



INFORMATION TECHNOLOGY

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To: Mr. Jarvis Sims, Interim Administrator
Department Heads and Elected Officials

From: Ms. Tameka Allen, Information Technology Director

Date: May 8, 2020

RE: Information Technology 2019 Annual Report & Strategic Plan Update

The Augusta Information Technology Department (IT) continues to work to collaborate with our customers to provide them with the best customer support and services. As you can see by this report, 2019 was another very busy year filled with a number of projects to meet the growing demands of our customers and demonstrate the collaboration within the agency.

Following are a few of the Information Technology Department highlights for the previous year of 2019, along with an update on the IT Strategic Plan:

- IT Customer Satisfaction annual survey continued to demonstrate a 98% approval rating.
- The departmental performance measures continue to align with industry best practices and Information Technology was ranked
- Conducted a successful Cyber & Robotics Camp for middle grade Richmond County students that provided technology learning for over 50 students.
- Participated in 13 community outreach events at local elementary and high schools.
- Held over 27 Cyber Security for employees training classes with over 500 employees attending.
- Upgraded end of life cycle equipment to include VoIP telephones, desktops, printer, etc. citywide.
- LUCA feedback review phase was completed, resulting in all of our 60 revisions accepted by the Census Bureau.
- Fiber installation to continue with redundancy project.
- Replaced over 260 radios to prepare for the new radio system.
- Implemented the new Eagle Recorder software application for the Real Estate in the Clerk of Superior Court.
- Implemented a new Digital Evidence Management for CID interview rooms and holding cells at Sheriff Administration, Narcotics and the Webster Detention Center.
- Implemented the MyRide mobile and web application for Transit.
- Implemented payment kiosk for Utilities Customer Service.
- Upgraded the Coroner Application to provide for additional features.

- Coordinated site visit to Charleston County Consolidated 911 Center to understand their operation.
- Supported Stormwater collections process and began assessment of long-term solution for Stormwater collections process within utility billing system, enQuesta.
- Captured drone aerial stills and video at multiple locations across the county for the Finance Department's annual publication.
- Implemented Employee Online so employees can view their pay stubs and W-2's online.
- Implemented Neo-Gov Onboarding for new Augusta employees.
- Conducted cellular device audit, identifying savings of over \$100,000 per year.
- Upgraded over 400 mobile devices.
- Maintained over 150 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, Recreation and Parks, and ADA. Created Archive Geodatabase for historical data.
- Expanded ArcGIS Online presence for Augusta, GA. Implemented the transparency project through Augusta's GEOHub-Open Augusta page providing over 50 layers freely available to Augusta's citizens.
- Extensive support for Flight Blight Initiative – data collection, data creations, app creation, dashboard creation including filed survey results as well as data from various sources.
- Implemented CityView Mobile for Business Licenses.
- Implemented interface between CityView and Cityworks to facilitate demolition order data sharing between Code Enforcement, Environmental Services and Utilities.
- Implemented a new software package to enhance operations within the Print Shop.
- Began support for upgrade of MVRS to FCS for meter reading.
- Began integration of Cityworks and enQuesta.
- 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 10M emails and blocked over 2M spam emails.
- Received an estimated over 3.8M visitors to www.augustaga.gov

2019 Update on the Information Technology Strategic Plan

The 2019-2021 Information Technology Strategic Plan was approved by the Augusta Commission in February 2019. This plan includes strategic initiatives in ten critical areas: Software Consolidation & Optimization, GIS, Public Safety, Security, Transparency, Mobility, Infrastructure, Data Integrity, Smart City, and IT Staffing.

The Strategic Plan identifies 75 specific projects that support the strategic initiatives. Eighteen of these projects were fully completed in 2019. Notable projects included:

- Deploying a digital evidence management and interview room recording solution for the Sheriff's Office.
- Implementing an electronic new employee onboarding solution for Human Resources.
- Expanding mobile functionality for Business License and Code Enforcement inspectors in Planning & Development.
- Implementing a software solution to support more efficient management of civil processing for the Marshal's Office.
- Supporting Utilities in implementing a secure payment kiosk for customers at Utilities Administration.
- Supporting Fire/EMA in standing up the new Mobile Emergency Operations Center.

Information Technology also made substantial progress on 26 other projects, many of which will be complete in 2020.

Successful project completion requires extensive collaboration with partner departments and available funding. Information Technology conducted Stakeholder Meetings with departments in January 2020 to discuss projects and identify 2020 priorities.

More detailed 2019 Information Technology Department activities by department are provided on the following pages:



Augusta, Georgia
Information Technology Department
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INFORMATION TECHNOLOGY

2019 Annual Report

311

- Maintained Pictometry Connect Sub-Organization to ensure 311 has a backup support system for valuable information including Commission Districts, Utilities, Customer Information, and other city department data.
- Completed upgrade and transition of Motorola PremierOne CSR to the cloud.
- Began implementation of SeeClickFix mobile application for citizen engagement.
- 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 interface for Code Enforcement.
- Provided ongoing support and processed multiple security requests for the CityView application.
- Provided ongoing support and processed multiple security requests for the Chameleon application.

ADMINISTRATOR'S OFFICE

- Evaluated Open Records Request system for FOIA request management.
- Continuous use of technology solutions in place, including Forms Management, to improve GIS enterprise operations resulting in vendor, local and national recognition.
- Continued mapping support for Administrator, including map and graphics requests.
- 37 Tickets Resolved.
- 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.
- Creation of open data GeoHUB and mapping portal for public inquiries/transparency, and citizen engagement applications for the mobile customer. Continued research 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, .
- Census:
LUCA Feedback review phase completion, resulting in all of our 60 revisions accepted by the Census Bureau.
Completion of Census New Construction Program in support of the Census 2020. All 560 addresses submitted were accepted.

ANIMAL SERVICES

- Processed multiple security requests.
- Provided ongoing support for the Chameleon application.
- Provided ongoing support for IT related purchases.
- Disabled the Licensing Renewal job.
- Implemented multiple Chameleon reports for Animal Services.
- Installed Chameleon software on new MDT replacements.
- 60 Tickets Resolved.

- Orders Processed - 4

AUGUSTA CANAL AUTHORITY

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

AUGUSTA LIBRARY

- Continued support for Library Citizen Service Requests in Cityworks.

AUGUSTA REGIONAL AIRPORT

- 128 Tickets Resolved.
- Continued mapping support for Operations and Facilities.
- MAC-Replacement for Pollock Devices.
- Orders Processed - 12
- Provided annual Master`s Week support services.
- MAC-New Network Line for IT Manager`s Office.
- MAC-New Equipment for Airport Engineering Office.
- MAC-AutoCAD Upgrade.

BOARD OF ELECTIONS

- Analysis of BOE registered voters to ensure precinct allocation accuracy.
- Orders Processed - 4
- MAC-New Network Connectivity for office cubicle remodel.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Continued to provide support for Registered Voter audits.
- Provided support for Elections GIS data modifications and map creation. Maintained Polling Places, Precincts, Commissioners, and State feature classes for elections mapping and support.
- Created Webpage for BOE with HTML, CSS, and JavaScript to elaborate on new voting system.
- Continued support of BOE software with MRAD to ensure correct spelling, road types, and ZIP codes.
- Maintenance and support of Web-GIS apps for Board of Elections including Find My Elected Official and Find My Polling Location.
- 43 Tickets Resolved.
- Provided ongoing support for the iTracker application.

CENTRAL SERVICES

- Continued support of vertical asset data - indoor data creation and maintenance. Added data for new and renovated facility buildings.
- Continued support of Central Services within the Cityworks environment, including service requests and work orders.
- 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.
- MAC-New Network Connectivity for Facilities Maintenance area.
- Orders Processed - 14
- 156 Tickets Resolved.

CITY-WIDE

- Upgraded computers for Sheriff`s Office, Fire Department, Marshals Office, and Animal Control.

- Upgraded 150 computers to Windows 10.
- Maintained 371 mobile data terminals for the Sheriff's Office, Fire, and Marshal's Office.
- Replaced 260 radios that would not work on the new digital system.
- Various web updates to website that stretched from hours to days at a time for various departments.
- Developed and maintained the GeoHub with custom HTML coding and custom CSS.

CIVIL AND MAGISTRATE COURT

- 55 Tickets Resolved.
- Provided ongoing support for all major applications and processes as necessary.
- Orders Processed - 4
- Upgraded all VOIP phones.

CIVIL AND MAGISTRATE COURT - WARRANTS

- 34 Tickets Resolved.

CIVIL AND MAGISTRATE COURT- JUDGE

- Provided ongoing support for the Initial Appearance System.

CLERK OF CIVIL AND MAGISTRATE COURT

- Provided ongoing support for the ICON Case Management System.
- Orders Processed - 8

CLERK OF COMMISSION

- Orders Processed - 4
- 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.
- 24 Tickets Resolved.

CLERK OF COURT

- 177 Tickets Resolved.
- Implemented the new Eagle Recorder software application for Real Estate.
- Setup and configured new NAS server for Tyler Eagle Solution.
- Provided ongoing support for the ICON Case Management System.
- Provided ongoing assistance with the implementation of Electronic Filing.
- 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 Print/E-Mail server.
- Provided ongoing support for the Paper Cut application.
- Provided ongoing support for all major applications and processes as necessary.

COMPLIANCE

- 62 Tickets Resolved.
- Provided ongoing support for the monthly updates related to B2GNow.
- Orders Processed - 8

- Relocated department to new location.

CORONER'S OFFICE

- Provided ongoing support for the Coroner`s Case Management System.
- 56 Tickets Resolved.
- Added several additional features and data fields to Coroner Application.

DANIEL FIELD AIRPORT

- Provided annual Master`s Week support services.

DISTRICT ATTORNEY

- Provided ongoing support for the Tracker Case Management System.
- 155 Tickets Resolved.
- 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.
- Provided ongoing support for all major applications and processes as necessary.

E911 DISPATCH

- Provided ongoing support for all major application and processes as necessary.
- Coordinated GIS Addressing initiatives with E911 support staff. .
- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.
- 179 Tickets Resolved.
- Provided support for New World integration with GIS data and performed data syncs.
- Continued analysis of 911 Address Override. GIS Technicians were tasked to review the override report in order to resolve centerline ranges, missing address points and quantify what truly should have been overridden.
- Continued responsibility for 911 MSAG Updates.
- Orders Processed - 13
- Assisted with the replacement of 911 furniture consoles.
- MAC-New Network Connectivity for New Consoles.
- MAC-New Equipment for Backup offsite.
- Coordinated site visit to Charleston County Consolidated 9-1-1 Center.

EMERGENCY MANAGEMENT AGENCY

- Orders Processed - 2
- Coordinated site visit to Charleston County Consolidated 9-1-1 Center.
- Attended training for WebEOC and IAFF HazMat Training – Planning and Response to High Consequence Incidents.
- MAC-Relocation of existing Smart Board to Fire Training at Central Avenue.
- Continued support of Emergency Management Crisis Track Software Initiatives and Training.
- Prepared for Flooding Emergency support as pre-planning for 2019 Hurricane Events, including major storms. Prepared to support via GIS mapping, ArcGIS Online Mapping Access and Cityworks Support.
- Provided support for FEMA Community Rating System rating renewal with the ISO. Calculated the total number of buildings in the SFHA area and the total acreage for the area.
- 5 Tickets Resolved.
- Assisted with the implementation of a Weather Station at the Fire Administration building.

- Provided ongoing support for all major applications and processes as necessary.

ENGINEERING

- 58 Tickets Resolved.
- Supported Stormwater collections process and began assessment of long-term solution for Stormwater collections process within enQuesta.
- Started support of adjustments of past due accounts.
- Implemented Stormwater Delinquent Letter Process in Utilities billing software, enQuesta.
- Provided enQuesta Stormwater support.
- MAC-Connectivity for New Equipment at Stormwater location.
- MAC-AutoCAD Upgrade.

ENGINEERING – ADMINISTRATION/FINANCE

- Orders Processed - 8
- 54 Tickets Resolved.

ENGINEERING – MAINTENANCE OPERATIONS

- Provided general Cityworks support.

ENGINEERING - OPERATIONS

- Plan Review Process support with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management software solution for Engineering Operations. Created 231 polygons for submitted plans.
- Conducted Road Ownership Research to support MRAD.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Maintained Engineering Pictometry Organization, created user logins and deactivated separated employees.
- Provided Engineering Cityworks Support.
- 135 Tickets Resolved.

ENGINEERING - TRAFFIC ENGINEERING OPERATIONS

- MAC-Connectivity for New Equipment in Traffic Room.
- MAC-Installation of new Pollock in Traffic Room.
- Orders Processed - 8
- Continued support of ADA Cityworks Service Request process to track Traffic Engineering's ADA Compliance Activities.
- 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.
- Configuration of Master's Signage for traffic signs inside Cityworks.
- Continued support of Fiber Installation Project including cross-department Cityworks Process for Utilities and Traffic Engineering.
- 30 Tickets Resolved.

ENVIRONMENTAL SERVICES

- 100 Tickets Resolved.
- Replaced software system at the landfill scale house to provide improved functionality.
- Continued support of cross-departmental Demolition Process in Cityworks.
- Provided GIS vendor support for Eremos, Recycle Perks, etc.
- Provided general Cityworks support.

- Custom map creation for Environmental Services business support.
- Completed the Demolition interface between CityView (Planning and Development) and Cityworks (Environmental Services).
- Orders Processed – 6.
- Provided ongoing support for the Eremos suite of applications.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

- Continued support of Cityworks.

EXTENSION SERVICES

- Orders Processed - 1

FACILITIES MAINTENANCE

- Upgraded all VOIP phones.

FINANCE - ACCOUNTING

- Orders Processed - 3
- 34 Tickets Resolved.

FINANCE - FLEET MANAGEMENT

- Provided ongoing support for the Faster application.

FINANCE - PAYROLL

- 22 Tickets Resolved.

FINANCE - RISK MANAGEMENT

- 40 Tickets Resolved.
- Orders Processed - 1
- MAC-Network connectivity for new cubicle furniture.

FINANCE DEPARTMENT

- 63 Tickets Resolved.
- Provided ongoing support for the ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.
- Setup and configured new database server for OneSolution application.
- Captured drone aerial stills and video at multiple locations across the county (Marina/Cyber Center, Lake Olmstead) for the Finance Department's annual publication.
- Implemented Employee Online within One Solution so that employees can view their pay stubs and W-2s 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.
- Upgraded ADP eTime software to support HTML 5 and removed requirements of Java and Flash.
- Provided ongoing support to the Payroll Team on a biweekly basis.
- Began upgrade of One Solution financial system to web-based HTML5 platform.

FIRE DEPARTMENT - ADMINISTRATION

- Provided ongoing support of the Faster application.
- Orders Processed - 12
- Continued support to EMA Risk Assessment Project with critical facilities updates, flooding information, and GIS data transfer to consultant.
- 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.
- 224 Tickets Resolved.
- Provided ongoing support for all major applications and processes as necessary.
- Assisted with the design and configuration of the forthcoming Fire Station Alerting System.
- Assisted with the design, configuration, and training for the Mobile Emergency Operations Center.
- Coordinated site visit to Charleston County Consolidated 9-1-1 Center.

FIRE STATION #1

- 8 Tickets Resolved.

FIRE STATION #10

- 6 Tickets Resolved.

FIRE STATION #11

- 9 Tickets Resolved.

FIRE STATION #13

- 3 Tickets Resolved.

FIRE STATION #14

- 1 Ticket Resolved.

FIRE STATION #15

- 1 Ticket Resolved.

FIRE STATION #16

- 5 Tickets Resolved.

FIRE STATION #17

- 5 Tickets Resolved.

FIRE STATION #18

- 9 Tickets Resolved.

FIRE STATION #19

- 2 Tickets Resolved.

FIRE STATION #2

- 15 Tickets Resolved.
- Installed fiber for network connectivity to new building.
- MAC-New Network connectivity for New Location.

FIRE STATION #3

- 6 Tickets Resolved.

FIRE STATION #4

- 2 Tickets Resolved.

FIRE STATION #5

- 3 Tickets Resolved.

FIRE STATION #6

- 14 Tickets Resolved.
- Upgraded telephones system to Key Service Unit.

FIRE STATION #7

- 4 Tickets Resolved.

FIRE STATION #8

- 16 Tickets Resolved.

FIRE STATION #9

- 12 Tickets Resolved.

HOUSING AND COMMUNITY DEVELOPMENT

- MAC-AutoCAD Upgrade.
- Relocated department to new location.
- Upgraded all VOIP phones.
- Relocation of HCD to new building. Provided fiber for network connectivity and network hardware.
- 115 Tickets Resolved.
- Continued support and maintenance to existing feature classes and provided updates to support Housing and Community Development activities including Enterprise Zones and Opportunity Zones.
- Orders Processed - 16

HUMAN RESOURCES

- 72 Tickets Resolved.
- Orders Processed - 7
- MAC- Replacement for Mobile Device.
- Provided ongoing support and maintenance for existing ADP time clocks across the City.
- Assisted Human Resources with ACA Compliance and Reporting.
- 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.
- Implemented Employee Online within One Solution so that employees can view their pay stubs and W-2s online.
- Implemented Neo-Gov Onboarding for new Augusta employees. .

INFORMATION TECHNOLOGY

- Orders Processed - 130.
- Updated Cityworks App on all devices with MDM.
- Conducted cellular device audit, identifying savings of over \$100,000 per year.
- Upgraded over 400 mobile devices.
- Coordinated two sessions of Cyber and Robotics Camp, providing technology learning opportunities to 50 middle school students.
- Pre-planning, configuration and design in preparation of SeeClickFix implementation Citywide.
- Participated in 13 community outreach events at local elementary and high schools.
- Captured several drone flights of new development.
- MAC-AutoCAD Upgrade - GIS.
- Created 492 new Office 365 accounts and deleted 438 defunct Office 365 accounts.
- MAC-New Equipment for RF Administrator.
- Installed and configured Veeam One for monitoring and analytics of virtual environment.
- Installed and configured EMC 500TB storage array.
- MAC- Replacement for Mobile Device.
- Closed 663 work tickets and 47 citywide tickets.
- Created and maintained custom made story map for GIS. It utilized Javascript, Css, and HTML with custom coding.

- Created form for Address Request - GIS.
- Created form for GIS - Street and Honorary.
- Assisted with coordinating the Earth Day Augusta 2019 event with Phinizy Swamp and Augusta University.
- Processed multiple security requests for terminations.
- 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 support and expand ArcGIS Server Secured Layer for Augusta Maps. 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 and school data updates.
- Maintained over 150 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, Recreation and Parks, and ADA. Created Archive Geodatabase for historical data.
- Expanded ArcGIS Online presence for Augusta, GA. Implemented the transparency project through Augusta's GEOHub – Open Augusta page providing over 50 layers freely available to Augusta's citizens.
- Updated GIS Documentation including user guides for parcel editing, Augusta Maps, CityWorks, Addressing Vendor Guide, Addressing and Road Database Maintenance, etc.
- Reviewed road projects for 2019, Reviewed 270 Site and Development plans.
- Maintained Authoritative Road Feature Dataset. Incorporated additional Road Book information, 83 new features, 4,427 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 39 Site Plans (Commercial/Multi-Family) and 11 Developments (Subdivisions). Work included 2,265 addressing assignments and 2,942 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. Development of new Address request form.
- Maintenance of Augusta's drone program. Two staff members retained remote pilot license.
- 4008 Tickets Resolved.
- Maintained Authoritative Road Feature Dataset. Incorporated additional Road Book information, 83 new features, 4,427 edits, 3 Renames and validations by GIS Technicians, including range corrections, routing calculations, and splitting at county line for accurate mileage counts.
- Held 27 Cyber Security for Employees training classes. 500 employees attended.

- Conducted Network and Security Assessment and reviewed the findings and recommendations.
- Emails: Good Mail 6,174,634 - Spam 2,023,767 - Malware 1,739.

JURY CLERK

- 3 Tickets Resolved.
- Upgraded all VOIP phones.
- Provided ongoing support for all major applications and processes as necessary.

JUVENILE COURT

- Provided ongoing support for all major applications and processes as necessary.
- 58 Tickets Resolved.

LAND BANK AUTHORITY

- 24 Tickets Resolved.

LAW DEPARTMENT

- Upgraded all VOIP phones.
- Orders Processed - 5.
- Provided eVerify file for Business Licenses.
- Processed multiple open records requests for Planning and Development.
- Provided ongoing support for all major applications and processes as necessary.

LAW LIBRARY

- Provided ongoing support for all major applications and processes as necessary.
- Upgraded all VOIP phones.
- 6 Tickets Resolved.

LICENSE AND INSPECTION

- Orders Processed - 8.

MARSHAL'S OFFICE

- 112 Tickets Resolved.
- Provided mapping support for Marshal Zones and litter enforcement.
- Provided task force support for Marshal's Code Enforcement Division.
- Continued support for Marshal Department service requests within Cityworks and comprehensive reporting.
- Maintained sub-organization within Pictometry application.
- Orders Processed - 8.
- Publish 3D Scene of Municipal Building.
- Created form for Jeff Barrett to help automate the officer training process.
- MAC- Replacement for Mobile Device.
- Provided ongoing support for all major applications and processes as necessary.
- Implemented a new Civil Processing Application for the Marshal's Office.

MARSHAL'S OFFICE - ARA

- 33 Tickets Resolved.

MARSHAL'S OFFICE - SUBSTATION

- 67 Tickets Resolved.

MAYOR'S OFFICE

- Programmed and installed new Auto Attendant.
- Extensive support for Fight Blight Initiative - data collection, data creation, app creation, dashboard creation including field survey results and data analysis. Created custom map used by entire committee displaying real time Blight Study Survey results as well as data from various sources.

- Provided GIS data and support for consultants associated with multiple projects.
- 25 Tickets Resolved.

NON-COUNTY

- Provided GIS data for numerous Augusta-sponsored studies including 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.
- 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 Board of Education mapping and analysis support, GIS Data creation, school data updates, and Pictometry support.
- Continued support for Electronic Plan Review in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.

OLD GOVERNMENT HOUSE

- 3 Tickets Resolved.

PLANNING AND DEVELOPMENT

- 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, workflow and business 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.
- 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.
- Processed multiple open records requests.
- Upgraded the CityView application to version 2019.9.

- Added a new "Re-Occupancy Fee" for Code Enforcement.
- Updated Building Permit Fees.
- Implemented the upgraded CityView Alcohol License Renewal process.
- Implemented the upgraded CityView Business License Renewal process.
- Implemented CityView Mobile for Business Licenses.
- Configured credit card machines to auto close at 6pm each day.
- Supported citizen engagement AGOL 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.
- 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. 2017 Flood Maps approved by county in November (including LOMAs and LOMR updates). Started the migration of all internal applications using flood data. Had to update FEMA schema to match the needs of our Flood Manager. Added new data to Secure Layers in Augusta Maps for the Flood Manager to review. Extensive review of the data took place the last week of the year. Maps were made public 1/8/2020.
- Supported online form for developers to conduct submittals electronically for review.
- Attended development review committee meetings to support developers.
- Implemented cross-departmental Demolition Process in Cityworks.
- Electronic Plan Review deployment in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.
- Flood zone support for Planning and Development for Community Rating System.
- Spanish translation services for Transit Planner - Augusta Public Transit survey.
- Created and/or modified multiple custom letters in CityView.
- 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.
- Provided support and training for Laserfiche for Planning and Development staff to perform quality checking and searching on the scanned historic building plans.
- Completed the Demolition interface between CityView (Planning and Development) and Cityworks (Environmental Services).
- MAC-AutoCAD Upgrade.
- MAC- Equipment for Mobile and AV.
- 391 Tickets Resolved.

- Maintained GIS features in Web Service for CityView. Supported modifications to Inspector Mapping during deployment of new staff for both Building Inspectors and Code Enforcement Officers.
- Provided addressing validation support for permitting and training to staff on MRAD.
- Maintained Zoning GIS feature classes and mapping support. 25 Zoning Updates, 52 Zoning Stipulations, 13 Zoning Special Exceptions.
- Supported mapping requests for planning sessions and meeting. Worked closely with Code Enforcement Staff to create ArcGIS Online custom app to query Code Enforcement data including custom filters.

PLANNING AND DEVELOPMENT - LICENSE AND INSPECTION

- Implemented interface between CityView and Cityworks to facilitate demolition order data sharing between Code Enforcement, Environmental Services, and Utilities.

PLANNING AND ZONING

- Orders Processed – 10.

PROBATE COURT

- 30 Tickets Resolved.
- Upgraded all VOIP phones.
- Orders Processed – 3.
- MAC- Network Connectivity for Office furniture.
- Provided ongoing support for all major applications and processes as necessary.

PROBATION

- Provided ongoing support for all major applications and processes as necessary.
- 2 Tickets Resolved.

PROCUREMENT

- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.
- Implemented a new software package to enhance operations within the Print Shop.
- Provided ongoing support for the monthly updates related to B2GNow.
- Orders Processed - 10.
- 127 Tickets Resolved.

PROCUREMENT - PRINT SHOP

- Upgraded all VOIP phones.

PUBLIC DEFENDER

- 229 Tickets Resolved.
- Created form for Public Defender`s Office.
- Orders Processed - 6.
- Provided ongoing support for the JCATS System.
- Provided ongoing support for all major applications and processes as necessary.

PUBLIC SERVICES - MAINTENANCE

- Orders Processed - 5.

PUBLIC SERVICES - TREES AND LANDSCAPES

- 5 Tickets Resolved.

RCCI

- 64 Tickets Resolved.
- Orders Processed - 5.

- 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.
- MAC- Replacement for Mobile Device.
- MAC-New Network Equipment and Location for Graduation Program.
- Provided ongoing support for all major applications and processes as necessary.

RECREATION - ADMINISTRATION

- Installed Recreation software on new computer replacements.
- MAC-AutoCAD Upgrade.
- 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.
- Preliminary department meetings, data collection and management in preparation for Cityworks implementation project.
- Orders Processed - 10.
- 187 Tickets Resolved.
- Cityworks support for cemetery staff.

RECREATION - AQUATIC CENTER

- 11 Tickets Resolved.

RECREATION - AQUATICS

- Submitted monthly employee wellness files for Payroll.

RECREATION - BERNIE WARD COMMUNITY CENTER

- Installed wireless access points for WIFI connectivity.

RECREATION - BLYTHE PARK

- Upgraded telephones system to Key Service Unit.
- MAC- Network connectivity for new computers.
- 2 Tickets Resolved.

RECREATION - CARRIE J. MAYS

- 3 Tickets Resolved.
- Upgraded telephones system to Key Service Unit.

RECREATION - DIAMOND LAKES

- Upgraded telephones system to Key Service Unit.
- 6 Tickets Resolved.

RECREATION - EISENHOWER PARK

- 2 Tickets Resolved.
- Upgraded telephones system to Key Service Unit.

RECREATION - FACILITIES MANAGEMENT

- 104 Tickets Resolved.

RECREATION - FLEMING ATHLETIC OFFICE

- 6 Tickets Resolved.

RECREATION - GARRETT COMMUNITY CENTER

- Upgraded telephones system to Key Service Unit.

RECREATION - GRACEWOOD CENTER

- Installed wireless access points for WIFI connectivity. Installed Comcast cable modem for internet access.

RECREATION - H.H. BRIGHAM SENIOR

- MAC- Network connectivity for new computers.

RECREATION - JAMESTOWN COMMUNITY CENTER

- Installed wireless access points for WIFI connectivity.

RECREATION - JOHNSON COMMUNITY CENTER

- Upgraded telephones system to Key Service Unit.

RECREATION - JULIAN SMITH BBQ PIT

- Installed wireless access points for WIFI connectivity. Installed Comcast cable modem for internet access.

RECREATION - MCBEAN PARK

- 2 Tickets Resolved.

RECREATION - MCDUFFIE WOODS PARK

- Upgraded telephones system to Key Service Unit.

RECREATION - SAND HILLS COMMUNITY CENTER

- 3 Tickets Resolved.

RECREATION - THE BOATHOUSE COMMUNITY CENTER

- Upgraded telephones system to Key Service Unit.

RECREATION - WARREN ROAD COMMUNITY CENTER

- MAC- Network connectivity for new computers.

RISK MANAGEMENT

- Maintained Facilities Safety/Maintenance Evaluation Inspection inside Cityworks and associated report.
- 8 Tickets Resolved.

RIVERWALK SPECIAL EVENTS

- 7 Tickets Resolved.

SHERIFF'S OFFICE - ADMINISTRATION

- 114 Tickets Resolved.
- Continued support of GIS feature classes in Secured Service on AugustaMaps for internal use and collaboration.
- Fulfilled map creation requests.
- Orders Processed - 28.
- Modified current GIS data and created new data for New World geocoding requirements. Provided database support for New World and database configuration.
- Maintained Crime Mapping Application feature in AugustaMaps for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. 14,346 crime points added.
- Supported GIS Users in software training, GIS applications, and mapping.
- Supported Homeless count initiative. Custom app created for local survey. Conducted user training and field data collection.
- 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.
- MAC-New Mobile Equipment for Command Staff.
- Provided ongoing support for the New World RMS Suite, Corrections Suite, and Mobile Suite.
- Provided ongoing support for all major applications and processes as necessary.
- Implemented a new Digital Evidence Management for CID interview rooms and holding cells at Sheriff Administration, Narcotics, and the Webster Detention Center.

SHERIFF`S OFFICE - BOOKING

- 248 Tickets Resolved.

SHERIFF`S OFFICE - CID

- 355 Tickets Resolved.
- Provided ongoing support for the Tag Search application.
- MAC-Replacement for Pollock Devices.
- MAC- Relocation of Special Operations.
- MAC- Replacement for Mobile Device.

SHERIFF`S OFFICE - CIVIL

- 15 Tickets Resolved.

SHERIFF`S OFFICE - CRIME SCENE

- 6 Tickets Resolved.

SHERIFF`S OFFICE - DANIEL VILLAGE

- 131 Tickets Resolved.
- Created new, browser-independent version of DART front-end.
- Equipped the Traffic Division with 9 mobile printers for citations.

SHERIFF`S OFFICE - DARE

- MAC- Replacement for Mobile Device.
- 2 Tickets Resolved.

SHERIFF`S OFFICE - EVIDENCE

- MAC-Replacement for Pollock Devices.

SHERIFF`S OFFICE - INTERNAL AFFAIRS

- MAC-Replacement for Pollock Devices.
- 27 Tickets Resolved.

SHERIFF`S OFFICE - JAIL ADMIN

- 174 Tickets Resolved.

SHERIFF`S OFFICE - NARCOTICS

- 30 Tickets Resolved.
- MAC-Replacement for Pollock Devices.
- MAC- Relocation of facility.
- Upgraded to Voice Over Internet Protocol (VOIP) telephone service.
- Relocated department to new location.

SHERIFF`S OFFICE - QUARTERMASTER

- 2 Tickets Resolved.

SHERIFF`S OFFICE - RECORDS

- 197 Tickets Resolved.

SHERIFF`S OFFICE - SOUTHGATE

- 230 Tickets Resolved.
- Added ability to mass-tag videos in BodyCam Application to accommodate dash-cam videos.
- MAC-Replacement for Pollock Devices.

SHERIFF`S OFFICE - TRAINING CENTER

- 16 Tickets Resolved.

SHERIFF`S OFFICE - WEBSTER DETENTION CENTER

- 12 Tickets Resolved.

SOLICITOR GENERAL

- 154 Tickets Resolved.
- MAC- Replacement for Mobile Device.

- Provided ongoing support for the Tracker Case Management System.
- Orders Processed - 5.
- Provided ongoing support for all major applications and processes as necessary.

STATE COURT JUDGE

- MAC- Replacement for Mobile Device.
- Orders Processed - 4.
- 44 Tickets Resolved.
- Provided ongoing support for all major applications and processes as necessary.
- Assisted State Court with the transition of the in-house Probation Department to an external contractor.

SUPERIOR COURT JUDGE

- Provided ongoing support for all major applications and processes as necessary.
- 121 Tickets Resolved.
- Orders Processed - 8
- MAC- Replacement for Mobile Device.

TAG OFFICE – EAST AUGUSTA

- 41 Tickets Resolved.

TAG OFFICE – SOUTHSIDE

- 41 Tickets Resolved.

TAX ASSESSOR'S OFFICE

- 148 Tickets Resolved.
- 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 data analysis and mapping on neighborhood re-numbering project.
- Provided support for MRAD addresses with WinGAP as the authoritative site address, expedited TAO data entry, and provided validated data.
- Orders Processed - 6.
- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2019. 1,348 Parcels edited, 303 Parcels created, 6 New Subdivisions, 74 Right-of-Way acquisitions, 28 combine requests.
- Maintain Pictometry Connect Sub-Organization; created new web services to support staff and allow utilization of software in the field. Granted sub-organization administrative privileges to TAO staff to manage ConnectExplorer internal users.
- Added Qualified Opportunity Zones to GDB per TAO request.
- Incorporated Soil Pricing Codes from DOR to Soil data in ArcGIS to facilitate Conservation Use calculations and updated Model.
- Support for data analysis and map creation for GIS Specialist.
- Maintained workflow with TAO to track work, validate changes, and finalize parcel number assignment.
- Installed WinGAP software on new computer replacements.

- Facilitated getting new reports from Clerk of Court`s new Eagle Recorder software application.
- Moved qPublic to a new server.
- Provided ongoing support for the Mobile Assessor application.

TAX COMMISSIONER'S OFFICE

- Upgraded SAGE 50 to the latest version.
- Assisted with implementing the DRIVES software application.
- Transitioned from State Bank to Cadence Bank.
- Kicked off the iasWorld software implementation project.
- Provided ongoing support for the Q-Matic application.
- Provided ongoing support for the DRIVES application.
- Orders Processed - 15.
- Provided MRAD support for returned mail evaluations and coordinated joint meeting with USPS.
- Maintained No Bid feature class for properties that are no longer being marketed at tax sale.
- Provided GIS data analysis for special projects.
- Custom ArcGIS Online map created to assist with TCO internal mapping needs.
- 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 VCS/CDIMS FiFa Interface process with COC.
- Updated Mail Fees for specified levy 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.
- Provided support for South State Bank check scanning.
- MAC-New Network Connectivity for Conference Room Scheduler.
- Provided ongoing support for the Cisco Call center solution.
- 145 Tickets Resolved.
- Provided GIS data analysis and mapping for special projects.

TRANSIT DEPARTMENT

- 57 Tickets Resolved.
- Provided ongoing support for the TripSpark suite of applications.
- Implemented the MyRide mobile and web application.
- Provided ongoing support for the PASS application.
- Provided ongoing support for the PASS IVR system.
- MAC-New Network Connectivity for New Building.
- Began conversion to Cityworks for Transit Asset Management System.
- Maintained and coordinated GIS feature class updates for bus stops and routes.
- Supported Transit in meetings for software transition to TripSpark.

- Continued support for WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.
- Assisted Transit (RATP DEV) with developing new route card schedules for City's website.
- Installed fiber for network connectivity. Installed Comcast for WIFI connectivity. Ordered network switches and wireless hardware.

UTILITIES - ADMINISTRATION

- 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.
- Supported Cityworks with Crystal Report creation for clients and performed Cityworks Analytics for supporting documentation. Created and published an Operations Dashboard for AUD to monitor the progress of the SL RAT (Sewer Line Rapid Assessment Tool) program with expanded data visualization capabilities.
- Continued support for Fiber Project.
- Supported Utilities Easement Project including ArcGIS training and troubleshooting.
- Supported Cityworks Storeroom Solution including program modifications, client training, and reporting.
- Supported Cityworks Fort Gordon with modifications, reporting, and maintenance.
- Provided support for Root Control project by creating custom ArcGIS Online map used by contractor to edit data in the field and identify treated sewer gravity mains.
- Maintained sub-organization within Pictometry application.
- Supported cross-departmental Demolition Process in Cityworks.
- Orders Processed - 52.
- Provided ArcGIS desktop support and troubleshooting.
- Configured Attribute Assistant tool for Water data to ensure data integrity, using complex expression to automate multiple field calculations per asset.
- Supported AUD with developing FOG program work process.
- MAC-AutoCAD Upgrade.
- 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.
- Managed enQuesta files on application server.
- Supported enQuesta application.
- Supported Invoice Cloud Biller Portal.
- Supported Compliance Suite.
- Managed Cognos scheduled reports.

- Created and implemented Google Analytics for Utilities.
- Managed Utilities e-mail distribution groups.
- Provided queries as needed to AUD for enQuesta data.
- Supported Field Deployment Management system (FDM).
- Created and ran reports for public open records requests.
- Setup Trimble Positions to utilize SQL server database.
- Upgrade Cognos to version 11.1.
- Vendor support for URM.
- Upgraded Trimble to version 10.6.1.1.
- Upgraded Flowlink Pro to version 5.18.
- Provided ongoing support for Netmotion and AnyConnect.
- 128 Tickets Resolved.

UTILITIES - CENTRAL AVE

- 32 Tickets Resolved.
- Assisted with assessment of RFID for inventory management within Cityworks.
- Processed multiple network and application security requests.
- 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.

UTILITIES – ENGINEERING

- 158 Tickets Resolved.

UTILITIES - FORT GORDON

- 27 Tickets Resolved.
- Process 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.
- Supported InfoWater application.

UTILITIES - HIGHLAND AVE FILTER

- 39 Tickets Resolved.

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 network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of WIMS software.

UTILITIES - METERING

- 61 Tickets Resolved.
- Began support for upgrade of MVRS to FCS (meter reading software).
- Began support for integration of Cityworks and enQuesta.
- Began assessment of Advanced Metering Infrastructure for 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.
- Supported FDM (Field Deployment Management system).

UTILITIES - N. MAX HICKS WATER TREATMENT PLANT

- Provided ongoing support for Cityworks.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of Water Treatment Plants.
- Processed network and application security requests.
- 19 Tickets Resolved.

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 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 as needed.
- Managed Cognos user security.
- Supported Cognos.
- Supported call monitoring.
- Supported Mavro remittance process.
- Supported FDM (Field Deployment Management system).
- 80 Tickets Resolved.

UTILITIES - PLANT 2

- Processed 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 network and application security requests.

UTILITIES - RAW WATER PUMPING

- 8 Tickets Resolved.

UTILITIES - RAW WATER PUMPING STATION

- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Supported change process for new building.

UTILITIES - WALKER ST

- 77 Tickets Resolved.
- Implemented payment kiosk for Customer Service.
- 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 monthly 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 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 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.
- Updated and supported Mavro Data Views.
- Provided support for assessment of Billing Revenue Analysis for Customer Service.
- Support live call monitoring.
- Supported Mavro remittance process for mailed payments.
- Installed FDM for meter reading assessments.

UTILITIES - WASTE WATER TREATMENT

- 6 Tickets Resolved.

UTILITIES C AND M WYLDSD RD

- 70 Tickets Resolved.