



INFORMATION TECHNOLOGY

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

From: Ms. Tameka Allen, Information Technology Director

Date: February 18, 2019

RE: Information Technology 2018 Annual Report

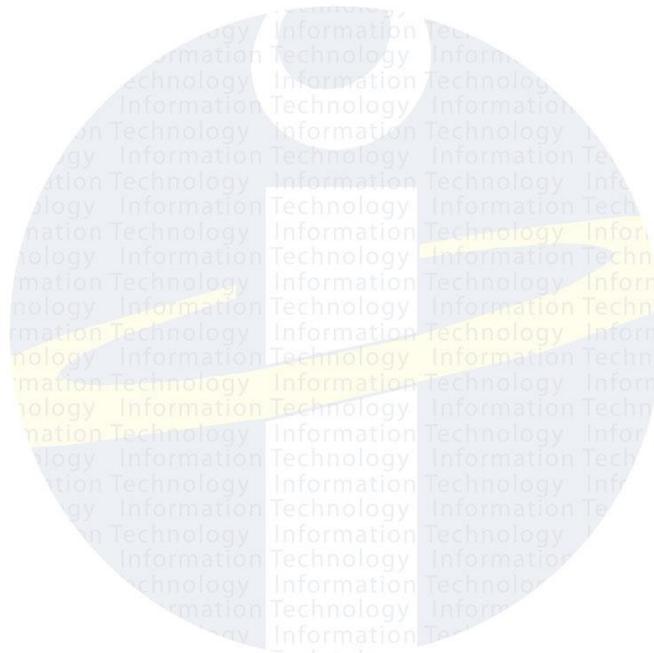
The Augusta Information Technology Department (IT) continues to work to provide our customers with the best customer support and services. As you can see by this report, 2018 was another very busy year filled with a number of projects to meet the growing demands of our customers.

Following are a few of the Information Technology Department highlights for the previous year of 2018:

- IT Customer Satisfaction annual survey continued to demonstrate a 98% approval rating.
- The departmental performance measures continue to align with industry best practices.
- Conducted a successful Cyber & Robotics Camp for middle grade Richmond County students.
- Migrated the city to the Office365 platform.
- Deployed Cityworks Software to Central Services.
- Programmed over 1350 radios to the digital spectrum.
- Upgraded the Coroner's Software to track organ and tissue donations.
- Deployed Electronic Plan Review using Cityworks. This was a collaboration between GIS, Planning & Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department and Tree Commission.
- Upgraded Flowlink to Flowlink Pro for Utilities.
- Upgraded InfoWater to version 12.4 for Utilities.
- Migrated 1200 customers from Mobile Iron to Intune MDM.
- Upgraded over 400 mobile devices.
- Replaced a number of Mobile Data Terminals (MDT) for various agencies to include Sheriff's Office, Fire Department and Animal Services.
- Began implementation of Augusta's Drone Program.
- Coordinated the Earth Day Augusta 2018 event with Phinizy Swamp and Augusta University.
- Implemented case management system for the Juvenile Court.

- Implemented new security protocols for RCCI GED lab that enables testing to become paperless.
- Implemented Mobile Assessor System for Tax Assessor's Office.
- Implemented Pictometry's ChangeFinder for the 2018 flight for Tax Assessor's Office.
- Conducted over 16 Cyber Security Training classes for city employees and continued phishing campaigns to test security.
- Relocated technology equipment to a number of various locations.
- Installed and configured a number of Wi-Fi communication protocols for various locations.
- Performed technology equipment refreshment for devices that reached their end of life cycle.
- Installed various communication components to provide redundancy.
- Upgraded a number of VoIP telephones as part of the technology refreshment schedule.
- Completed a number of work orders to support the needs of our internal and external customers.
- Upgraded a number of databases and servers to support the operation of various software applications.
- Maintained Geographical Information Systems (GIS) property records and road features.
- Processed over 9.6M emails and blocked over 1M spam emails.
- Received an estimated over 4.7M visitors to www.augustaga.gov

More detailed Information Technology Department activities by department are provided on the following pages.



**Augusta, Georgia
Information Technology Department
2018 Annual Report**

INFORMATION TECHNOLOGY

2018 Annual Report

311

- Relocated department to new location.
- 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.
- Provided technical support for the Motorola Solution for Addressing, GIS, Cityworks, and configuration.
- Continued support of 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.
- Provided ongoing support for the Motorola/CityView (P and 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.
- Resolved 56 work orders.
- MAC- recommend Pollock relocation and connectivity.
- MAC- Implement and Replace Pollock refreshment for 2018.

ADMINISTRATORS OFFICE

- Continued support for Street Lighting Project to include meetings, power company communications, GIS data exchange and analysis, QA/QC, and coordination of future Cityworks workflows.
- 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, and 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.
- Provided mapping support for Administrator, conducted tour of Augusta, and fulfilled other mapping requests.
- Census LUCA 2020 Review. 5 month review period (March to July). Received data from partner (Regional Commission) prior to LUCA delivery for analysis (accounts from GAPower, State imagery, in addition to water utility customers). Local review of partner data. LUCA data prepped to provide feedback. 47 Census Tracts reviewed. Response of 14584 records of which 6600 were

additions (1294 deletions); Census will respond for a second review in Summer 2019.

- Resolved 67 work orders.
- MAC- Implement a solution for Digital Signage in the Municipal Building.

ANIMAL SERVICES

- Maintained addressing and reviewed Chameleon addresses, provided MRAD training, and discussed integration requirements with vendors.
- Maintained secured layers access for Augusta Maps for employees for information access.
- Processed multiple security requests.
- Provided ongoing support for the Chameleon application.
- Provided ongoing support for IT related purchases.
- Replaces 8 laptop computers in Animal Services vehicles for use in the field (using SPLOST funding).
- Implemented multiple Chameleon reports for Animal Services.
- Supported migration to Office 365.
- Setup and activated the Renewal Notice job in Chameleon.
- Updated the Address Checker data in Chameleon.
- Resolved 105 work orders.

AUGUSTA CANAL AUTHORITY

- Maintained GIS Data for Augusta Canal Trails, Entrances, and Amenities.

AUGUSTA LIBRARY

- Provided support for Library Citizen Service Requests in Cityworks.
- Resolved 5 work orders.

AUGUSTA REGIONAL AIRPORT

- Provided annual Master's Week support services.
- Upgraded Maintenance department to CP-7945.
- Provided mapping support for Operations and Facilities, and worked with consultants to provide data.
- Relocated Maintenance department to new location and setup hardware and network connectivity.
- Created and modified data associated with FAA submittal for Airport.
- Resolved 185 work orders.
- MAC - Recommend and Implement for New Augusta Airport Maintenance Relocation.
- MAC- Implement and Replace Pollock refreshment for 2018 in FBO.
- MAC- Implement software upgrade for AutoCAD.

BOARD OF ELECTIONS

- Provided Precinct Support, feature class modifications, mapping, 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 for elections mapping and support.
- Provided voter address validation, utilizing MRAD to support voter registration.
- Maintenance and support for Web-GIS apps for Board of Elections including Find My Elected official and Find My Polling Location.

- Provided Registered Voter audit support by analyzing registered voter information against precinct boundaries.
- Configured an inspection process for the Board of Elections (BOE) mandated inspection of 736 voting machines, along with the associated reports.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided technical assistance and website updates for 6 different elections.
- Resolved 155 work orders.
- MAC- Implement replacement equipment.
- MAC- Implement a solution for AV in the training portion of warehouse.

CEMETERY - MAGNOLIA

- Cityworks support for cemetery staff.

CENTRAL SERVICES

- Relocated department to new location.
- Creation and configuration of Central Services Facilities Management vertical asset data - indoor data creation and configuration, coordinating asset collection effort, training Central Services staff on asset collection, asset collection support. Added: 3,136 records created in Facilities data (Facilities, Buildings and Interior Spaces), 3,018 records created in Electrical Equipment data and 1,638 records created in Plumbing data.
- Full deployment of Central Services within the Cityworks environment, including service requests (19 SR types) and work orders (95 WO types).
- Installed WiFi in Central Services building.
- Provided ongoing support for the interface between the Motorola PremierOne CSR application and the Cityworks software used by AUD and AED.
- Provided ongoing support for the Motorola PremierOne CSR suite of applications.
- Provided ongoing support for the Cisco Call Center and IVR systems.
- Provided technical support for the necessary UCCX upgrades.
- Managed the end-of-life process for Lucity and converted the necessary data to Cityworks.
- Resolved 255 work orders.
- MAC- Relocation of equipment for Records Retention.
- MAC- Implement a network/connectivity solution for new office.
- MAC-Implement a solution for AV equipment use in the conference room.
- MAC - Recommend and Implement for New Central Services Renovation building.
- MAC- Implement and Replace Pollock refreshment for 2018.
- MAC- Implement software upgrade for AutoCAD.

CITY-WIDE

- Worked with our local radio vendor to help coordinate and program over 1350 radios in the County to operate on the South Carolina radio system that was upgraded to digital.
- Supported over 330 mobile data terminals and 1350 radios used by City departments.
- Upgraded all Mobile Data Terminals to migrate to Windows 10 operating system.

- Purchased a new P25 Digital Smart Zone radio system. This system will be owned and operated by Augusta Richmond County. We will be replacing our existing Radio fleet along with new state of the art portables and mobiles.
- Provided extensive updates to the ARC Objects application wizard that benefits customers across the city.
- Provided ongoing support and updates to the Laserfiche forms management system.
- Created an extensive number of new Laserfiche forms that benefit both City employees and at-large citizens.
- Provided ongoing support for EDMS (Electronic Document Management System) across multiple City offices and departments.
- Provided ongoing support and daily updates to the City website.
- Resolved 201 work orders.

CIVIL AND MAGISTRATE COURT

- Migrated employee accounts to Office 365.
- Resolved 70 work orders.

CIVIL AND MAGISTRATE COURT - WARRANTS

- Provided ongoing support of the EWI application used to issue arrest warrants for Law Enforcement Agencies in Richmond County.
- Resolved 75 work orders.

CIVIL AND MAGISTRATE COURT- JUDGE

- Provided support of the Initial Appearance System for the Civil and Magistrate Court Initial Appearance Court.

CLERK OF CIVIL AND MAGISTRATE COURT

- Provided ongoing support of the Civil and Magistrate Court case management system, ICON CMS.

CLERK OF COMMISSION

- Upgraded all phones and mobile devices.
- Provided ongoing support for NovusAgenda software.
- Provided ongoing support for the Audio-Visual and all related systems in the Commission Chambers.
- Provided ongoing support for the streaming of all Committee and Commission Meetings.
- Upgraded the NovusAgenda - Agenda Books application.
- Resolved 15 work orders.

CLERK OF COURT

- Provided ongoing support for the Print/E-Mail server.
- Provided ongoing support of the Clerk of Court case management system, ICON CMS.
- Implemented new process for starting criminal cases that imported case information from the District Attorney`s Office.
- Assisted in enabling the setup of two workstations that allowed the public to electronically file civil court cases. These workstations enabled the Clerk`s Office to meet a new statutory e-filing requirement for State and Superior Court civil cases.
- Migrated employee accounts to Office 365.

- Conducted monthly status meetings to stay informed on all Clerk of Court Real Estate Division technology needs.
- 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.
- Processed multiple vendor access requests for CDIMS.
- Provided ongoing support for the migration of microfilm to digital images.
- Supported the migration to Office 365.
- Resolved 286 work orders.
- MAC - Implement a network/connectivity solution for new equipment in Real Estate.

COMMISSIONERS

- Resolved 10 work orders.

COMPLIANCE

- Resolved 65 work orders.

CORONER`S OFFICE

- Provided ongoing support of the Coroner`s case management system.
- Migrated employee accounts to Office 365.
- Created a new module for CoronerNET related to Organ and Tissue donation tracking.
- Resolved 59 work orders.

COUNTY ATTORNEY

- Resolved 103 work orders.

DANIEL FIELD AIRPORT

- Provided annual Master`s Week support services.
- Resolved 12 work orders.

DISTRICT ATTORNEY

- 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.
- Assisted in the Office of the District attorney in migrating to a new case management system, Tracker.
- Provided on going support for the Office of the District Attorney.
- Migrated employee accounts to Office 365.
- Provided extensive support to the DA`s office during the transition from Prosecutor Dialog to Tracker. Multiple in-house interfaces were replaced during this transition, and the Development staff worked to ensure no functionality was lost by the DA`s Office during this transition.
- Resolved 375 work orders.
- MAC- Implement new equipment.
- MAC- Implement and Replace Pollock refreshment for 2018.

E911 DISPATCH

- Programmed and installed new Auto Attendant.

- 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.
Enhancements - MapFlex Update, Remapping for Airport dispatch.
- 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.
- Continued responsibility for 911 MSAG Updates.
- Implemented new call taker protocol system, ProQA Fire EMD at E911. This protocol system standardizes dispatch questions and responses ensuring that all fire emergency response calls comply with IAED Protocols.
- Upgraded Computer Aided Dispatch Software, New World CAD Enterprise to version 2018.2.
- Migrated employee accounts to Office 365.
- Resolved 304 work orders.
- MAC- Implement a solution for network connectivity of new equipment in data room.

EMERGENCY MANAGEMENT AGENCY

- Supported Emergency Management Crisis Track Software Initiatives and Training.
- Supported Flooding Emergency Call Up for Staffing during the pre-planning for 2018 Hurricane Events, provided GIS mapping, ArcGIS Online Mapping Access and Support.
- Implemented new emergency mass notification system.
- Provided I.T. expertise and support to the EMA.
- Provided support for FEMA Community Rating System report– potential Flood insurance premium reductions to our citizens by reporting on activities that exceed the minimum NFIP (National Flood Insurance Program) standards.
Assisted EMA and Planning and Development in:
 - Data gathering
 - Data verification
 - Data Analysis used for Augusta’s report
 - Map creation for Augusta’s report.
- Resolved 20 work orders.

ENGINEERING

- Electronic Plan Review deployment in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.
- Resolved 102 work orders.
- MAC- Implemented a solution for equipment for conference room.

- MAC- Implemented relocation of equipment within department.
- MAC- Implemented software upgrade for AutoCAD.
- MAC- Implemented replacement equipment.

ENGINEERING – ADMINISTRATION/FINANCE

- Created and corrected new Stormwater general ledger accounts for Engineering Finance.
- Supported Administration in ordering software and equipment for staff.
- Resolved 158 work orders.

ENGINEERING – MAINTENANCE OPERATIONS

- Provided ongoing support for Q-matics system.
- Managed security for Q-matics system.
- Created short-term collections process for Engineering Stormwater.
- Assessed business processes for Stormwater.
- Provided support to research a Street Sweeper Mileage Solution.
- Provided general Cityworks support.

ENGINEERING - OPERATIONS

- Conducted Road Ownership Research to support MRAD.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Exported feature class data to CAD format for consultants and surveyors working with Engineering on various studies and projects.
- Maintained Engineering Pictometry Organization, created user logins.
- Provided Engineering Cityworks Support.
- Plan Review Process support with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management software solution for Engineering Operations. Created 99 polygons for submitted plans.
- Resolved 243 work orders.

ENGINEERING - TRAFFIC ENGINEERING OPERATIONS

- 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.
- Continued support to 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.
- Supported Traffic Engineering GIS Staff with feature class creation, maintenance, and ArcGIS support. Created street light points for all new lights installed and not collected during GA Power's audit.
- GDOT Map 21 Review.
- Resolved 64 work orders.

- MAC - Implement a network/connectivity solution for new equipment at the Sign Shop.
- MAC- Implemented replacement equipment.

ENVIRONMENTAL SERVICES

- Upgraded all VOIP phones.
- Provided GIS vendor support for Eremos, Recycle Perks, etc.
- Provided general Cityworks support.
- Custom map creation for Environmental Services business support.
- Implemented cross-departmental Demolition Process in Cityworks.
- Resolved 218 work orders.
- MAC- Implement a solution for connecting two new AV Displays for Break and Conference room.
- MAC - Recommend and Implement for Keep Augusta Beautiful Relocation.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

- Cityworks go-live for EEO.
- MAC- Implement and Replace Pollock refreshment for 2018 in EEO.
- MAC- Implement and Replace Pollock refreshment for 2018 in EEO.

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.
- Resolved 50 work orders.
- MAC- Implement a solution for network connectivity of new equipment in director`s office.

FINANCE - FLEET MANAGEMENT

- Provided ongoing support for the Faster application.

FINANCE - PAYROLL

- Resolved 31 work orders.
- MAC- Implemented replacement equipment.

FINANCE - RISK MANAGEMENT

- Resolved 55 work orders.

FINANCE DEPARTMENT

- Began the process of implementing Employee Online.
- Managed bi-weekly process to submit employee information to ADP.
- Provided ongoing support for the ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.
- Provided training on report writing and report creation specific to Cognos 11.
- Provided ongoing support to the Payroll Team on a biweekly basis.
- Resolved 117 work orders.
- MAC- Implemented replacement equipment.

FIRE DEPARTMENT - ADMINISTRATION

- 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 company areas for training including wall maps for each location.

- Continued support to EMA Risk Assessment Project with critical facilities updates, flooding information, and GIS data transfer to consultant.
- Provided I.T. support to the Fire Department.
- Implemented new fire reporting system, Imagetrend.
- Upgraded mobile computing application, Tyler`s New World Mobile to version 2018.2.
- Upgraded the current laptop computers in all fire trucks (33 total) using SPLOST funding.
- Provided ongoing support of the Faster application.
- Resolved 356 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.
- MAC- Implement and Replace Pollock refreshment for 2018.

FIRE STATION #1

- Resolved 26 work orders.

FIRE STATION #10

- Resolved 8 work orders.

FIRE STATION #11

- Resolved 20 work orders.

FIRE STATION #12

- Resolved 1 work orders.

FIRE STATION #13

- Resolved 3 work orders.

FIRE STATION #14

- Resolved 4 work orders.

FIRE STATION #15

- Resolved 11 work orders.

FIRE STATION #16

- Resolved 10 work orders.

FIRE STATION #17

- Resolved 5 work orders.

FIRE STATION #18

- Resolved 19 work orders.

FIRE STATION #19

- Resolved 4 work orders.

FIRE STATION #2

- Resolved 18 work orders.

FIRE STATION #3

- Resolved 10 work orders.

FIRE STATION #4

- Resolved 4 work orders.

FIRE STATION #5

- Resolved 9 work orders.

FIRE STATION #6

- Resolved 20 work orders.

FIRE STATION #7

- Resolved 15 work orders.

FIRE STATION #8

- Resolved 29 work orders.

FIRE STATION #9

- Resolved 10 work orders.

FORESTRY

- Resolved 5 work orders.

HOUSING AND COMMUNITY DEVELOPMENT

- Maintained web mapping projects to support environmental reporting required by state organizations for Housing and Community Development staff to expedite their visual area analysis.
- Modified existing feature classes and provided updates for supporting Housing and Community Development activities including Enterprise Zones and Opportunity Zones.
- Resolved 148 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.

HUMAN RESOURCES

- Provided graphics support for various marketing efforts.
- Provided ongoing support and maintenance for existing ADP time clocks across the City.
- Facilitated system changes needed for HR to assume responsibility for capture of employee and dependent benefit information.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but HR is a key customer department.
- Implemented COLA increases that went into effect in January 2019.
- Implemented changes to the GMEBS contributions and deductions that went into effect in January 2019.
- Provided training on report writing and report creation specific to Cognos 11.
- Provided technical assistance for all of the necessary changes related to pay grades, PCNs, and so forth as a result of the city-wide Compensation Study.
- Began the process of implementing Employee Online.
- Resolved 156 work orders.
- MAC- Implement an AV solution for the fourth floor orientation room.

INFORMATION TECHNOLOGY

- Migrated 1200 customers from Mobileiron to Intune MDM.
- Installed cellular boosters in Judicial Center.
- Migrated 72 phone lines from 1FB to Centrex.
- Upgraded over 400 mobile devices.
- Continued efforts of MRAD integration with Utilities CIS software.
- Managed various vendors` firewall requests.
- Coordinated between Utilities and IT for server and database upgrades.
- 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.
- 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, Sheriffs 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 Central Services, Traffic Engineering, Engineering Stormwater, and ADA.
- Expanded ArcGIS Online presence for Augusta, GA. Initiated the transparency project through Augusta’s GEOHub – Open Augusta. Presented to Commission with very positive feedback.
- Updated GIS Documentation including user guides for parcel editing, Augusta Maps, CityWorks, Motorola 311, Addressing Vendor Guide, Addressing and Road Database Maintenance, etc.
- Reviewed road projects for 2018, approved 101 (Site and Development plans approved).
- Maintained Authoritative Road Feature Dataset. Incorporated additional Road Book information, 89 new features, 10,697 edits and validations by GIS Technicians, including range corrections, routing calculations, and splitting at county line for accurate mileage counts.
- Reviewed plans and assigned addressing for Augusta under the MRAD Project including reviewing 94 Site Plans (Commercial/Multi-Family) and 7 Developments (Subdivisions). Work included 2,707 addressing assignments (mobile home entries increased count), 289 address changes, and 5,202 edits and validation which included structure point location, spelling corrections, and collection of unit numbering.
- Created and continued to maintain various online forms with LaserFiche Forms Management to support internal business processes including GIS Enterprise Use Agreement.
- Internet Emails Processed: Received 9,662,582 - Sent 2,340,459 - Spam Blocked 1,024,922 - Viruses Blocked 6,848.
- Held 16 Cyber Security for Employees training classes. 228 employees attended.
- Started implementation of Augusta’s drone program. Training classes for staff in preparation for FAA 107 remote pilot license exam. Two staff members attempted and passed remote pilot license exam.

- Coordinated the Earth Day Augusta 2018 event with Phinizy Swamp and Augusta University.
- Processed multiple security requests for terminations.
- Migrated city to Microsoft Office 365.
- Created 559 active directory accounts.
- Re-wrote the Information Technology Annual Report application.
- Resolved 6,596 work orders.
- MAC- Implemented a solution for Digital Signage in the Information Technology Building.
- MAC- Implemented software upgrade of AutoCAD for GIS.
- MAC- Implemented new equipment for Cyber and Robotics Camp.
- MAC- Implemented replacement equipment.

JURY CLERK

- Provided ongoing support to the Jury Clerk.
- Quoted, Managed and Installed 3 new equipment orders.
- Resolved 14 work orders.

JUVENILE COURT

- Relocated department to new location.
- Provided ongoing support to the Juvenile Court.
- Implemented case management system for the Juvenile Court, JCATs.
- Resolved 119 work orders.
- MAC- Implement network/connectivity solution for relocation of computers in department.
- MAC- Pollock upgrade of device at new location in Judicial Center.
- MAC- Pollock upgrade of device at new location in Judicial Center.
- MAC- Implement and Replace Pollock refreshment for 2018 in Juvenile Court..

LAND BANK AUTHORITY

- Resolved 19 work orders.

LAW DEPARTMENT

- Provided mapping support for legal meetings and presentations.
- Provided Cityworks support for Law staff assigned to Utilities.
- Provided ongoing support to the Law Department.
- Provided eVerify file for Business Licenses.
- Processed multiple open records requests for Planning and Development.
- MAC- Relocation of equipment for customer from Law Department to Municipal Building.
- MAC- Implement and Replace Pollock refreshment for 2018.

LAW LIBRARY

- Provided ongoing support to the Law Library.

LICENSE AND INSPECTION

- 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.
- Resolved 1 work order.
- MAC - Relocation of printers.
- MAC- Implemented a solution for AV for conference room.

MARSHAL`S OFFICE

- Provided mapping support for Marshal Zones and litter enforcement.
- Provided on-going support of Marshal`s Office applications including MIST, Service Tracker, New World Mobile and LERMS.
- Provided task force support for Marshal`s Code Enforcement Division.
- Deployed Marshal Cases for Marshal Department for tracking within Cityworks to replace MIST. Created comprehensive report for Marshal Department.
- Maintained sub-organization within Pictometry application.
- Resolved 170 work orders.
- MAC- Implemented replacement equipment.

MARSHAL'S OFFICE - ARA

- Resolved 37 work orders.

MARSHAL'S OFFICE - SUBSTATION

- Setup Warrant Video station at the Marshal`s Substation for the agency to issue warrants eliminating the need to travel to the Judicial Center.
- Resolved 112 work orders.

MAYOR'S OFFICE

- Provided GIS data and support for consultants associated with multiple projects.
- Resolved 37 work orders.

NON-COUNTY

- 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 mapping to public through sales of maps and data by written request.
- Created banners, graphics, flyers in support of the government supported events.
- Provided Board of Education mapping and analysis support, GIS Data creation, school data updates, and Pictometry support.
- Electronic Plan Review deployment in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.

OLD GOVERNMENT HOUSE

- Resolved 8 work orders.

PLANNING AND DEVELOPMENT

- Relocated department to new location.
- Updated and supported citizen engagement 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, including building permits, code enforcement actions, crime rate, and new businesses.

- Continued support of 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. Gathered data from outside sources and established data sharing for community information requested.
- Maintained Zoning GIS feature classes and mapping support (52 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.
- Continued support of GIS features for flood property information including LOMR and new LOMA; continuing coordination of online access to these documents via GIS links.
- Provided Code Enforcement mapping and data creation for meetings.
- Supported flood zone updates, meetings with FEMA, and coordinated data deliveries.
- Supported 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.
- Implemented cross-departmental Demolition Process in Cityworks.
- 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.
- Assisted with data clean-up within the CityView database.
- Provided ongoing support for the COC Public Access application.
- 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 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 2018.5.
- Performed multiple map and activity reassignments due to staff turnover.
- Added the Business License Past Due Collection Fees to CityView.
- Continued the digitizing of historic building plans for archival 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.
- Searched and analyzed the Audit Log to explain several questionable circumstances regarding CityView records.
- Provided support, reports, searches, etc. to assist with producing annual report statistics.
- Installed and trained Laserfiche for Planning and Development staff to perform quality checking on the scanned historic building plans.
- Completed Phase I of the Demolition interface between CityView and Cityworks - automatically creating work orders for properties to be demolished.
- Updated CityView receipts and letters with new Director's name.
- Setup Business License Inspectors for the CityView Mobile module.
- Created multiple custom letters in CityView.
- Supported the migration to Office 365.
- Assisted with the move to the new S. Augusta Satellite Office.
- Processed multiple open records requests.
- Electronic Plan Review deployment in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.
- Provided technical assistance related to the implementation of the Web-based Plan Approval process.
- Created a new interface to share data between the CityView application and the CityWorks application.
- Resolved 783 work orders.
- MAC- Implemented a solution for a Time Clock installation.
- MAC- Recommended and implemented relocation into Satellite Office.
- MAC- Implemented installation of connectivity of Iplan tables.
- MAC- Implemented software upgrade for AutoCAD.

PROBATE COURT

- Provided ongoing support to the Probate Court.
- Supported the Probate Court during their office renovations.
- Resolved 70 work orders.

PROBATION

- Provided ongoing support to the Probation Office.
- Resolved 94 work orders.

PROCUREMENT

- Graphics support for Procurement SOP, vendor workshops, and other special projects.

- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.
- Began the process of implementing OneSolution Click2Gov.
- Assisted with the selection of a new software package to enhance operations within the Print Shop.
- Provided ongoing support for the monthly updates related to B2GNow.
- Provided an upgrade and re-write of the web-based ARCBid application.
- Resolved 179 work orders.
- MAC- Implemented AV solution for conference room.

PROCUREMENT - PRINT SHOP

- Resolved 20 work orders.

PUBLIC DEFENDER

- Provided ongoing support to the Office of the Public Defender.
- Resolved 394 work orders.
- MAC- Implemented network connectivity for break room.

RCCI

- Provided ongoing support to RCCI.
- Implemented new security protocols for RCCI GED lab that enable GED testing to become paperless.
- Continued support for RCCI on mobile app for Cityworks to support their Stormwater Maintenance Activities and provided reporting of time, materials, and tonnage of vegetation cleanup.
- Resolved 99 work orders.

RECREATION - ADMINISTRATION

- Upgraded all VOIP phones.
- Continued support for Landscape Architect in ArcGIS Collector app creation for tree inventory data collection.
- 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.
- Upgraded ActiveNet Facility Management to latest version.
- Supported the migration to Office 365.
- Resolved 320 work orders.
- MAC- Implemented a network/connectivity for staff.

RECREATION - AQUATIC CENTER

- Resolved 11 work orders.

RECREATION - AQUATICS

- Submitted monthly employee wellness files for Payroll.

RECREATION - BLYTHE PARK

- Resolved 3 work orders.

RECREATION - CARRIE J. MAYS

- Resolved 7 work orders.

RECREATION - DIAMOND LAKES

- Resolved 15 work orders.
- RECREATION - EASTVIEW PARK***
- MAC- Implement a solution for equipment at location.
- RECREATION - EISENHOWER PARK***
- Resolved 11 work orders.
- RECREATION - FACILITIES MANAGEMENT***
- Resolved 151 work orders.
- RECREATION - FLEMING ATHLETIC OFFICE***
- Resolved 11 work orders.
- RECREATION - H.H. BRIGHAM COMMUNITY CENTER***
- Resolved 7 work orders.
- RECREATION - MCBEAN PARK***
- Resolved 7 work orders.
- RECREATION - MCDUFFIE WOODS PARK***
- Resolved 9 work orders.
 - MAC- Implemented a solution for network connectivity of installation of equipment.
- RECREATION - SAND HILLS COMMUNITY CENTER***
- Setup digital certificates for encrypted e-mails for meals program.
 - Resolved 16 work orders.
- RECREATION FACILITIES***
- Upgraded network connectivity and WiFi equipment at Marina.
- RISK MANAGEMENT***
- Created Facilities Safety/Maintenance Evaluation Inspection inside Cityworks.
Created associated report for printout.
- RIVERWALK SPECIAL EVENTS***
- Resolved 8 work orders.
- SHERIFF`S OFFICE - ADMINISTRATION***
- Provided ongoing support of the New World RMS Suite. Upgraded Law Enforcement Records Management system to version 2018.2.
 - Provided access to HR software Neogov for Administration personnel to provide a workflow to track applicants through the hiring process.
 - Continued support of GIS feature classes in Secured Service on AugustaMaps 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 AugustaMaps for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. 15,714 crime points added.
 - Supported GIS Users in software training, GIS applications, and mapping.
 - Installed and configured WiFi for coverage in Evidence and Quartermaster locations.
 - Installed and configured WiFi for coverage in drug vault.
 - Replaced 32 laptop computers for Road Patrol using SPLOST funding. Assigned 11 tablets to the Motorcycle division for use in the field.
 - Fulfilled map creation requests.

- Implemented salary increases that went into effect in January 2019 in payroll system.
- Provided technical assistance for the necessary calendar changes, accrual rules, overtime rules, and so forth related to the Sheriff's Office Payroll.
- Created a new application to assist the Sheriff's Office with payroll tracking.
- Provided ongoing assistance with the Sheriff's Office body camera evidence management system.
- Resolved 220 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.
- MAC- Implement and Replace Pollock refreshment for 2018, Court Services.

SHERIFF`S OFFICE - BAILIFFS

- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - BOOKING

- Resolved 412 work orders.
- MAC- Implement a network/connectivity solution for new GED Lab.
- MAC- Implement a solution for new equipment in visitation.

SHERIFF`S OFFICE - CID

- Provided ongoing support for the Tag Search application.
- Resolved 646 work orders.
- MAC - Relocation of equipment throughout offices.
- MAC- Implement replacement equipment.

SHERIFF`S OFFICE - CIVIL

- Resolved 36 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - CRIME SCENE

- MAC- Implement a solution for Wifi connectivity for "dead area" at site.
- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - DANIEL VILLAGE

- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - DARE

- Resolved 3 work orders.

SHERIFF`S OFFICE - INTERNAL AFFAIRS

- Resolved 62 work orders.
- MAC- Implement replacement equipment.

SHERIFF`S OFFICE - JAIL ADMIN

- Resolved 198 work orders.

SHERIFF`S OFFICE - NARCOTICS

- Resolved 63 work orders.
- MAC- Implement replacement equipment.

SHERIFF`S OFFICE - QUARTERMASTER

- Resolved 8 work orders.
- MAC- Implement a solution for Wifi connectivity for "dead area" at site.

SHERIFF`S OFFICE - RECORDS

- Resolved 250 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - SOUTHGATE

- Resolved 506 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - TRAINING CENTER

- Resolved 52 work orders.
- MAC- Implement and Replace Pollock refreshment for 2018.

SHERIFF`S OFFICE - WEBSTER DETENTION CENTER

- Implemented electronic committal process for RCSO Road Patrol and RCSO CBWDC as part of a RCSO initiative to reduce paperwork. I.T. provided project management oversight of electronic form creation and implementation. The results have lead to a decrease in deputy time at the Detention Center filling out paperwork.
- Resolved 33 work orders.
- MAC- Implement replacement equipment.

SOLICITOR GENERAL

- Resolved 290 work orders.

SOLID WASTE

- Provided ongoing support for the Elemos suite of applications.
- Assisted with the implementation of software changes related to the Scale House operations at the Landfill.
- Resolved 224 work orders.

STATE COURT JUDGE

- Resolved 74 work orders.
- MAC- Implement a solution for new AV equipment in Conference Room.
- MAC- Implement replacement equipment.

SUPERIOR COURT JUDGE

- Provided extensive support to the Superior Court Case Managers during the transition from Prosecutor Dialog and several in-house applications to Icon for Court Calendaring purposes. Multiple in-house interfaces and applications were replaced during this transition, and the Development staff worked to ensure no functionality was lost by the Case Managers during this transition.
- Resolved 232 work orders.
- MAC- Implement network/connectivity solution for conversion of two storage rooms into offices.

TAG OFFICE – EAST AUGUSTA

- Resolved 98 work orders.

TAG OFFICE – SOUTHSIDE

- Resolved 21 work orders.
- Resolved 101 work orders.

TAX ASSESSOR'S OFFICE

- Provided support for MRAD addresses with WinGAP as the authoritative site address, expedited TAO data entry, and provided validated data.
- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2018.
- Maintained workflow with TAO to track work, validate changes, and finalize parcel number assignment.
- Maintain Pictometry Connect Sub-Organization; created new web services to support staff and allow utilization of software in the field.
- Provided analysis on subdivisions and residential parcels for reporting and mapping.

- Provided support for the department during the implementation and training of Eagleview`s Connect Assessment project resulting in discovered revenue for the City. Also provided data analysis for the department`s review of pool data.
- 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.
- Programmatically populated permit data from CityView into WinGAP for reappraisal purposes.
- Implemented Pictometry`s ChangeFinder for the 2018 flight.
- Implemented Mobile Assessor software application.
- Supported the migration to Office 365.
- Set up new server for TAO to accommodate qPublic, Pictures, Sketches and Mobile Assessor.
- Resolved 197 work orders.
- MAC- Install equipment to be connected to AV outputs in conference rooms.

TAX COMMISSIONER'S OFFICE

- 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 No Bid feature class for properties that are no longer being marketed at tax sale.
- Provided GIS data analysis for special projects.
- Performed multiple VCS Tax password resets.
- 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.
- 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.
- 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 Utilities payment processing via OPEX/MAVRO.

- Supported the migration to Office 365.
- Provided support for South State Bank check scanning.
- Migrated MAVRO to a new server and upgraded MavBridge to the latest version of the software.
- Upgraded the memory on the Q-Matic server.
- Upgraded Q-Matic to the latest version.
- Provided ongoing support for the Cisco Call center solution.
- Resolved 337 work orders.
- MAC- Implement a solution for network connectivity of new equipment in Mail Room.
- MAC- Implement a solution for a repair to network connectivity for Cubicle move.

TRANSIT DEPARTMENT

- Maintained and coordinated GIS feature class updates for bus maps and individual route cards.
- Supported Transit in meetings for software transition to Trip Spark.
- Continued support for WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.
- Supported Transit in meetings for software transition to Trip Spark. Extended support for Bus Stop data collection.
- Provided ongoing support for the TripSpark suite of applications.
- Began the process of implementing the MyRide app (to be completed in 2019).
- Provided ongoing support for the PASS application.
- Provided ongoing support for the PASS IVR system.
- Resolved 89 work orders.

UTILITIES - ADMINISTRATION

- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Managed Cognos user security.
- Managed Invoice Cloud user security.
- Managed enQuesta user security.
- Supported ICOM3 application.
- Supported Utilities Month-End process procedures.
- Supported Utilities Year-End process procedures.
- Modified and Managed SQL Queries for Water Loss Study Team.
- Created enQuesta Data View for Utilities - Engineering.
- 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.
- Upgraded Flowlink to Flowlink Pro.
- Supported Projects Control application handover to Utilities Engineering.
- Installed FDM for meter reading assessments.
- Upgraded Op10 to version 11.25.

- Upgraded InfoWater to version 12.4.
- Created and ran reports for public open records requests.
- 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 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.
- Continued support for Fiber Project.
- 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.
- Provided ArcGIS desktop support.
- Maintained sub-organization within Pictometry application.
- Implemented cross-departmental Demolition Process in Cityworks.
- Supported the migration to Office 365.
- Resolved 107 work orders.
- Resolved 245 work orders.
- MAC- Implemented a solution for Walker Street Schedule Panels.
- MAC- Implemented software upgrade for AutoCAD.

UTILITIES - CENTRAL AVE

- Processed multiple network and application security requests.
- Supported mobile devices for Utilities Facilities and Maintenance.
- Provided ongoing support for Netmotion and AnyConnect.
- 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 15.3.3.
- Upgraded ETAP to version 8.7.5.
- Supported the migration to Office 365.
- Resolved 50 work orders.

UTILITIES – ENGINEERING

- Supported AUD Projects Controls Program.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported Infowater.
- Assisted with Cityworks Upgrade to version 15.3.3.

- Supported Dicksonware.
- Supported Trimble Business Center.
- Supported the migration to Office 365.
- Resolved 283 work orders.

UTILITIES - FORT GORDON

- Programmed and installed 20 new VOIP phones.
- Assisted with Cityworks Upgrade to version 15.3.3.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided ongoing support for Netmotion and AnyConnect.
- Provided ongoing support for Cityworks.
- Continued support of Fort Gordon Location.
- Upgraded InfoWater to version 12.4.
- Supported the migration to Office 365.
- Resolved 36 work orders.
- MAC- Implemented and replaced Pollock refreshment for 2018.
- MAC- Implemented new equipment.

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 and AnyConnect.
- 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 to version 7.6.6.
- Supported the migration to Office 365.
- Resolved 81 work orders.

UTILITIES - METERING

- Supported Invoice Cloud Biller Portal.
- Continued support of Metering department.
- Processed multiple network and application security requests.
- Provided ongoing support for Meter Reading Handheld units.
- Provided ongoing support of MVRS.
- Provided ongoing support for enQuesta.
- Assisted with Tyco security support.
- Assessment of a mobile work order system partnered with enQuesta`s vendor, SandS.
- Installed FDM for meter reading assessments.
- EnQuesta code change for meter resolution/readings of 9 digits.
- Upgraded MVRS to version 8.7.5.
- Supported the migration to Office 365.
- Resolved 86 work orders.

UTILITIES - N. MAX HICKS WATER TREATMENT PLANT

- Provided ongoing support for Cityworks.
- Assisted with Cityworks Upgrade to version 15.3.3.
- 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.
- Supported the migration to Office 365.
- Resolved 33 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 Finesse 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 Reporting.
- Supported cashiering mobile devices for taking credit card payments.
- Provided ongoing support for enQuesta.
- Provided ongoing support for Q-matics system.
- Managed enQuesta printers.
- Assisted with Tyco security support.
- Assisted with internal Customer moves.
- Supported outdial process for Credit and Collections.
- Provided support and data reporting for online payments.
- Supported Pay-By-Text.
- Provided support and data reporting for telephone payments.
- Provided support for WebConnect.
- Managed security for Q-matics system.
- Supported software for South State Bank.
- Managed IVR prompt changes and additions.
- Performed IVR script changes.
- Managed Cognos user security.
- Supported Cognos.
- Set up phones for call monitoring.
- Implemented Mavro remittance for mailed payments.
- Installed FDM for meter reading assessments.
- Supported the migration to Office 365.
- Resolved 159 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.
- Supported the migration to Office 365.

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.
- Supported the migration to Office 365.
- Resolved 19 work orders.

UTILITIES - RAW WATER PUMPING STATION

- Connected site to fiber cabling and installed and configured new hardware.

UTILITIES - WALKER ST

- Supported Cognos.
- Assisted with ACH file issues.
- Performed IVR script changes.
- Managed Cognos user security.
- Managed IVR prompt changes and additions.
- Managed security for Q-matics system.
- Supported software for South State Bank.
- 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.
- Provided ongoing support for enQuesta.
- Managed enQuesta printers.
- Processed multiple network and application security requests.
- Provided support for H2O Map.
- Provided Support and Data Reporting for On-Line Payments.
- Supported Pay-By-Text.
- Provided Support and Data Reporting for Telephone Payments.
- 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 Finesse 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 Finesse.
- Provided ongoing support for Cisco Reporting.
- Supported cashiering mobile devices for taking credit card payments.
- Provided ongoing support for enQuesta.

- Provided ongoing support for Q-matics system.
- Managed enQuesta printers.
- Created Mavro Data Views.
- Provided support for assessment of Billing Revenue Analysis for Customer Service.
- Set up phones for call monitoring.
- Implemented Mavro remittance for mailed payments.
- Upgraded UCCX to version 11.6.2.
- Installed FDM for meter reading assessments.
- Move to new VM's for enQuesta WebConnect.
- Added new functionality in IVR.
- Implemented Utilities payment processing with the Tax Commissioner's Office via OPEX/MAVRO.
- Supported the migration to Office 365.
- Resolved 14 work orders.
- Resolved 208 work orders.

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 Op10 to version 11.25.
- Supported the migration to Office 365.
- Resolved 15 work orders.
- MAC- Pollock relocation of existing equipment to another location.

UTILITIES C AND M WYLDSD 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 and AnyConnect.
- Supported Water Customer Reconnect report for Dispatch.
- Supported IVR for Construction and Maintenance Dispatch location.
- Assisted with Cityworks Upgrade to version 15.3.3.
- Supported EDEN, Utilities' after-hours locate process.
- Supported VLC video application.
- Supported the migration to Office 365.
- Resolved 140 work orders.
- MAC - New Network Drop at C and M Leaders Room.