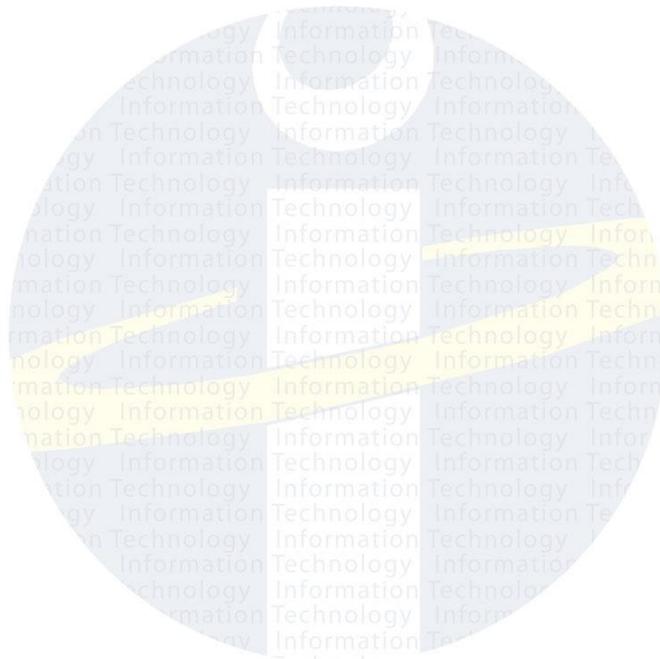


Augusta Information Technology 2013 Annual Report Customer Department Activities



311

- Conducted MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Conducted MAC Process for creating new 311 Department.
- Implemented the Motorola Premier One application.
- Provided support for various 311 applications.
- CityView Upgrade to 2013.1 SP4.
- CityView Upgrade to 2013.4 SP2.
- Integrated CityView with Augusta 311`s Premier One CSR software application.
- Relocated department to new location.
- Programmed and installed new phones.
- Programmed and installed 4 new phones for expansion.
- Implemented the CityView Outlook Add-In.
- Created multiple custom searches in CityView.
- Assisted with marketing for Augusta 311.
- Set up permissions for Augusta 311 employees in Chameleon.
- Assisted with Chameleon documentation for Augusta 311.
- Assisted with CityView documentation for Augusta 311.
- Processed multiple security requests.
- Provided a Chameleon Report for Augusta 311 CSR`s.
- Ran annual Augusta Cares reports from CityView.
- Supported 311 project deployment with application and mobile app graphics creation, including logo design, splash screens, and user interface.
- Created media graphics for 311 for water bills, billboards, and community advertisements.
- Supported 311 project deployment by modifying existing GIS data and database features to accommodate Motorola requirements.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for ADP EeTime application.
- Processed multiple security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided ongoing support for Cisco UCCX IVR application.

ADMINISTRATORS OFFICE

- Graphical support for slide presentations, communication graphics, media ads, for the commission and community presentations.
- Provided ongoing support for ADP EeTime application.
- Completed 56 work orders.
- Provided ongoing support for NovusAgenda application.
- Updated Facilities dataset and map for website and web services.
- Provided coordination of IT purchases based on department needs.
- Provided support for ADP EeTime time clocks.

ANIMAL SERVICES

- Completed 150 work orders.
- Replaced 13 Computers.
- Processed multiple security requests.
- Provided ongoing support for the Chameleon Application.

- Provided ongoing support for IT related purchases.
- Performed multiple password resets for the Chameleon application.
- Provided support and assistance for the Animal Disaster Mock Drill.
- Set up permissions for Augusta 311 employees in Chameleon.
- Implemented a new Bite Case Report.
- Created Inactive Group in Chameleon.
- Performed Chameleon system database clean-up.
- Provided support for ADP EeTime time clocks.

AUGUSTA CANAL AUTHORITY

- Provided grant application support for Augusta Canal Authority including mapping and large scale printouts, data exports for consultants, and feature class management of existing canal features and proposed projects.
- Created maps and provided support for Augusta Canal Authority trail signage.

AUGUSTA CARES

- Completed 191 work orders.
- Provided ongoing support for the CityView Application.
- Provided updates to CityView Reports.

AUGUSTA LIBRARY

- Completed 36 work orders.
- Provided assistance with installing Library applications on new computers.
- Provided support for ADP EeTime application.

AUGUSTA REGIONAL AIRPORT

- Implemented Excel imports for all three airlines and trained airport personnel to process the files.
- Completed 252 work orders.
- Provided annual Masters Week support services.
- Replaced 8 Computers.
- Conducted MAC Process for loaning of desktop computer for Masters support.
- Conducted MAC Process for ARA Fire Training.
- Upgraded Phoenix software and confirmed ongoing credit card processing after upgrade was completed.
- Installed and configured Cisco Call Manager Server at Augusta Regional Airport for Network Redundancy.
- Installed Domain Controller Server Augusta Regional Airport for Network Redundancy.
- Installed New FBO Server at the Augusta Regional Airport.
- Replaced 3 network Cisco switches at the Augusta Regional Airport with 3 New Cisco 2960s 24 Port.
- Installed 6 New Cisco Access Points at the New FBO Building.
- Replaced the Cisco 5504 Wireless Controller with 25 user license at the Augusta Regional Airport.
- Installed a new Cisco Nexus 5010 distribution 10 GB switch at the Augusta Regional Airport.
- Installed New 4 Terabyte Attached Storage for Augusta Regional Airport.
- Provided ongoing support for the FBO Manager and Front Desk applications for the Airport.
- Upgraded FBO Manager application; this included an update for all Credit Cards.
- Assisted in the move of the Airport applications to the new server.
- Upgraded phones in fire station to CP-7965G.
- Conducted research for possible relocation of AT&T SLA.
- Provided ongoing support for NovusAgenda application.

- Provided ongoing support for IFAS, to include reports.
- Coordinated and assisted SunGard and FBOManager regarding changing/merging specific GL numbers in IFAS and FBO.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for ADP EeTime application.
- Provided support for ADP EeTime time clocks.

BOARD OF ELECTIONS

- Converted election data to local government model for future deployment of ArcGIS Applications to support interactive voter mapping.
- Created new voting precinct feature class based on splits by State Redistricting of the House and Senate.
- Created Polling Places feature class with delivery group information to aid with distribution of election materials during elections.
- Maintained ArcReader Projects to provide BOE to easy internal and external map making and to expedite their response to public inquiries.
- Completed 95 work orders.
- Replaced 2 Scanners.
- Replaced 1 Computer.
- Purchased 3 Replacements.
- Conducted MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Relocated department to new location.
- Validated Roads in the BOE software with the MRAD to ensure correct spelling, road types, and zip codes.
- Supported the BOE in vacant property comparison to analyze voter locations.
- Provided ongoing support of ADP EeTime application.

CEMETERIES

MAGNOLIA

- Provided ongoing support of ADP EeTime time clocks.

WESTVIEW

- Provided ongoing support of ADP EeTime time clocks.

CIVIL AND MAGISTRATE COURT

- Replaced 10 Computers.
- Completed 192 work orders.
- Replaced 1 Scanner.
- Provided ongoing support of ADP EeTime application.

WARRANTS

- Completed 178 work orders.

CLERK OF CIVIL AND MAGISTRATE COURT

- Conducted MAC Process for relocation of computers.
- Updated Auto Attendant.

CLERK OF COMMISSION

- Posted numerous Public Notices as news flashes on the city web site.
- Completed 91 work orders.
- Provided support for the Novus Agenda application.
- Provided ongoing support of LaserFiche application.
- Provided ongoing support for WebLink.
- Coordinated and assisted vendor with analyzing issues caused by Windows Updates to the NovusAgenda servers.
- Provided technical assistance during committee and commission meetings related to the presentation and voting system in the commission chambers.
- Provided coordination of IT purchases based on departmental needs.
- Streamed commission meetings live to the Internet.

CLERK OF COURT

- Worked with State Court, Clerk of Court, Solicitor's Office, and other local agencies to have technology in place for the new Traffic Violations Bureau (TVB), which became live on 1/1/2014.
- Completed 591 work orders.
- Programmed and installed new paging system.
- Programmed and installed new phones for TVB.
- Replaced 11 Scanners.
- Replaced 55 Computers.
- Installed network cabling for the Traffic Violation Bureau in Judicial Center.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CDIMS Applications.
- Processed multiple security requests.
- Provided ongoing support for the FiFa Interface process.
- Provide ongoing support for the Print/FAX server.
- Provided ongoing support for IT related purchases.
- Performed multiple password resets for the CDIMS applications.
- Provided ongoing support for the COTT Applications.
- Implemented two ScanPro 800 machines.
- Updated Auto Attendant.
- Installed new Auto Attendant for TVB.
- Updated Performance Report to reflect TCO FiFa's separately.
- Provided support to convert microfilm images to digital format to import into CDIMS.
- Updated the CDIMS Install Package to simplify installations.
- Corrected broken website links.
- Updated the CDIMS Install Package to accommodate Windows 7 64-bit.
- Reinstalled programs on 4 Public replacement computers.
- Tested Oracle 11g for CDIMS applications.
- Assisted with the COTT Conversion.
- Processed multiple vendor access requests for CDIMS.
- Provided MRAD training and supported returned mail evaluations.
- Provided support for ADP EeTime application.
- Conducted MAC Process for new Traffic Violations Bureau.

COMMISSION

- Completed 4 work orders.

CORONER`S OFFICE

- Implemented new Coroner Application and set old system to read-only.
- Completed 65 work orders.
- MAC Process for relocation of FAX to new Pollock Device.
- Provided support for ADP EeTime application.

DANIEL FIELD AIRPORT

- Completed 1 work order.
- Provided annual Master`s Week support services.
- Purchased 1 Replacement PC.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

- Completed 51 work orders.
- Conducted MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Provided support for ADP EeTime application.
- Provided support for IFAS.
- Provided coordination of IT purchases based on departmental needs.

DISTRICT ATTORNEY

- Replaced 7 Computers.
- Maintained Pictometry Project, individual logins and provided onsite software training for staff of the District Attorney`s Office to support their information gathering for upcoming trials.
- Provided the District Attorney`s Office with large format jury displays including maps and diagrams to support visualization of victim locations, criminal events, and perpetrator activities during the case.
- Completed 364 work orders.
- Replaced 32 Computers.
- Provided support for ADP EeTime application.

E911 DISPATCH

- Maintained python code to automated data updating to ensure timely scheduled database updates for E911 CAD Dispatch and Data Analysis and Mapping software.
- Coordinated GIS Addressing initiatives with E911 Support Staff, provided MRAD Training and GIS Mapping.
- Provided troubleshooting throughout the year and system maintenance day support for the dispatchers utilizing the CAD Mapping software and maintained their map to ensure it was kept current.
- Completed 280 work orders.
- Carried out MAC Process for relocation of backup phones to be placed at the Marshal Sub-Station.
- Carried out MAC Process for new workstation with new equipment.
- Installed 10 new lines at Marshal Substation for E911 backup.
- Provided x,y location as requested on GISMap mobile application and Augusta Maps iPhone app as requested.
- Provided support for ADP EeTime application.

EMERGENCY MANAGEMENT AGENCY

- Worked with Emergency Management Staff to create new feature class for personal care homes, day care locations, and other data. Hosted the kickoff meeting for departments to identify data resources, discuss future data needed to support emergency response.
- Completed 24 work orders.
- Purchased 3 Replacements.
- Worked with Emergency Management Staff during summer 2013 flooding emergency to ensure data was available via GISMap for support staff to access instant information via offsite locations if needed.
- Provided support for ADP EeTime application.

ENGINEERING

- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Maintained Engineering Pictometry Organization, created user logins, and provided training for staff interested in utilizing Pictometry POL for pre-engineering planning efforts and tree management.
- Exported data for various consulting firms working on Engineering's storm water data collection. Provided aerial imagery, LiDAR data, and shape files.
- Created ArcGIS Online Maps, Groups, Users, and ArcGIS Collector projects for AED to utilize in mobile data collection.
- Completed 278 work orders.
- Purchased 14 Replacements.
- Conducted MAC Process for installation of laptop for new engineer.
- Provided support for the Lucity application.
- Provided support for the Hydraflow application.
- Provided ongoing support of NovusAgenda application.
- Exported feature class data to CAD format for surveyors working with the Engineering on various studies and projects.
- Coordinated with Engineering Staff to provide network space on servers for joint collaboration of scanned project plans, drawing files, project photography, etc. for future GISMap interactive hyperlinked data.
- Provided coordination of IT purchases based on departmental needs.
- Provided support of ADP EeTime application.
- Processed multiple security requests.

STREET LIGHTING

- Completed 10 work orders.
- Processed multiple security requests.
- Provided coordination of IT related purchases.

TRAFFIC ENGINEERING

- Provided secured web service on GISMap for internal staff to access for locating Traffic related data.
- Setup Traffic Engineering feature classes for Street Lighting and other data.
- Completed 123 work orders.
- Replaced 1 Computer.
- Purchased 8 Replacements.
- Carried out MAC Process for the addition of plotter/scanner/printer.
- Carried out MAC Process for the addition of a fax line at the Eagle Way office.
- Install 2 new Cisco ASA 5505 Security Appliance for Traffic and Engineering for Gate 2 and Gate 1 locations near Fort Gordon.

- Installed Anyconnect Mobile License for all Traffic and Engineering Department ASA 5505 Security Appliance Routers for iPhone and iPad VPN support.
- Installed 2 new cable drops Traffic and Engineering.
- Installed new phones service at Eagles Way shop.
- Processed multiple security requests.
- Provided ongoing support for IFAS application.
- Provided and coordinated support for equipment needs for Masters Week.
- Provided support for ADP EeTime application.
- Provided ongoing support for Lucity.
- Provided ongoing support for NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.
- Assessed network requirements and steps needed to implement additional phone line at Eagles Way location for FAX purposes.
- Assessed network requirements and steps needed to install a new plotter/PC.
- Assisted vendor with traffic camera software connectivity issues.

ENVIRONMENTAL SERVICES

- Calculated road miles, created maps and exported data to excel for internal staff to support new hauler areas for solid waste.
- Provided support for vacant lot reporting by geocoding existing excel data maintained by office.
- Modified solid waste hauler and pick up day procedure for display on GISMap, Solid Waste Vendor Website, 311 Application via web services.
- Provided support for future GPS Base Station potential project.
- Conducted MAC Process for AT and T services at CNG Plant.
- Conducted MAC Process for Comcast services at CNG Plant.
- Conducted MAC Process for equipment for Control Center.
- Completed 243 work orders.
- Provided support for the Eremos application.
- Provided support for the Insight application.
- Provided support for the Faster application.
- Installed fiber connection between Landfill methane plant and maintenance building for network connectivity.
- Installed new Cisco 1GB switch at the Landfill Methane Plant to connect to maintenance building.
- Installed and configured Comcast Business Class internet service for the Augusta CNG Plant.
- Installed Domain Controller at Augusta Solid Waste facility for Active Directory Redundancy.
- Installed new phone service at CNG plant.
- Mapped Hauler Areas and provided vendors with large format maps and data.
- Modified existing parcel editing procedure to support Eremos implementation for Solid Waste created and maintain road frontage to support street sweeping billing.
- Modified existing addressing database to support Eremos implementation for Solid Waste.
- Provided coordination of IT purchases based on departmental needs.
- Processed multiple security requests.
- Assessed network requirements and steps needed to provide connectivity to the CNG plant.
- Coordinated and assisted with research needed to select vendor for POS/credit card system at CNG plant.
- Coordinated and assisted selected vendor with implementation of POS/credit card system at CNG plant.
- Assessed network requirements and setups needed to implement new Solid Waste ticketing and billing system: ELEMOS.
- Provided ongoing support for IFAS application.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks.

- Provided ongoing support for NovusAgenda application.
- Assessed network requirements and steps needed to provide connectivity for the Carlson GPS project.
- Coordinated and assisted with implementation of Carlson GPS project.
- Assessed network requirements and steps needed to connect the methane plant site to the existing Comcast solution for ADS Security upgrade.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

- Replaced 1 Scanner.
- Completed 41 work orders.
- Conducted MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Conducted MAC Process for equipment for new employee.
- Provided ongoing support of Novus Agenda application.
- Provided ongoing support of BalanceAAP application.
- Developed/updated existing (IFAS) EEO CDD reports.
- Assisted EEO Department with AAP Reporting.
- Provided ongoing support for ADP EeTime application.
- Relocated department to new location.
- Provided coordination of IT purchases based on departmental needs.

EXTENSION SERVICES

- Purchased 2 Replacements.
- Completed 32 work orders.
- Conducted MAC Process for new phone.
- Provided ongoing support for IT related purchases.
- Replaced Key Service Unit.
- Provided ongoing support of ADP EeTime application.

FINANCE DEPARTMENT

- Created web pages, graphics, and content for Your Money, a web page dedicated to being a central resource for providing Augusta financial information.
- Completed 134 work orders.
- Conducted MAC Process for relocation of department as a part of the Municipal Renovations.
- Developed CDD Reports to aid Finance in Grants Management Reporting.
- Processed multiple security requests.
- Cabling for the Finance Department relocation to the 7th Floor.
- Installed new Cisco 1GB switch for Finance Department relocation to 7th Floor.
- Relocated department to temporary location as part of Municipal Building Renovation.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for IFAS application.
- Continued to assist with the implementation of IFAS Grants Management module.
- Provided support for ADP EeTime application.
- Provided support for NovusAgenda application.
- Developed and modified CDD reports based on customer specific criteria.
- Began researching and assessing upgrade requirements to move forward with OneSolution upgrade and database platform migration.

ACCOUNTING

- Completed 50 work orders.
- Provided ongoing support of ADP EeTime application.
- Provided coordination of IT purchases based on departmental needs.
- Provided ongoing support of IFAS application.
- Provided ongoing support of NovusAgenda application.

FLEET - MAINTENANCE

- Replaced 1 Computer.
- Completed 46 work orders.
- Provided ongoing support of NovusAgenda application.
- Provided ongoing support of FasterAsset application.
- Provided coordination of IT purchases based on departmental needs.

FINANCE - FLEET MANAGEMENT

- Purchased 6 Replacements.
- Completed 51 work orders.
- Provided ongoing support for FasterAsset application.
- Provided ongoing support for NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.

FINANCE - PAYROLL

- Assisted in W2 process for 2012 W2's.
- Assisted in Magnetic Media for 1099 and W2 for Year 2012.
- Completed 67 work orders.
- Carried out MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Provided coordination of IT purchases based on departmental needs.
- Provided ongoing support for IFAS application.
- Provided ongoing support for ADP EeTime application.

FINANCE - RISK MANAGEMENT

- Purchased 3 Replacements.
- Completed 41 work orders.
- Carried out MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for in-house developed application RISK.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for IFAS application.

FIRE DEPARTMENT

ADMINISTRATION

- Created ArcGIS Online project for the Fire Department to modify their GIS feature classes for battalions and sector maps.
- Established 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.

- Provided large format buffer radius maps for fire department planning activities for response and area coverage.
- Completed 281 work orders.
- Conducted MAC Process for installation of new equipment.
- Installed a new Cisco Nexus 5010 distribution 10 GB switch at Fire Administration.
- Installed network cabling for the new Fire Investigation building Tobacco Road.
- Installed Comcast Business Class internet service for Fire Investigations Tobacco Road Office.
- Installed Cisco ASA 5505 Security Appliance for VPN Connection for Fire Investigation.
- Disconnected service on all pagers.
- Provided support for ADP EeTime application.

PREVENTION

- Conducted MAC Process for Old Forestry building renovation.
- Relocated department to old forestry building.
- Provided support for ADP EeTime application.

TRAINING

- Conducted MAC Process for relocation of Fire Training to Fire Station #3.
- Provided support for ADP EeTime application.

FIRE STATION #1

- Completed 42 work orders.

FIRE STATION #2

- Completed 15 work orders.

FIRE STATION #3

- Completed 69 work orders.
- Completed MAC Process for installation of new equipment.

FIRE STATION #4

- Completed 10 work orders.

FIRE STATION #5

- Completed 10 work orders.

FIRE STATION #6

- Completed 32 work orders.

FIRE STATION #7

- Completed 22 work orders.

FIRE STATION #8

- Completed 42 work orders.

FIRE STATION #9

- Completed 16 work orders.

FIRE STATION #10

- Completed 23 work orders.
- Conducted MAC Process for installation of new equipment.

FIRE STATION #11

- Completed 12 work orders.

FIRE STATION #12

- Completed 14 work orders.

FIRE STATION #13

- Completed 16 work orders.

FIRE STATION #14

- Completed 10 work orders.

FIRE STATION #15

- Completed 14 work orders.
- MAC Process for installation of new equipment.

FIRE STATION #16

- Completed 30 work orders.

FIRE STATION #17

- Completed 14 work orders.

FIRE STATION #18

- Completed 19 work orders.

FIRE STATION #19

- Completed 12 work orders.
- Completed MAC Process for installation of new equipment.

FORESTRY

- Completed 7 work orders.
- Conducted inquiry to purchase projector.

HEERY ENGINEERING

- Purchased 2 Replacements.

- Conducted MAC Process for relocation of department as a part of the Municipal Building Renovation.
- Completed 33 work orders.

HOUSING AND COMMUNITY DEVELOPMENT

- Maintained web mapping projects to support Environmental reporting required by state organizations by the Housing and Community Development staff to expedite their visual area analysis.
- Supported homeless study for the Housing and Community Development, attended meetings, printed maps, and trained volunteers on future methods for electronic data collection using ArcGIS Online.
- Provided data to consultants and mapping support for various studies requested by Housing and Community Development.
- Reviewed existing feature classes and provided updates for supporting Housing and Community Development activities.
- Replaced 3 Laptops and 1 Computer.
- Conducted MAC Process for the addition of phone/service at the HCD/Telfair office.
- Completed 231 work orders.
- Processed multiple security requests.
- Implemented bar code scanning system for inventory management to be used within HCD.
- Provided support for ADP EeTime application.
- Provided coordination of IT purchases based on departmental needs.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.

HUMAN RESOURCES

- Continued graphical support for branding for onsite clinic, including signs and promotional coordination.
- Replaced 6 Computers.
- Conducted MAC Process for the addition of network access in HealthStat Clinic.
- Carried out MAC Process for new phones/service at the HealthStat Clinic.
- Conducted MAC Process for wireless in the new HealthStat Clinic.
- Conducted MAC Process for relocation of department as a part of the Municipal Renovations.
- Completed 337 work orders.
- Developed and modified specific CDD reports based on customer specific criteria.
- Processed weekly ben018 file for ADP.
- Processed bi-monthly ben014 file for ADP.
- Provided ongoing support for IFAS application.
- Processed multiple security requests.
- Installed and programmed new phones for HeathStat clinic.
- Programmed and installed new phone number with voicemail for HeathStat clinic.
- Updated Auto Attendant.
- Relocated department to new location.
- Programmed and installed new phones for expansion.
- Provided ongoing support for NovusAgenda application.
- Assessed network requirements and steps needed to implement additional communication lines in the HealthStat Clinic.
- Assessed network requirements and needs associated with establishing wireless connectivity in the HealthStat Clinic.
- Coordinated necessary steps to install wireless access in HealthStat Clinic.
- Provided coordination of IT purchases based on departmental needs.
- Coordinated and provided IT related support for Open Enrollment needs.

- Processed bi-weekly reimbursement files for various gym memberships for employee wellness.
- Researched training options for new HR staff with SunGard.
- Coordinated and scheduled IFAS training for new HR staff.
- Provided ADP EeTime training for new HR staff.

INFORMATION TECHNOLOGY

- Corrected historically incorrect information on Road Names, Addressing, Public Records, Solid Waste, and other pertinent data reported by citizens.
- Created training materials, organized bi-weekly training for internal departmental staff and external clients in the community on GISMap online mapping property search, sales analysis, and map creation.
- Maintained fiber feature class for identifying location, connectivity, ownership, and coordinated this data is available on a secured layer for internal planning purposes.
- Upgraded to ArcGIS 10.1.1 – Server, Database, and Desktops throughout the city departments.
- Provided Camp Data support for new mobile program. Graphical support for marketing Camp Data to the community through posters, flyers, and ads.
- Implemented Augusta`s first ESRI story map in collaboration with the Augusta Arts Council. Known as the Augusta, GA Public Art Tour, the story map was created using ESRI ArcGIS story map templates. Story maps combine intelligent web maps with photography, multimedia, and interactive functions to highlight interesting topics and community information. Augusta`s map was selected by ESRI to be featured on their ArcGIS Online home page for the USA.
- 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.
- Retired the Arc_Community Database. GIS staff transitioned all internal ArcReader and non-editing desktop staff to web services via ArcGIS server. This streamlined database administration.
- Expanded 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, 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.
- Worked with the Board of Education to establish standards for addressing, utilizing MRAD, opened lines of communications for new addresses and corrections.
- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase.
- Implemented ArcGIS Online for Augusta, GA. ArcGIS Online will streamline map and data sharing, collaboration, and mobile data collection.
- Verification of boundary data for BAS Census Survey.
- Continued support and mapping for ATC Development for future development projects throughout South Augusta.
- Created web pages, graphics, and content for augusta365, an open government and transparency-oriented web site.
- Implemented new web page for Augusta on December 16, 2013, featuring a revised look and feel.
- Assisted Finance IT Group with IVR issues when 311 went live.
- Assisted IT Finance Group in modifying IVR script for 311 to allow for working on Saturday.
- Created reports of Lucity data for Digital Cities competition for Deputy Director.
- Implemented a live video feed of the ongoing renovation of the Municipal Building.
- Created a new application to allow more precise tracking of sick-time use and created a dashboard to illustrate the information.
- Updated AT&T Yellow and White Pages Directories.
- Completed yearly Pinpoint911 testing.
- Completed migration from Blackberry to Smartphone devices.
- Upgraded Cisco Unified Communications Manager to version 8.6.2.
- Upgraded Cisco Unity to Unity Connection version 8.6.2.

- Replaced 6 Laptops and 1 Computer.
- Purchased 12 Replacements.
- Selected and Implemented TeamworkPM for online project management for Augusta IT projects.
- Conducted MAC Process for new Pollock Device.
- Completed 7433 work orders.
- Installed HP Servers and VMware for Sheriff Office New World Systems software Mobile Application at E911 Center and IT Department site.
- Installed Network equipment for the new Sheriff Substation (Southside Augusta).
- Installed WiFi equipment for the new Sheriff Substation (Southside Augusta).
- Installed network cabling for the new Sheriff Substation (Southside Augusta).
- Installed Memory on current Cisco Call Manager servers.
- Installed new network cisco 10 Gig switch for 311 (9th floor).
- Installed 4 each HP Blade servers for HP 3000 Blade Chassis. 2 ESX Host and 2 Blade Storage servers.
- Installed Comcast Business Class Modem and Cisco ASA 5505 Security Appliance router at the HealthStat Clinic for network connection to the internet.
- Installed network cable drops at the Augusta HealthStat Clinic.
- Install Cisco ASA 5505 Security Appliance Router for network connectivity.
- Installed 5 New Cisco Nexus 5548 Core Switches for 10GB upgrade.
- Replaced 2 WiFi Cisco switches at the Augusta Regional Airport with 2 New Cisco 2960s 12 Port 1GB.
- Replaced 2 WiFi Cisco switches at the Augusta Regional Airport with 2 New Cisco 2960s 12 Port 1GB.
- Installed C7000 Blade Chassis for the Augusta DR site.
- Installed and Configured New 3PAR Storage at Augusta DR Site.
- Installed 2 new cisco 2921 Voice Gateways at IT site and DR site.
- Installed 2 HP Proliant DL380 Gen8 Servers for One-Solution Application.
- Setup 3 Virtual Windows Server 2008 R2 Servers for One Solution Application.
- Replaced all Cisco wireless equipment for the Municipal Building (Wireless Controller, Access Points, and Switches).
- Installed New C7000 Blade Chassis for the Augusta Site.
- Installed 4 new HP BL360 Gen8 Blade server at the Augusta Site.
- Installed 1 Cisco Wireless Access Point HealthStat Clinic for WiFi Coverage.
- Installed Fiber Transceivers for the Solid Waste Facility to connect Maintenance Building to Methane Plant.
- Installed Cisco Anyconnect Mobile License on Solid Waste Facility Cisco ASA 5505 Security Appliance.
- Installed Fiber from CBW Detention Center to new Sheriff Substation.
- Installed New 10 GB Cisco Switch equipment for the 4th Floor Municipal Building renovation.
- Installed New 10 Terabyte Attached Storage for Augusta Utilities Department.
- Installed New 10 GB Cisco Switch equipment for the 4th Floor Municipal Building renovation.
- Created 469 new user accounts in Active Directory.
- Installed and Configured 53 Windows Servers.
- Installed and Configured 53 Windows Servers 2008 R2.
- Installed new Cisco 296048 Port Switch Business License and Inspection.
- Installed 6 new cable drops at the Augusta E911 Center.
- Installed 1 new cable drops at the Procurement Department.
- Installed 2 new cable drops at the HealthStat Clinic.
- Installed 1 new FAX cable drops at Traffic and Engineering (Eagles Way).
- Coordinate Augusta Living Green Day 2013.
- Installed and implemented VistaPoint Attendant Console for 50 users.
- Converted CUCM, Unity, and UCCX to virtual servers.
- Provided monthly statistics for CLASS On-Line Registration.
- Processed multiple security requests for terminations.
- Provided Chameleon data for the Animal Services section of the Augusta Performance Dashboard.
- Provided CityView data for the Planning & Development section of the Augusta Performance Dashboard.

- Updated GISMap to new cross mobile platform html5 to ensure all citizens have mobile access to parcel, owner, and sales searches, etc. Application features auto adjust and memory for tablets, iPads, and cell phones.
- GISMap training for internal and external customers, including off site training. Also started doing demos of GISMap at new employee orientation.
- Maintained 12,245 Road Segments, and created a new intersection feature class in the Augusta Enterprise Geodatabase.
- Added over 300 new apartment addresses to the Augusta Enterprise Geodatabase to support public safety and response, which were rolled into the MRAD.
- Added 8 new subdivisions including 281 new lots to the Augusta Enterprise Geodatabase.
- Maintained 80,970 Parcels, 281 new parcels added.
- Maintained building outlines for a vacant property analysis deleting over 200 buildings by utilizing tax assessor data, analyzing permit applications and viewing 2011 aerial imagery.
- Assisted in DDA's project of downtown vacant building inventory.
- LiDAR Imagery Deployment and Distribution Project.
- Implemented "GIS is Social", created GIS Facebook Page and Twitter accounts to communicate with user community, planned 2014 promotional activities to include email blasts, free ads, and word of mouth campaigns.
- Implemented Phase 1 of Master Road and Addressing Database (MRAD), Establishment of Standards/Ordinances: researched, ordinance update and approval, internal technical guide, vendor guide, status 85% pending approval and possible revisions.
- GIS became reviewing agent for addressing, the main point of contact for addressing issue resolution, and Augusta's coordinator of addressing updates to all internal and external agencies. Worked extensively with the E911, US Postal Service, Planning and Development, Board of Education, Tax Assessors, Tax Commissioners, Clerk of Court, Utilities, and Engineering to raise awareness of the importance of addressing to all departments.
- Reviewed plans and assigned addressing as a new reviewing agent for Augusta under the MRAD (Master Road Address Database) Project including reviewing 102 Site Plans (Commercial/Multi-Family), 17 Development (Subdivisions), 721 addressing assignments, 470 address changes, and 6,759 edits and validation. These activities included structure point location, spelling errors, and collection of unit numbering. Road reviews resulted in 8 approved, 2 pending, and 1 name change.
- Provided support of ADP EeTime application.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.
- Developed or modified current CDD reports based on customer specific criteria.
- Provided ongoing support for ADP EeTime time clocks.

JURY CLERK

- Replaced 1 Computer.

JUVENILE COURT

- Replaced 6 Computers.
- MAC Process for relocation of equipment.
- Completed 70 work orders.
- Installed Cisco wireless equipment at Juvenile court.

LAND BANK AUTHORITY

- Completed 17 work orders.

LAW DEPARTMENT

- Completed 71 work orders.
- Provided eVerify report/file for Business Licenses.

MARSHAL`S OFFICE

- Purchased 1 PC Replacement.
- Completed 116 work orders.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for IFAS application.

AUGUSTA REGIONAL AIRPORT

- Maintained Marshal Zone GIS data feature classes and created web services to support internal application development and public access on GISMap.
- Created Pictometry Project, individual logins and provided onsite software training for staff.
- Completed 142 work orders.
- Provided ongoing support for ADP EeTime application.

SUBSTATION

- Conducted MAC Process for relocation of equipment to Marshal-Airport.
- Conducted MAC Process for additional connections in Garage.
- Completed 86 work orders.
- Installed Cisco network equipment Marshal Substation Garage.

MAYOR'S OFFICE

- Supported mapping and analysis of site locations for special projects for potential economic development projects in the City.
- Graphics support for the Mayor's Office including posters, brochures, invitations, logo creation, advertising layout and design on projects including the Mayor's Masters Reception, GRU Presentations, Arts, Groundbreaking activities, community events, etc.
- Located potential sites for industry planning, solar energy, and other economic development activities throughout Augusta.
- Recorded multiple video updates for the mayor related to economic development and community events.
- Supported local Hackathon in conjunction with The Clubhouse during National Civic Hacking Day.
- Completed 45 work orders.
- Processed multiple security requests.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.

NON-COUNTY AGENCIES

- Supported the Economic Development Authority (EDA) of Richmond County with mapping and data requests on numerous time-and-content sensitive projects. GIS provided over 70 maps of this nature, including marketing of commercial and industrial sites to potential industries evaluating relocation to Augusta.
- Provided map of available parking to the Greater Augusta Arts Council for Westobou and Arts in the Heart Festival.
- Provided data and support for the CSRA Regional Commission special economic development projects, including ArtSpace.

- Supported Augusta Sports Council with mapping and addresses for community mailings for events including the 2013 Half Marathon, Ironman, and 10K events.
- Supported Augusta Tomorrow in mapping and planning efforts for marketing, including plans for the Medical District Area, Westobou Crossing and other sites targeted in Augusta in their Westobou Master Plan.
- Supported Downtown Development Authority mapping for events including parking availability for Arts in the Heart.
- Provided GIS data for the Georgia Regents University Projects.
- 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.
- Supported ArtSpace Development activities with public meeting interactive mapping and database creation for arts, culinary, and performance locations.
- Provided GIS data for numerous Augusta sponsored studies including transportation, downtown tree inventory, ADA compliance activities, etc.
- Created banners, graphics, flyers in support of the government supported events.
- Provided mapping to public through sales of maps and data by written request.

PLANNING AND DEVELOPMENT

- Replaced 12 Computers.
- Completed 228 work orders.
- Supported Opportunity Zone Annual Report, provided extensive GIS Analysis from data imported from various systems for property information within each zone, building permits, code enforcement actions, crime rate, and new businesses.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for IFAS application.
- Provided ongoing support for ADP EeTime application.

LICENSE AND INSPECTION

- Analyzed and provided reporting for Federal Reports on Opportunity Zones, including businesses, property taxes, commercial square footage, crime percentage, code enforcement cases, and abandoned properties.
- Analyzed and reported data entry issues for internal staff in order to improve data integrity and business processes related to mapping and reporting.
- Mapped proposed Tax Allocation Districts for public meetings and provided large format maps for public displays.
- Maintained GIS feature classes comprising the flood data utilized by Planning including LOMA, Flood Buy Out Properties, etc. for their internal client support.
- Supported Transportation Study by exporting data for consultants, attending meetings and reviewing plan at the request of Planning and Development.
- Upgraded City View GIS resources to ArcGIS Server web services for ArcGIS 10 and 10.1.1.
- Maintained Planning's Zoning Feature Classes on a monthly updating process that includes data updates, database extractions, and online mapping resources for internal staff to access for public support calls. Modified 27 Zoning and added 36 Special Exceptions.
- Created a report of Vacant accounts and age for License, Planning, & Inspections.
- Created a report of Commercial accounts for the Business License Division of Planning & Development.
- Replaced 40 Computers.
- Carried out MAC Process for vendor PReMA to have wireless connection for data entry.
- Conducted MAC Process for relocation of equipment.
- Completed 619 work orders.
- Processed multiple security requests.
- Provided ongoing support for the CityView Application.
- Conducted monthly status meetings to stay informed on all License and Inspection technology needs.
- Created multiple custom reports from CityView.

- Updated Case Sizes for Excise Tax in CityView.
- Created multiple custom searches in CityView.
- Provided multiple CityView configuration and rule updates.
- Provided support for the annual Alcohol License Renewal process.
- Provided support for the annual Business License Renewal process.
- Provided support for the annual Request for Gross Revenue process.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CityView Mobile Application.
- Provided ongoing support for the CityView Public Portal Application.
- Updated letterhead in CityView letters to reflect the new director.
- Processed multiple Open Records Requests for Permit information.
- Implemented the Business Occupational Tax Submittal System (BOTSS).
- Added multiple SIC Codes per PReMA discoveries.
- CityView Upgrade to 2013.1 SP4.
- CityView Upgrade to 2013.4 SP2.
- Updated to new Contractor SIC Codes.
- Integrated CityView with Augusta 311's Premier One CSR software application.
- Ensured that Business License Certificates are printing for Portal Payments.
- Created multiple "How To" documents for CityView procedures.
- Assisted with updating the Map Layers in GIS for CityView.
- Implemented the CityView Outlook Add-In.
- Processed multiple security requests.
- Setup security in CityView for PReMA.
- Provided eVerify report/file for Business Licenses.
- Added a field and activity in CityView to track Bankruptcies.
- Added additional fields in CityView to accommodate EVerify and SAVE.
- Processed multiple vendor access requests for CityView.
- Trained staff in processes needed for creating zoning maps using GISMap rather than ArcGIS Desktop.
- Created Secured Layers on GISMap for Code Enforcement and Business License.
- Coordinated meetings with departments to collaborate on ordinance changes to help improve business processes throughout divisions, created documentation of proposed ordinance changes, and submitted to new director.
- Provided MRAD training for staff at License and Inspection, opened lines of communication on addressing issues, and provided Site Address Layer on GISMap secured layers for staff to utilize for new addresses not released to the public.
- Coordinated the transitioning of addressing duties from Planning to GIS, including staff training, collaboration on new standards, workflow process, and address assignment issues.
- Maintained Cell Tower feature class and data tables.
- Provided MRAD training and supported returned mail evaluations.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for ADP EeTime application.

PROBATE COURT

- Replaced 1 Printer.
- Purchased 1 PC Replacement.
- MAC Process for relocation of equipment.
- Completed 137 work orders.
- Updated Auto Attendant.
- Initiated meetings to review software needs of the department.
- Modified existing Probate Court Docket software to meet additional court requirements.

PROBATION

- Completed 13 work orders.

PROCUREMENT

- Graphics support for Procurement SOP, vendor workshops, and other special projects.
- Purchased 1 Replacement PC.
- Conducted MAC Process for additional Pollock Device.
- Conducted MAC Process for relocation of existing Pollock Device.
- Conducted MAC Process for relocation of existing employees to new area.
- Completed 153 work orders.
- Provided support for IFAS year-end processes.
- Provided ongoing support for IFAS.
- Provided ongoing support for NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.
- Provided continued support for ADP EeTime application.

PROCUREMENT - PRINT SHOP

- Completed 26 work orders.

PUBLIC DEFENDER

- Purchased 1 Replacement PC.
- Conducted MAC Process for activation of network for new equipment.
- Conducted MAC Process for relocation of printers.
- Completed 430 work orders.
- Installed new Auto Attendant.

RCCI

- Purchased 2 Replacements.
- Completed 87 work orders.

RECREATION, PARKS, AND FACILITIES

RECREATION - ADMINISTRATION

- Provided maps for landscape planning by the Recreation Personnel for projects throughout Augusta including Broad Street, 15th Street, etc.
- Maintained Parks feature class and acreage information.
- Replaced 9 computers and 1 Scanner.
- Conducted MAC Process for connecting exiting Pollock device to network.
- Completed 326 work orders.
- Supported Time Clocks at Recreation locations.
- Installed 2 new cable drops Recreation, Parks and Facilities.
- Processed multiple security requests.
- Provided ongoing support for the CLASS Application.
- Provided ongoing support for CLASS On-Line Registration.

- Provide ongoing support for the CLASS biometrics.
- Provided ongoing support for IT related purchases.
- Performed multiple password resets for the CLASS application.
- Provided ongoing support for the Lucy Application.
- Provide ongoing support for the Senior Nutrition Program.
- CLASS upgrade to 7.01.0850C for PCI (credit card data security) Compliance.
- Evaluated converting CLASS to the ActiveNet hosted solution.
- Upgraded the Biometric FingerVein System to version 7.5.
- Ordered and installed new credit card machines for PCI (credit card data security) Compliance.

AQUATIC CENTER

- Purchased 4 Replacements.
- Completed 43 work orders.
- Programmed and installed new Emergency phones.

AQUATICS

- Submit monthly employee wellness files for Payroll.

AUGUSTA GOLF COURSE

- Completed 3 work orders.
- Provided ongoing support for the GeN Application.

BERNIE WARD COMMUNITY CENTER

- Purchased 1 Replacement PC.
- Completed 1 work order.

BLYTHE PARK

- Purchased 1 Replacement PC.
- Conducted MAC Process for network access of additional equipment.
- Installed 4 network drops at the Blythe Community Center.

CARRIE J. MAYS

- Replaced 1 Computer.
- Completed 6 work orders.
- Evaluated phone system.

DIAMOND LAKES

- Purchased 1 Replacement PC.
- Completed 6 work orders.

DOUGHTY PARK

- Completed 1 work order.
- Installed 8 Network drops for Doughty Park Recreation center.

EISENHOWER PARK

- Purchased 1 Replacement PC.

- Completed 20 work orders.

FACILITIES MANAGEMENT

- Replaced 1 Computer.
- Conducted MAC Process for relocation of equipment.
- Completed 56 work orders.
- Provided ongoing support for the Lucy application.
- Implemented the Calsense Irrigation Software system.
- Replaced the Irrigation System WiFi Controllers with GPRS units.

RECREATION - FLEMING ATHLETIC OFFICE

- Completed 10 work orders.

GARRETT COMMUNITY CENTER

- Purchased 1 Replacement PC.
- Completed 1 work order.

H.H. BRIGHAM COMMUNITY CENTER

- Purchased 4 Replacement PCs.
- Completed 7 work orders.
- Upgraded telephones system to Key Service Unit.

H.H. BRIGHAM SENIOR

- Upgraded telephones system to Key Service Unit.

H.H. BRIGHAM SWIM COMPLEX

- MAC Process for new Phone System.
- Completed 9 work orders.
- Programmed and installed new Emergency phones.
- Upgraded telephones system to Key Service Unit.

MAY PARK COMMUNITY

- Purchased 2 Replacement PCs.
- Completed 4 work orders.

MCBEAN PARK

- Purchased 1 Replacement PC.
- Completed 10 work orders.
- Supported ADP Time Clocks.

MCDUFFIE WOODS PARK

- Purchased 1 Replacement PC.

MERRY STREET CERAMIC

- Conducted MAC Process for new wiring and phones for center.

- Installed new cabling and phones.

NEWMAN TENNIS CENTER

- Replaced 2 Computers.
- Completed 7 work orders.
- Submit monthly employee wellness files for Payroll.

OLD GOVERNMENT HOUSE

- Completed 10 work orders.

RIVERWALK SPECIAL EVENTS

- Provided mapping and data exports for Augusta Common for various planning activities by local organizations.
- Purchased 3 Replacements.

SAND HILLS COMMUNITY CENTER

- Replaced 1 Computer.
- Completed 14 work orders.

SOUTH AUGUSTA REGION

- Worked with staff to set up new agenda workflow assignments and roles.

THE BOATHOUSE COMMUNITY CENTER

- Purchased 1 Replacement PC.

WARREN ROAD COMMUNITY CENTER

- Replaced 2 Computers.
- Completed 3 work orders.

WOOD STREET PARK

- Programmed and installed new Emergency phones.

SENTINEL

- Completed 3 work orders.

SHERIFF'S OFFICE

SHERIFF'S OFFICE - ADMINISTRATION

- Created additional GIS feature classes and added them to the Sheriff Secured Service on GISMap for internal use and collaboration.
- Modified current GIS data and created new data to conform to New World geocoding requirements. Provided database support for New World MSP Implementation which requires transitioning data to a previous version of ArcGIS (9.0) to support their application.
- Worked with staff to create new feature class for Police Areas and provided large and small format maps for meetings and modified database.

- Modified and maintained Crime Mapping Application feature in GISMap for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. This technology was utilized by the crime investigative team to create hot spot mapping for officers to target specific areas.
- Supported crime investigations personnel in GIS application and implementation.
- Updated data for Crime Statistical Data using iDashboards for city website.
- Created Deputy Assignment and Resource Tracking (DART) software to permit RCSO supervisors to track personnel and equipment assignments. Expected implementation in January 2014.
- Reviewed RCSO administrative processes and made recommendations regarding improvements in accounting technology.
- Used Microsoft SharePoint to create a Shift Blog that permits deputies to enter important information about incidents on their shifts.
- Performed various updates to existing Sheriff's Office portal pages for Road Patrol and Records.
- Carried out MAC Process for the addition of phone at the new 401 Administration office.
- Conducted MAC Process for relocation of three computers within new 400 Sheriff Building.
- MAC Process for relocation of two Smart Boards into the new 400 Administration office.
- Carried out MAC Process for installation of software required for new Taser unit's issued to deputies.
- Carried out MAC Process for installation of four computers.
- MAC Process for relocation of equipment.
- MAC Process for relocation of Time Clocks.
- Conducted MAC Process for relocation of equipment for Intel and Gang Task Forces.
- Completed 377 work orders.
- Completed timekeeper support requests received from RCSO payroll staff.
- Installed new HP NAS Storage for the Sheriff Department Resource server.
- Support analysis of mileage.

BAILIFFS

- MAC Process for relocation of equipment.
- Completed 8 work orders.

BOOKING

- Completed 173 work orders.

CID

- Replaced 1 Scanner.
- Conducted MAC Process for relocation of equipment.
- Completed 627 work orders.

CIVIL

- Completed 55 work orders.

CRIME SCENE

- Completed 20 work orders.

DANIEL VILLAGE

- Upgraded to Voice Over Internet Protocol (VOIP) telephone service.
- Conducted MAC Process for conversion/installation of new VOIP phones.
- Completed 252 work orders.

DARE

- Completed 27 work orders.

INTERNAL AFFAIRS

- Completed 21 work orders.

JAIL ADMINISTRATION

- Completed 186 work orders.

NARCOTICS

- Completed 112 work orders.

QUARTERMASTER

- Completed 18 work orders.

RECORDS

- Purchased 1 Replacement PC.
- Completed 267 work orders.

SOUTHGATE / SOUTHSIDE

- Relocated services to new building.
- Upgraded to Voice Over Internet Protocol (VOIP) telephone service.
- Conducted MAC Process for relocation of Southgate sub-station to new home.
- Completed 372 work orders.
- Had AT&T DEMARC relocated to new data closet.
- Had AT&T DSL installed for wireless solution.

TRAINING CENTER

- Conducted MAC Process for new building acquired.
- Completed 76 work orders.

WEBSTER DETENTION CENTER

- Conducted MAC Process for relocation of equipment.
- Conducted MAC Process for new equipment install in Phase II of Renovation of admin area.
- Conducted MAC Process for installation of new Smart Board in Renovation area.
- Completed 161 work orders.
- Installed new Cisco Nexus 5010 distribution switch at Charles B. Webster Detention Center.
- Installed 3 New Cisco Wireless Access Points at Jail Administration at the CBW Detention Center.

SOLICITOR GENERAL

- Worked with State Court, Clerk of Court, Solicitor`s Office, and other local agencies to have technology in place for the new Traffic Violations Bureau (TVB), which became live on 1/1/2014.
- Replaced 39 Computers.
- Completed 309 work orders.

VICTIM'S ASSISTANCE

- Completed 50 work orders.

STATE COURT JUDGE

- Worked with State Court, Clerk of Court, Solicitor's Office, and other local agencies to have technology in place for the new Traffic Violations Bureau (TVB), which became live on 1/1/2014.
- Replaced 1 Printer.
- Conducted MAC Process for relocation of equipment.
- Completed 99 work orders.
- Programmed and installed new phones for Accountability Court.

SUPERIOR COURT JUDGE

- Provided training and update capability for Judicial Case Managers to post judicial calendars on the city web site.
- Purchased 5 Replacement PCs.
- Conducted MAC Process for connection of Pollock device.
- MAC Process for relocation of equipment.
- MAC Process for problems with AV equipment in Court Rooms at Judicial Center.
- Completed 277 work orders.

TAX ASSESSOR'S OFFICE

- Initiated integration of MRAD into WINGAP Software, this will expedite data entry in TAO.
- Continued project support for the ITOS project. Worked with the Carl Vinson Institute of Government with the University of Georgia to import data in to Pictometry software for TAO appraisers to correct sketches in WinGAP.
- Maintained all Parcel Polygon, Dimensions, and Annotation modifications for 2013.
- Replaced 1 Scanner.
- Carried out MAC Process for installation of four new VOIP phones and workstations for new employee's.
- Completed 312 work orders.
- Processed multiple security requests.
- Provided ongoing support for the WinGAP Application.
- Provided ongoing support for the TACS Application.
- Assisted with creating 2013 Future Year for 2014.
- Ran the National Change of Address (NCOA) process and updated the WinGAP database accordingly.
- Assisted with producing the 2013 Tax Digest.
- Performed the Year End procedures for WinGAP.
- Provided ongoing support for IT related purchases.
- Assisted with producing the 2013 Mobile Home Tax Digest.
- Recreated and assisted others with writing/rewriting multiple WinGAP reports for SQL.
- CityView Upgrade to 2013.1 SP4.
- CityView Upgrade to 2013.4 SP2.
- Programmed and installed new phones for expansion.
- Created a custom sheet within CityView to allow TAO to modify the Address on Business License records.
- Created a new process in CityView for TAO to handle their "New Business License" process.
- Assisted with multiple WinGAP upgrades and structure fixes.
- Implemented procedures to automatically perform upgrades on all (almost 150) WinGAP workstations.
- Installed SQL Reporting tool on multiple workstations.
- Updated TACS to get data from WinGAP SQL.

- Reviewed and established new Notice of Assessment processes for WinGAP SQL.
- Created new NCOA (National Change of Address) process for WinGAP SQL.
- Created mailing labels for Exempt properties.
- Removed the WinGAP non-live program.
- Maintained Pictometry Organization, upgrade software, created new web services to support staff.
- Provided analysis on subdivisions and residential parcels for reporting and mapping.
- Provided analysis of mobile home data for future data modifications.
- Provided MRAD training and supported returned mail evaluations.

TAX COMMISSIONER'S OFFICE

- Implemented enQuesta customer data views in GISMAPS for Tax Commissioners Office.
- Replaced 2 Scanners.
- Completed 481 work orders.
- Processed multiple security requests.
- Provided ongoing support for the VCS Tax Application.
- Provided ongoing support for the Peachtree Application.
- Performed weekly updates of the Tax Bill Export for Sturgis Web Services and the TCO Web Site.
- Provided ongoing support for the FiFa Interface process.
- Periodically updated Mail Fee for specified batch numbers.
- Provided ongoing support for IT related purchases.
- Upgraded Sage 50 Accounting (Peachtree) to version 2014 on server and client machines.
- Upgraded Sage 50 Accounting (Peachtree) to version 2014.2 on server and client machines.
- Performed the Peachtree Year End process.
- CityView Upgrade to 2013.1 SP4.
- CityView Upgrade to 2013.4 SP2.
- Assist with the 2013 Tax Bill Process.
- Documented and forwarded a VCS Tax Enhancement List to the Thomson Reuters.
- Updated the Sturgis Credit Card Program (CCP) application.
- Installed Certified Mail Software 3.5.
- Processed multiple vendor access requests for VCS Tax.
- Provided MRAD training and supported returned mail evaluations.

TAG OFFICE – EAST AUGUSTA

- Completed 148 work orders.

TAG OFFICE – SOUTHSIDE

- Completed 58 work orders.

TRANSIT DEPARTMENT

- Completed 80 work orders.
- Provide support for the RouteMatch application.
- Provide support for the Trapeze/Pass application.

UTILITIES DEPARTMENT

UTILITIES - ADMINISTRATION

- Researched software and worked with AUD staff to create RFP for Water Information Management System (WIMS) / Laboratory Information Management System (LIMS).
- Upgraded ICOM3 to version 2.3.2.4.
- Upgraded ESS Compliance Suite to version 4.45.0.
- Upgraded Pervasive SQL on AUDVIDSRV.
- Upgraded KIP software on the KIP pc for the scanner.
- Upgraded Lucity to version 7.2 SP2.
- Implemented Cisco Compliance Recording for AUD call center.
- Migrated and upgraded Cisco UCCX to Virtual Environment.
- Implemented IVR Outdial database.
- Managed Cisco Call Recording user security.
- Created and implemented IVR Outdial reports.
- Cleaned up IVR Utilities script, correcting call-flow problems.
- Managed enQuesta IVR screen pop user security.
- Managed Cisco Historical Reporting user security.
- Began planning for Lucity 7.6 upgrade.
- Managed Cisco IVR holiday dates.
- Created Lucity test environment for 7.6 Upgrade.
- Began planning for Lucity replacement.
- Assessed software replacement for Lucity.
- Upgraded Lucity Database Server to Virtual Environment.
- Managed Lucity user security.
- Installed and tested EIOBoard in test environment for Utilities Engineering.
- Researched and recommended OCR software for AUD Land Acquisitions Group.
- Evaluated and recommended tool for virtual file management for Engineering.
- Conducted and attended multiple IT and user meetings to stay informed on all AUD technology needs.
- Provided ongoing coordination of IT purchases based on departmental needs.
- Ensured FTP access for Vendors working with Utilities.
- Supported enQuesta month-end process.
- Supported enQuesta year-end process.
- Managed user access to Cognos Report Net.
- Began analysis of implementing Master Bills.
- Implemented Installment Payment Agreement on all accounts.
- Modified enQuesta data views for IT GIS.
- Implemented date field in enQuesta Outdial file.
- Managed enQuesta user security.
- Managed user security in I-Doxs.
- Initiated assessment and fix of e-bill customers not being able to pay online with a credit or debit card.
- Assisted with initiation of new contract with Vendor and AUD.
- Implemented enQuesta Maintenance Releases in production and train environments.
- Processed multiple Network and Application security requests.
- Created a report for Lucity of Parts Transactions that were entered in the future for Utilities Administration.
- Created enQuesta report of all Non-Residential Accounts for Utilities Customer Service.
- Modified Water Loss Team reports of billed and unbilled metered consumption.
- Created several IVR Outdial reports for Utilities Customer Service.
- Coordinated and provided IT services based upon customers` needs and requests.
- Ran Water Loss Team reports for 2010, 2011, & 2012 and provided to vendor.

- Created a report of GL Transactions by month and year for Utilities Finance and Administration.
- Created report of billing ARC Rates (City Accounts) for 2011 and 2012 for Assistant Director of Utilities Finance and Administration.
- Implemented data cleanup, removal of duplicated records, and restoration of records between Utilities and Fort Gordon Lucity Clients.
- Corrected the Utilities main IVR script to read the time in the Holiday date file and process correctly.
- Continued developing and modifications of multiple Lucity inventory reports for Utilities Administration.
- Created a report for outstanding GL Transactions (other than current month) from enQuesta database for Utilities Finance & Administration.
- Created query to populate enQuesta account numbers given a list of addresses for Assistant Director of Utilities Finance & Administration.
- Developed script to automatically move MV-RS Metered Consumption Reports for FTP site for vendors.
- Implemented e-bills for Utilities Billing.
- Created Lucity reports for Parts Transactions with Costs by type and by location for Utilities Administration.
- Provided as needed support of GraniteXP.
- Provided as needed support of ESS Compliance Suite.
- Provided ongoing support of Webconnect and Payconnect.
- Created reports for 2012 top sewer consumption by revenue for Assistant Director of Utilities Finance & Administration.
- Created a report of Vacant Accounts with the meter status on for Assistant Director of Utilities Finance & Administration.
- Created reports for 2012 top sewer consumption by gallons for Assistant Director of Utilities Finance & Administration.
- Ran 46 bill adjustment reports for 2013 and provided to vendor as requested by the Assistant Director of Utilities Finance & Administration.
- Coordinated changes to Web Connect web site.
- Researched iNovah software for replacing of billing module in enQuesta.
- Began assessment of support provided by vendor, Systems & Software.
- Initiated and assisting with Technology planning Customer Service (Greene St.) office relocation.
- Initiated and assisting with Technology planning Customer Service (Peach Orchard) and TCO South Tag office relocation.
- Provided ongoing support of Cisco UCCX.
- Provided ongoing support of Lucity.
- Provided ongoing support for Cognos Report Net.
- Provided ongoing support of enQuesta 3e.
- Replaced 3 Computers.
- Completed 578 work orders.
- Performed finger scans (biometrics) on selected Utilities Department staff.
- Installed New 10 Terabyte Attached Storage for Augusta Utilities Department.
- Provided MRAD training and supported returned mail evaluations.

BAY STREET

- Configured "Show in Map" feature in Lucity 7.4 Test Environment.
- Assisted with Lucity Sewer ID fields data change for the Lucity 7.6 upgrade.
- MAC Process for relocation of equipment.
- Coordinated with vendor to integrate a water and sewer customer search into GISMap for validating home exemption requests. This search is also utilized by other departments.
- Created iPhone app for water and sewer field personnel to test in field, deployment will be determined after the testing phase is completed.

- Completed project with Utilities to update their CMOM data; improved workflow to minimize loss of data and keep data consistent and up to date.
- Created ArcGIS Mobile CMOM Project to expedite data collection in the field, allowing Utilities to save funding proposed for outside vendor implementation.

CENTRAL AVE

- Upgraded ETAP to version 12.5.
- Upgraded DicksonWare to version 17.16.0.
- Provided as needed support of DicksonWare.
- Completed 117 work orders.

• **FORT GORDON**

- Replaced 1 Computer.
- MAC Process for installation of Time Clock.
- Completed 39 work orders.
- Installed new Cisco ASA 5505 Security Appliance Fort Gordon Utilities Plant.
- Installed new Cisco 1GB C2960s 48 Port at the Fort Gordon Utilities Plant.

HIGHLAND AVE FILTER PLANT

- Researched Lab Information Management Systems for Water Lab and set up test account with Quartzly.

HIGHWAY 25

- Resolved IVR call recording issues.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Implemented Screen Pops in enQuesta.
- Provided ongoing support of Cisco call recordings.
- Carried out MAC Process for relocation of equipment.
- Completed 211 work orders.

METERING

- Supported the implementation of the 2013 Annual Water Rates.
- Provided ongoing support of MV-RS.
- Created enQuesta report of Meters by size, year-to-date consumption, and age for Water Loss Study Team.
- Modified Cognos report of ERT meters in the field to include size.
- Provided ongoing support for Meter Reading Handheld units.
- Implemented Itron 60w ERT meters exchange process in enQuesta.
- Upgraded MV-RS meter reading software to versions 8.4 and 8.4.1.
- Researched and upgraded Orion Profile Extractor used for reading meters in-house for 64-bit OS compatibility.
- Implemented MVRS database daily import from MVRS server into Pervasive SQL.
- Upgraded firmware and meter reading handhelds.
- Created and implemented MVRS data logging reports.
- Implemented fix for calculation of both enQuesta Established and Unestablished Average Winter Consumption.
- Researched tracking of Meter Readings entered manually by a user in enQuesta.
- Created a report of Sewer-Only accounts for metering and Water Loss Study Team.
- Conducted MAC Process for new area with new equipment.
- Completed 12 work orders.

MUNICIPAL BUILDING

- Implemented Screen Pops in enQuesta.
- Created IVR Transactions data query.
- Supported IVR Customer Service Holiday messages.
- Managed Cisco Desktop user security.
- Implemented IVR break-in messages.
- Resolved IVR call recording issues.
- Secured training for Cisco Historical Reporting application.
- Began testing of Cisco Supervisor Mobile App for the iPhone.
- Implemented Driver`s License scanning for AUD Red Flag Compliance.
- Researched a recommended a new replacement model for Customer Service receipt printers.
- Created report to pull enQuesta Active Accounts with Locked Meters for Customer Service.
- Created a report for enQuesta Write-Off Reversals with no check administered for Utilities Customer Service.
- Created a report of accounts with a water bill balance for Utilities Customer Service.
- Created a report of locked accounts with consumption for Utilities Customer Service.
- Created a report of meter consumption on Lock Accounts for Utilities Customer Service.
- Created a report of customers and their meter count and a report that includes their meter number(s) for Utilities Customer Service.
- Created a report of active accounts by street for Utilities Customer Service.
- Assisted and supported Utilities with generating letters to ACH customers` due date in a short time span.
- Coordinated changes to Utilities web site.
- Managed bi-weekly Open Issues discussion via conference call with vendor (Systems and Software) to keep abreast of the status of open enQuesta issues.
- Initiated changes to the IVR Outdial process to call the contact phone number first, the home phone number second, and to never call the Business phone number.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support of Cisco call recordings.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Completed 157 work orders.

N. MAX HICKS WATER TREATMENT PLANT

- Completed 82 work orders.
- Replaced Cisco Switch at Max Hicks Plant for 10 GB Upgrade.

PLANT 3

- Completed 3 work orders.

RAW WATER PUMPING

- Conducted MAC Process for networking Pollock device.
- Completed 16 work orders.

UTILITIES - WASTE WATER TREATMENT

- Upgraded Operator 10 to version 10.2.41.
- Managed OP10 user security.
- Configured netDMR sheets in OP10 application.
- Provided as needed support of Operator 10.
- Replaced 1 Computer.
- Completed 34 work orders.

CONSTRUCTION AND MAINTENANCE WYLDS RD

- Implemented new storage solution for sewer video data.
- Installed EPA SWMM for Utilities Construction and Maintenance.
- Modified Utilities Dispatch report to removed final accounts and pending payments.
- Created script to automatically archive Dispatch Report.
- Provided as needed support of ICOM3.
- Initiated Technology planning for Wylds Road Construction & Maintenance Wireless Network Coverage Expansion.
- Conducted MAC Process for wireless extending throughout the facility.
- Conducted MAC Process for relocation of equipment.
- Completed 110 work orders.
- Installed 3 new Cisco Access Points for additional wireless coverage at Wylds Road Construction Building.