neighborhoods with HCD focus.
- Provided support for Census Data Requests including analysis and mapping.
- Created WebGIS real estate app for marketing property.

HUMAN RESOURCES
- Resolved 246 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of equipment within the department on 3 separate occasions.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but HR is a key customer department.
- Facilitated system changes needed for HR to assume responsibility for capture of employee and dependent benefit information.
- Maintained existing ADP time clocks for city departments.
- Provided graphics support for various marketing efforts.

INFORMATION TECHNOLOGY

- Upgraded from Laserfiche Version 10.1 to 10.2.
- Continuing efforts of MRAD integration with Utilities CIS software.
- Manager various vendor`s firewall requests.
- Internet Emails Processed: Received 13,210,758 - Sent 2,134,414 - Spam Blocked 1,676,046 - Viruses Blocked 2201.
- Held 28 Cyber Security for Employees training classes. 395 employees attended.
- Upgraded our border firewall to the latest firewall with a failover.
- Replaced our BlueCoat Web Proxy with Cisco`s Firepower services.
- Upgraded the NetMotion servers to the newest version.
- Upgraded the Access Control Server for VPN Radius Authentication with 2 new ISE servers setup in High Availability and FailOver.
- Installed 2 MX VPN Concentrators for use for site-to-site VPNs. This will replace the old VPN Concentrator.
- Re-wrote Sign-In Board.
- Resolved 6522 work orders.
- Quoted, Managed and Installed 98 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for disposal of antiquated equipment.
- Completed MAC process for Digital Signage.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for the installation of Audio-Visual equipment for the Information Technology Director.
- Upgraded 25 SQL 2012 databases to SQL 2014.
- Upgrade 11 SQL 2014 databases to SQL 2016.
- Upgraded 2 Oracle 11.2 database to Oracle 12.1.
- Decommissioned 3 HP Servers.
- Replaced 10 new servers for better performance.
- Externalized 4 web servers and configured load balancer for 2 set of web servers, increased reliability and convenient access.
- Installed Apples (DEP) Device enrollment program to the current MDM for a better management over mobile devices.
- Implemented Free Conference Call.
- Implemented a process for disposal of obsolete cellular and mobile devices.
- Resolved bandwidth issues with Verizon wireless.
- Installed HPE 3PAR storage and blades.
- Installed 3 HPE Blade Servers in the HPE C7000 Chassis.
- Installed new Dell storage CT-SCv2020 at the 911 Center and IT Data center for the Upgrade of New World Application.
- Upgraded New World VMWare application from 5.5 to 6.0.
- Installed two HPE DL380 Gen10 Database servers for GIS.
- Completed 3203 BOSS tickets.
- Created 510 new user and email accounts.
- Successfully coordinated the reprogramming of the entire radio fleet for the County to be compatible with the Palmetto 800 digital migration.

- Maintained the lowest work ticket closure rate in I.T.
- Replaced 193 radio`s that were not compatible with the new digital format for Motorola Palmetto 800.
- Replaced 97 old MDT computers with new ones out of capital funds.
- Worked closely with new CAD vendor to resolve issues in the field with our Public Safety users.
- Continued support with our users in the field concerning radios and MDTs.
- Coordinated the Earth Day Augusta 2017 event with Phinizy Swamp and Augusta University.
- Processed multiple security requests for terminations.
- Updated training materials, organized bi-weekly training for internal departmental staff and external clients in the community on the Augusta Maps online mapping property search, sales analysis, and map creation.
- Expanded GIS Portal on ArcGIS Online, leverage web services and mapping applications to create an online gallery of interactive maps.
- Conducted workshops, configuration, and online form creation, for Fiber Projects with multiple departments to support requesting, approving, and installation of Augusta Fiber with Cityworks Asset Management Software Solution.
- Continued to work with ESRI and internal network staff to identify and add infrastructure that would support future growth and expansion of GIS Capabilities online.
- Continued to expand ArcGIS Server Secured Layer for GISmap and offered training for multiple departments on the ability to share "internal only" data. Customers included EMA, Code Enforcement, Utilities, Engineering, Sheriff's Office, Fire Department, Information Technology and Planning and Development.
- Reported to Google Maps incorrect business locations, road names, addressing issues and missing roads for correction on their online mapping application to improve navigation in Augusta since this tool is popular with the public.
- Continued collaboration with Board of Education on MRAD provided valuable addressing information.
- Maintained over 155 GIS feature classes for the Augusta Enterprise Geodatabase, adding new feature classes to support asset management for Engineering including traffic, Stormwater, and ADA.
- Continued to request verification of boundary data for BAS Census Survey.
- Expanded ArcGIS Online for Augusta, GA. to include project specific web applications for Housing and Community Development, Administrators Office, Tax Commissioner, to streamline data sharing, collaboration, and future mobile data collection.
- Updated GIS Documentation including User Guides for Parcel Editing, Augusta Maps, CityWorks, Motorola 311, Addressing Vendor Guide, Addressing and Road Database Maintenance, etc.
- Supported departmental and public outreach for GIS Addressing and Road Enhancements and Engagement for the Master Road and Addressing Database (MRAD) created public mailings, posted awareness posters in departments and community centers, and maintained social media for community engagement.
- Reviewed road projects for 2017, approved 66 (final plat recorded or site plan approved), 14 naming reviews, honorary naming 0, administrative naming 2, appeals received 0.
- Maintained and expanded CityView GIS Web Service to include new data.

- Maintained Authoritative Road Feature Dataset incorporated additional Road Book information, 66 new features, 2,531 edits and validations by GIS Technicians, including range corrections, routing calculations, splitting at county line for accurate mileage counts, added 0 missing roads.
- Reviewed plans and assigned addressing for Augusta under the MRAD Project including reviewing 81 Site Plans (Commercial/Multi-Family), 11 Development (Subdivisions). Addressing assignments 2799 (mobile home entries increased count), address changes 658, edits and validation 6,406 which included structure point location, spelling corrections, and collection of unit numbering.
- Upgraded ArcGIS to 10.5.1 for Cityworks and deployed new servers.
- Conducted citizen outreach for addressing numbering marketing with radio ads on iHeart.
- Created various online forms with LaserFiche Forms Management to support internal business processes including GIS Enterprise Use Agreement.

JURY CLERK
- Resolved 12 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support to the Jury Clerk.

JUVENILE COURT
- Resolved 100 work orders.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of staff.
- Moved Juvenile Court from Broad St to Municipal Building.
- Provided ongoing support to the Juvenile Court.

LAND BANK AUTHORITY
- Resolved 18 work orders.
- Supported Land Bank GIS data and ArcGIS Online (AGOL) Interactive Map for data sharing between Tax Commissioners, Land Bank, Housing and Community Development, and Administrator`s Office, each business unit has access to AGOL and can collaborate on projects.

LAW DEPARTMENT
- Resolved 57 work orders.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided eVerify file for Business Licenses.
- Processed multiple open records requests for Planning and Development.
- Provided ongoing support to the Law Department.
- Provided ongoing support to the Law Department.
- Facilitated installation of time clock at the Law Department.

- Provided mapping support for legal meetings and presentations.
- Provided Cityworks support for law staff assigned to Utilities.

LAW LIBRARY
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support to the Law Library.

LICENSE AND INSPECTION
- Re-wrote Sign-In Board.
- Maintained GIS features for CityView supporting modifications to Inspector Mapping during deployment of new staff.
- Supported mapping requests for planning sessions and meetings.
- Created user access and training for Augusta Maps Secured Sign-In for field verification of departmental activities including Code Enforcement, Permits, etc.
- Continued support for GIS data creation from CityView data for mapping and analysis of data related issues.
- Provided addressing validation support for permitting and training to staff on MRAD.

MARSHAL`S OFFICE
- Updated appearance of Marshal`s Complaint System (in-house web site).
- Re-wrote Sign-In Board.
- Resolved 156 work orders.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for network connectivity and relocation of equipment within the Office.
- Provided on-going support of New World Mobile and LERMS.
- Provided I.T. support for the transition of the New Marshal`s administration.
- Provided mapping support for Marshal Zones and litter enforcement.
- Conducted Lucity Decommission moved Citizen Service Requests from Lucity to Cityworks, conducted workshops with 311 and planned a future process for Marshal Office to close their own service requests.
- Conducted workshops, configuration, and training for Illegal Dumping with multiple departments to support investigations and pick up coordination in Cityworks Asset Management Software Solution.
- Provided Task force support for Marshal's Code Enforcement Division.

MARSHAL'S OFFICE - ARA
- Resolved 87 work orders.
- Provided on-going support of New World NCIC for the Airport Marshal Staff.

MARSHAL'S OFFICE - SUBSTATION
- Resolved 106 work orders.

MAYOR'S OFFICE
- Resolved 45 work orders.
- Quoted, Managed and Installed 3 new equipment orders.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided mapping support for Mayor conducted tours of Augusta.
- Supported LUCA Census meetings, workshops, and coordinated forms for participation in upcoming census addressing review.
- Provided GIS data and support for consultants associated with multiple projects.

NON-COUNTY
- Supported the Economic Development Authority (EDA) of Richmond County with mapping and data requests on numerous time-and-content sensitive projects. GIS provided maps of this nature, including marketing of commercial and industrial sites to potential industries evaluating relocation to Augusta. Updated GIS datasets as required.
- Provided map of available parking to the Greater Augusta Arts Council for 2017 Westobou and Arts in the Heart Festival.
- Provided data and support for the CSRA Regional Commission special economic development projects.
- Supported Augusta Sports Council with mapping and addresses for community mailings for events including the 2017 Half Marathon, Ironman, and 10K events.
- Created maps and established regular communication with outside agencies (including the US Postal Service, Board of Education, and Health Department) in support of improved Augusta addressing initiatives.
- Provided GIS data for numerous Augusta sponsored studies including parks, transit, parking inventory, ADA compliance activities, etc.
- Provided Public and Community Support for Augusta Maps Application, Map Creation, and Data Validation.
- Supported the Economic Development Authority (EDA) of Richmond County with updated Airport mapping and graphics for Aviation Conference.
- Provided mapping to public though sales of maps and data by written request.
- Created banners, graphics, flyers in support of the government supported events.
- Provided mapping and data support for Augusta Tomorrow.
- Provided mapping, consultant support and GIS data for Downtown Development Authority.
- Provided Board of Education WIFI mapping and analysis support, GIS Data creation, school data updates, and Pictometry support. .
- Supported the Aiken County Wireless Accuracy Testing Project.

OLD GOVERNMENT HOUSE
- Resolved 8 work orders.
- Upgraded to Voice over Internet Protocol (VOIP) telephone service.
- Installed fiber to replace AT&T DSL VPN connection. Installed new Cisco switch for connection back to the IT DataCenter. Installed 2 new VOIP phones to replace the KSU System.

PLANNING AND DEVELOPMENT
- Resolved 1001 work orders.
- Quoted, Managed and Installed 22 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for relocation of employees between two offices.

- Completed MAC process for a temporary training lab in the Municipal Building.
- Completed MAC process for relocation of the Satellite Office into temporary space.
- Completed MAC process for relocation of the Satellite Office into a permanent location.
- Completed MAC process for the installation of Audio-Visual equipment in the Conference Room of the new Satellite Office.
- Provided ongoing support for credit card processing.
- Performed multiple installs of the CityView applications.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the PLAZID application.
- Updated and supported citizen engagement by deploying a WebGIS app for ARTS Transportation.
- Supported Opportunity Zone Annual Report, provided extensive GIS Analysis from data imported from various systems for property information within each zone, building permits, code enforcement actions, crime rate, and new businesses.
- Supported GIS data creation from CityView scripts, coordinating new procedures with IT and Planners to ensure methodology is approved, documented, and providing usable data for all departments.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supporting new inspector areas, realignment of code enforcement areas, and provided address validation for pending, current, and retired addresses from MRAD via service.
- Provided GIS software access, support and installation for Planners, gather data from outside sources, and establish data sharing for community information requested.
- Maintained Zoning GIS Feature Classes and Mapping Support, 31 Zoning Cases.
- Continue integration initiative of Planning and Developments GIS Feature Classes into Augusta`s Enterprise Geodatabase to support decision making and web access for other city departments data needs. Planned additional data integration and creation with Planners.
- Supported and created GIS features for flood property information including LOMR and new LOMA, continuing coordination of online access to these documents via GIS links.
- Provided multilingual translations for public outreach documents, posters, and advertisements.
- Updated HAZUS Study Data and Data Integration.
- Provided Code Enforcement mapping and data creation for meetings.
- Supported flood zone updates, meetings with FEMA, and coordinated data deliveries.
- Created WebGIS app for ARTS Transit Service Area Mapping.
- Created online form for developers to conduct submittals electronically for review.
- Updated and supported enhancements to departmental web pages.
- Attended development review committee meetings to support developers.

PLANNING AND DEVELOPMENT - LICENSE AND INSPECTION
- Relocated department to temporary location.
- Installed and setup new Cisco switches for the new Satellite Office.
- Installed fiber connection from old License and Inspection office to new Satellite Office.
- Installed new distribution Cisco 4500 switch at the Old License & Inspection Office.
- Assisted with data clean up within the CityView database.
- Performed multiple installs of the CityView applications.

- Provided ongoing support for the COC Public Access application.
- Processed multiple security requests.
- Provided ongoing support for the CityView application.
- Conducted monthly status meetings to stay informed on all License and Inspection technology needs.
- Created multiple custom reports from CityView.
- Created multiple custom searches in CityView.
- Provided multiple CityView configuration and rule updates.
- Provided support for the annual Alcohol License Renewal process.
- Provided support for the annual Business License Renewal process.
- Provided support for the annual Request for Gross Revenue process.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CityView Mobile application.
- Provided ongoing support for the CityView Public Portal application.
- Provided eVerify report/file for Business Licenses.
- Processed multiple vendor access requests for CityView.
- Upgraded the CityView application to version 2017.9.
- Provided ongoing support for credit card processing.
- Performed multiple map and activity reassignments due to staff turnover.
- Implemented Personal Care Home workflow in CityView.
- Implemented Workflow Re-Configuration for Business License, Building Permit and Code Enforcement.
- Implemented Electronic Plans Review with Bluebeam and CityView.
- Implemented the Business License Past Due Collection Fees and Notices in CityView.
- Implemented Provisional Business Licenses and incorporated them into the new CityView workflow.
- Began the digitizing of historic building plans for archival purposes.
- Implemented three iPlanTables for Electronic Plans Review in CityView as well as other purposes.
- Performed multiple password resets for the CityView application.
- Provided ongoing support for the CityView Outlook Add-In.
- Provided ongoing support for the CityView/Motorola (Augusta 311) interface for Code Enforcement.
- Implemented Code Enforcement Re-Inspection Fee for non-compliance.
- Implemented the new Tree Ordinance in CityView.

PROBATE COURT
- Resolved 65 work orders.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support to the Probate Court.

PROBATION
- Created app to match Probation records with Sheriff records to provide Probation with most current mugshot images.
- Resolved 126 work orders.
- Quoted, Managed and Installed 12 new equipment orders.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for additional network connectivity, the relocation of employees, and the addition of a Time Clock.

PROCUREMENT
- Resolved 132 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the addition of new printing devices at the Print Shop.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.
- Implemented Change Logging in OneSolution.
- Graphics support for Procurement SOP, vendor workshops, and other special projects.

PUBLIC DEFENDER
- Re-wrote Sign-In Board.
- Resolved 469 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the installation of Audio-Visual equipment in the Training Room.
- Installed Cisco 48 Port Switch in the Public Defender's Office.
- Provided ongoing support to Office of the Public Defender to include LERMS and JCATS.
- Provided the GIS data creation and mapping to support cases.

RCCI
- Resolved 117 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for Internet Connectivity in the GED lab.
- Installed hardware and setup communications for GED computer lab.
- Provided ongoing support to RCCI.
- Deployed and trained RCCI on mobile app for Cityworks to support their Stormwater Maintenance Activities and provided reporting of time, materials, and tonnage of vegetation cleanup.

RECREATION - ADMINISTRATION
- Re-wrote Sign-In Board.
- Resolved 290 work orders.
- Quoted, Managed and Installed 20 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for additional network connectivity and the relocation of employees within the Department.

- Completed MAC process for upgrade of AutoCAD.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the ActiveNet application.
- Provided ongoing support for ActiveNet credit card processing.
- Provided ongoing support for ActiveNet On-Line Registration.
- Performed multiple password resets for the ActiveNet application.
- Assisted with a contract for Reserve America.
- Supported Active-Net deployment with map and data creation to be displayed on web application.
- Conducted Cityworks Asset Management demonstrations, discovery workshops, and mobile device evaluation for future deployment.
- Established geodatabase design and created new GIS feature classes for future asset management deployment.
- Conducted Lucity Decommission moved Citizen Service Requests from Lucity to Cityworks, conducted workshops with 311 and trained staff to close their own service requests. Worked with 311 and Cityworks Clients to increase departmental leveraging of 311 as a single point of contact for citizen engagement for service requests for better tracking and consistency of communication protocols.
- Supported new Landscape Architect in ArcGIS Collector app creation for tree inventory data collection.

RECREATION - AQUATIC CENTER
- Resolved 18 work orders.

RECREATION - AQUATICS
- Submitted monthly employee wellness files for Payroll.
- Assisted in evaluating the scoreboard replacement.

RECREATION - AUGUSTA GOLF COURSE
- Replaced computers at the Augusta Municipal Golf Course.
- Reinstalled Hero Card Software.

RECREATION - BERNIE WARD COMMUNITY CENTER
- Upgraded telephones system to Key Service Unit.

RECREATION - BLYTHE PARK
- Resolved 2 work orders.

RECREATION - CARRIE J. MAYS
- Resolved 6 work orders.

RECREATION - DIAMOND LAKES
- Resolved 8 work orders.

RECREATION - EISENHOWER PARK
- Resolved 10 work orders.

RECREATION - FLEMING ATHLETIC OFFICE
- Resolved 10 work orders.

RECREATION - FLEMING SPORTS COMPLEX
- Upgraded telephones system to Key Service Unit.

RECREATION - H.H. BRIGHAM COMMUNITY CENTER
- Resolved 8 work orders.

RECREATION - H.H. BRIGHAM SWIM COMPLEX
- Resolved 2 work orders.

RECREATION - MCBEAN PARK
- Resolved 10 work orders.
- Upgraded telephones system to Key Service Unit.

RECREATION - MCDUFFIE WOODS PARK
- Resolved 5 work orders.

RECREATION - NEWMAN TENNIS CENTER
- Resolved 8 work orders.

RECREATION - SAND HILLS COMMUNITY CENTER
- Resolved 16 work orders.
- Upgraded telephones system to Key Service Unit.

RIVERWALK SPECIAL EVENTS
- Resolved 5 work orders.
- Upgraded telephones system to Key Service Unit.
- Upgraded Cisco Access Point to Meraki in the Augusta Commons WiFi.

SHERIFF`S OFFICE - ADMINISTRATION
- Provided Support to Sheriff and Judicial Courts "Fresh Start Initiative" a program who assist violators with outstanding bench warrants and court fines.
- Replace GCIC Message Switch Server with new equipment.
- Modified Body Cam Request app to use network storage and created a new app to automate upload of new videos to network storage.
- Resolved 221 work orders.
- Quoted, Managed and Installed 55 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of Zone 1 and Zone 2 into the Unisys Substation to include network activation, the addition of Wi-Fi capabilities, the setup of new desktop and printing equipment, and the relocation of employees.
- Installed new cisco switches at the new Unisys Sub Station.
- Installed Cisco Meraki wireless equipment at the Unisys Sub Station.
- Installed fiber from Central Ave. to the Augusta National Sheriff Sub. Bldg.
- Installed Cisco network equipment for the Augusta National Sheriff Substation Bldg.
- Provided ongoing support and sustainment of the New World RMS Suite.
- Maintained GIS feature classes and added them to the Sheriff Secured Service on GISmap for internal use and collaboration.
- Modified current GIS data and created new data for New World geocoding requirements. Provided database support for New World Upgrade and database configuration.
- Maintained Crime Mapping Application feature in GISMap for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. .
- Supported GIS Users in software training, GIS applications, and mapping.
- Supported Police Radio Zone Mapping Updates for improvements to system.

SHERIFF`S OFFICE - BAILIFFS
- Provided daily audio-visual support in the Courtrooms.
- Completed MAC process for the relocation of equipment and the addition of printing devices.

SHERIFF`S OFFICE - BOOKING
- Resolved 489 work orders.
- Completed MAC process for the relocation of equipment within the Office.

SHERIFF`S OFFICE - CID
- Re-wrote Sign-In Board.
- Resolved 722 work orders.
- Completed MAC process for the relocation of employees and equipment on 12 separate occasions.
- Provided ongoing support for the Tag Search application.

SHERIFF`S OFFICE - CIVIL
- Resolved 44 work orders.
- Completed MAC process for the relocation of this Division.

SHERIFF`S OFFICE - DANIEL VILLAGE
- Resolved 451 work orders.
- Upgraded law enforcement mobile dispatch software, New World Mobile to version 11.7.
- Upgraded cisco switches with Cisco 2960X 10Gig.
- Upgrade versions of New World Mobile throughout the year.

SHERIFF`S OFFICE - DARE
- Resolved 8 work orders.

SHERIFF`S OFFICE - INTERNAL AFFAIRS
- Resolved 52 work orders.
- Completed MAC process for the relocation of this Division.

SHERIFF`S OFFICE - JAIL ADMIN
- Create new interface app to supply inmate data to Jail Visitor app.
- Resolved 243 work orders.
- Completed MAC process for the relocation of equipment within the Office on 2 separate occasions.

SHERIFF`S OFFICE - NARCOTICS
- Resolved 85 work orders.
- Completed MAC process for network activation at the new Southside Location.
- Installed Cisco network equipment for new Narcotics Building.

SHERIFF`S OFFICE - QUARTERMASTER
- Resolved 17 work orders.

SHERIFF`S OFFICE - RECORDS
- Resolved 289 work orders.
- Completed MAC process for the relocation of desktop equipment.

SHERIFF`S OFFICE - SOUTHGATE
- Resolved 599 work orders.

SHERIFF`S OFFICE - TRAINING CENTER
- Resolved 26 work orders.
- Completed MAC process for the installation of Audio-Visual equipment.

SHERIFF`S OFFICE - WEBSTER DETENTION CENTER
- Completed MAC process for the replacement of Audio-Visual equipment inside the CBWDC Video Court Room.
- Provided ongoing support of New World Corrections Management.
- Facilitated installation of new time clock for Jail personnel.

SOLICITOR GENERAL
- Resolved 416 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of staff on six separate occasions.
- Programmed and installed new Auto Attendant.
- Provided ongoing I.T. support to the Office of the Solicitor General.

STATE COURT JUDGE
- Resolved 89 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support to State Court Judges and their staff.

SUPERIOR COURT JUDGE
- Resolved 245 work orders.
- Provided daily Audio-Visual Support in the Courtrooms.
- Quoted, Managed and Installed 21 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for activation of new equipment.
- Completed MAC process for printer changes in each courtroom.
- Provided on-going I.T. support for Superior Court and Superior Court Administration.

TAG OFFICE – EAST AUGUSTA
- Resolved 137 work orders.

TAG OFFICE – SOUTHSIDE
- Resolved 124 work orders.

TAX ASSESSOR'S OFFICE
- Re-wrote Sign-In Board.
- Resolved 269 work orders.
- Quoted, Managed and Installed 7 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the setup of temporary workspace.
- Completed MAC process for the addition of a new plotter.
- Processed multiple security requests.
- Provided ongoing support for the WinGAP application.

- Provided ongoing support for the TACS application.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the COC Public Access application.
- Performed multiple installs of the WinGAP software application.
- Assisted with multiple WinGAP upgrades and structure fixes.
- Provided ongoing support for the New Business Process for TAO in CityView.
- Conducted monthly status meetings to stay informed on all TAO technology needs.
- Provided support for MRAD Addresses with WinGAP as the authoritative site address, expedites TAO data entry, and provides validated data.
- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2017.
- Maintained workflow with TAO to track work, validate changes, and finalization of parcel number assignment.
- Maintain Pictometry Connect Organization, created new web services to support staff and allows utilization of software in the field.
- Provided analysis on subdivisions and residential parcels for reporting and mapping.
- Provided analysis of mobile home data and initiated Planning and Development coordination with TAO Mobile Home Appraiser, resulting in improved and validated addresses by TAO Staff.
- Maintained Neighborhood Statistics and Map for Re-Coding Project in ArcGIS Online (AGOL) and trained clients on technology.

TAX COMMISSIONER'S OFFICE
- Re-wrote Sign-In Board.
- Resolved 440 work orders.
- Quoted, Managed and Installed 19 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of computer equipment on 2 separate occasions.
- Completed MAC process for the installation of new Cubicle furniture to include additional network connectivity and the setup of temporary workspace.
- Completed MAC process for additional credit card machines.
- Installed soft phones software for satellite office at Fort Gordon.
- Processed multiple security requests.
- Provided ongoing support for the VCS Tax application.
- Provided ongoing support for the Sturgis Pay application.
- Provided ongoing support for the SAGE (Peachtree) application.
- Provided ongoing support for the GRATIS application.
- Performed weekly updates of the Tax Bill Export for Sturgis Web Services and the TCO Web Site.
- Provided ongoing support for the VCS/CDIMS FiFa Interface process with COC.
- Periodically updated Mail Fee for specified batch numbers.
- Provided ongoing support for IT related purchases.
- Performed the SAGE (Peachtree) Year End process.
- Upgraded Sage 50 (Peachtree) to version 2018.
- Processed multiple vendor access requests for VCS Tax.

- Processed multiple vendor access requests for MAVRO.
- Processed multiple vendor access requests for Q-Matic.
- Provided ongoing support for the Logicalis Call Center system.
- Provided ongoing support for the COC Public Access application.
- Provided ongoing support for the VCS Tax/MAVRO interface.
- Implemented the TCO Sign-In Board.
- Performed multiple VCS Tax password resets.
- Provided MRAD support for returned mail evaluations and coordinated joint meeting with USPS.
- Analyzed taxes collected by Commission District and provided breakdown of unpaid, paid, and school board calculations.
- Maintained and expanded mapping project for TCO combining available property locations for Land Bank Authority, Augusta Owned, No Bid, ANIC, CHDOs, and Flood Properties.
- Maintained No Bid feature class for properties that are no longer being marketed at tax sale.
- Provided GIS data analysis for special projects.

TRANSIT DEPARTMENT
- Resolved 101 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for additional network connections.
- Installed and setup VPN Connection with Cisco Meraki Security Appliance.
- Supported upgrade of PASS software from version 9 to version 15 (to be completed in 2017).
- Supported implementation of TripSpark STREETS Software (to be completed in 2017).
- Maintained and coordinated GIS feature class updates for bus maps and individual route cards.
- Supported Transit in meetings for software transition to Trip Spark.
- Created WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.
- Provided multilingual translations for public outreach documents, posters, and advertisements.

UTILITIES - ADMINISTRATION
- Supported Customer Service move to Walker St.
- Managed Cognos user security.
- Managed Invoice Cloud user security.
- Managed EnQuesta user security.
- Supported ICOM3 application.
- Support Utilities Month-End process procedures.
- Supported EIOBoard.
- Decommissioned EIOBoard.
- Modified and Managed SQL Queries for Water Loss Study Team.
- Managed EnQuesta files on application server.
- Supported EnQuesta application.
- Supported Invoice Cloud Biller Portal.
- Supported Compliance Suite.

- Managed Cognos scheduled reports.
- Managed Utilities e-mail distribution groups.
- Provided queries as needed to AUD for EnQuesta data.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Wrote many extensive reports for Utilities` rate study.
- Resolved 558 work orders.
- Quoted, Managed and Installed 41 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for the relocation of the Department into the new Walker Street location that included employees from AUD Administration, AUD Engineering, AUD Customer Service, AUD Finance, AUD Locators, and AUD Records.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for the upgrade of several leased Pollock devices to include several Bizhubs and a plotter.
- Completed MAC process for the installation of new Audio-Visual equipment at the Walker Street location.
- Completed MAC process for network connectivity at the new Walker Street location.
- Completed MAC process for scheduling conference rooms via Outlook.
- Relocated department to new location.
- Installed 16 Meraki access point and 1 MX 65 security appliance.
- Installed new Network and Telecom equipment for AT&T Building.
- Continued to provide MRAD address comparison for EnQuesta on Stormwater accounts and addressing validation issues on water and sewer.
- Supported Cityworks for all of Utilities including GIS data integration issues, additional processes, modifications to current workflows, and training.
- Supported Cityworks, Engineering Projects Program, design, training, and support for full implementation of the program and cross department coordination in software with Engineering Operations.
- Supported relational databases Cityworks and ArcSDE with SQL Replication to improve efficiency of data transfer to ensure timely support for updating data.
- Supported Cityworks upgrades including database, program, and interfaces with Motorola 311 CSR.
- Supported Cityworks with Crystal Report creation for clients and performed Cityworks Analytics for supporting documentation.
- Maintained Cityworks, Sanitary Sewer Connection Program data and information. Updated GIS analysis of existing custom service areas, client marketing opportunities, and geodatabase design.
- Supported Cityworks, Utilities Locator Program with enhancements to solution to improve communication and productivity.
- Supported Utilities Fiber Project 2017: GIS Procedure and CityWorks Utilities Installation and Locates.
- Supported Utilities Easement Project.
- Supported Cityworks Storeroom Solution including program modifications, client training, and reporting.

- Supported Cityworks Fort Gordon with modifications, reporting, and maintenance.
- Supported Trimble Positions Software and troubleshooting for data collection.
- Maintained Sampling Site GIS data for integration with new Cityworks Workflows for Lab.
- Upgraded users to ArcGIS 10.5.1.

UTILITIES - CENTRAL AVE
- Processed multiple network and application security requests.
- Supported mobile devices for Utilities Facilities and Maintenance.
- Provided ongoing support for Netmotion.
- Provided ongoing support for Cityworks.
- Continued support of Utilities Facilities and Maintenance department.
- Provided and coordinated IT purchases based on departmental needs.
- Provided on-going support for ETAP.
- Assisted with Cityworks Upgrade to version 15.2.3.
- Resolved 105 work orders.

UTILITIES – ENGINEERING
- Supported AUD Projects Controls Program and provided bi-weekly backups to vendor.
- Supported Infowater.
- Assisted with Cityworks Upgrade to version 15.2.3.
- Supported Customer Service move to Walker St.
- Supported EIOBoard.
- Decommissioned EIOBoard.
- Managed Utilities e-mail distribution groups and calendars.
- Managed Utilities e-mail distribution groups and calendars.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported AutoCad.
- Upgraded GEO-Express to version 9 and purchased floating license.
- Supported Dicksonware.
- Supported Trimble Business Center.
- Upgrade Trimble Business Center and converted to floating licenses.
- Resolved 229 work orders.
- Relocated department to new location.

UTILITIES - FORT GORDON
- Assisted with Cityworks Upgrade to version 15.2.3.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided ongoing support for Netmotion.
- Provided ongoing support for Cityworks.
- Continued support of Fort Gordon Location.
- Resolved 44 work orders.
- Completed MAC process for an additional Time Clock in the Pump Building.
- Implemented CityWorks on iPads.

UTILITIES - HIGHLAND AVE FILTER PLANT
- Supported Water Quality Report and processed new year`s reports.
- Continued support of Water Treatment Plants.

- Provided ongoing support for Netmotion.
- Provided mobile devices support.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of WIMS software.
- Upgraded WIMS software to version 7.6.4.

UTILITIES - METERING
- Assessed, Trained and Implemented the addition of a block of meter to EnQuesta inventory.
- Supported Invoice Cloud Biller Portal.
- Continued support of Metering department.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided ongoing support for Meter Reading Handheld units.
- Provided ongoing support of MV-RS.
- Provided ongoing support for EnQuesta.
- Provided post go-live support for EnQuesta 5R.
- Assisted with Tyco security support.
- Resolved 87 work orders.

UTILITIES - N. MAX HICKS WATER TREATMENT PLANT
- Provided ongoing support for Cityworks.
- Assisted with Cityworks Upgrade to version 15.2.3.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of Water Treatment Plants.
- Processed multiple network and application security requests.
- Provided mobile device support.
- Resolved 31 work orders.

UTILITIES - PEACH ORCHARD
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Continued support of Customer Service department.
- Supported EnQuesta Document Designer.
- Assisted with supporting EDMS.
- Managed Invoice Cloud user security.
- Managed EnQuesta user security.
- Managed Cisco Desktop Agent and Supervisor user security.
- Supported Invoice Cloud Biller Portal.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Supported IVR phone system.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Supported cashiering mobile devices for taking credit card payments.
- Provided ongoing support for EnQuesta.
- Provided ongoing support for Q-matics system.

- Provided support for EIOBoard application.
- Decommissioned the EIOBoard application.
- Managed EnQuesta printers.
- Restructured EnQuesta security to be more efficient.
- Assisted with Tyco security support.
- Assisted with internal Customer moves.
- Supported Out dial Process for Credit and Collections.
- Provided Support and Data Reporting for On-Line Payments.
- Supported Pay-By-Text.
- Provided Support and Data Reporting for Telephone Payments.
- Provided Support for WebConnect.
- Managed IVR prompt changes and additions.
- Performed IVR script changes.
- Managed Cognos user security.
- Support Cognos.
- Managed security for Q-matics system.
- Supported change to South State Bank.
- Resolved 212 work orders.

UTILITIES - PLANT 2
- Provided mobile device support.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.

UTILITIES - PLANT 3
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Provided mobile device support.

UTILITIES - RAW WATER PUMPING
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided mobile device support.
- Resolved 24 work orders.

UTILITIES - WALKER ST
- Provided ongoing support for EnQuesta.
- Managed EnQuesta printers.
- Processed multiple network and application security requests.
- Provided support for H2O Map.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Continued support of Customer Service department.
- Supported EnQuesta Document Designer.
- Assisted with supporting EDMS.
- Managed Invoice Cloud user security.
- Managed EnQuesta user security.
- Managed Cisco Desktop Agent and Supervisor user security.
- Supported Invoice Cloud Biller Portal.

- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Supported IVR phone system.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Supported cashiering mobile devices for taking credit card payments.
- Provided ongoing support for EnQuesta.
- Provided ongoing support for Q-matics system.
- Provided support for EIOBoard application.
- Decommissioned the EIOBoard application.
- Managed EnQuesta printers.
- Restructured EnQuesta security to be more efficient.
- Supported Customer Service move to Walker St.
- Supported Outdial Process for Credit and Collections.
- Provided Support and Data Reporting for On-Line Payments.
- Supported Pay-By-Text.
- Provided Support and Data Reporting for Telephone Payments.
- Provided Support for WebConnect.
- Supported IVR Customer Service Holiday messages.
- Managed bi-weekly Open Issues discussion via conference call with vendor (Systems and Software) to keep abreast of the status of open EnQuesta issues.
- Managed IVR prompt changes and additions.
- Performed IVR script changes.
- Managed Cognos user security.
- Support Cognos.
- Assisted with ACH file issues.
- Managed security for Q-matics system.
- Supported change to South State Bank.

UTILITIES - WASTE WATER TREATMENT
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Managed OP10 user security.
- Provided as needed support of Operator 10.
- Supported ICOM3 application.
- Upgraded Operator 10 to version 11.24.
- Resolved 15 work orders.

UTILITIES C AND M WYLDS RD
- Continued support of Utilities Construction and Maintenance department.
- Provided ongoing support for EnQuesta.
- Provided and coordinated IT purchases based on departmental needs.
- Supported ICOM3 application.
- Processed multiple network and application security requests.
- Provided ongoing support for Cityworks.
- Provided ongoing support for Netmotion.
- Supported Water Customer Reconnect report for Dispatch.
- Completed Implementation of IVR for Construction and Maintenance Dispatch location.

- Assisted with Cityworks Upgrade to version 15.2.3.
- Supported EDEN, Utilities` after-hours locate process.
- Supported VLC video application.
- Resolved 177 work orders.
- Completed MAC process for relocation of equipment and employees.
- Implemented CityWorks for iPads.
- Tested and proved that iPads will work on Cityworks. Helped Utilities department to move from Surface pros to an iPad solution with the results of a cost savings per device.