INFORMATION TECHNOLOGY

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To:	Ms. Janice Jackson, Administrator All Department Heads and Elected Officials
From:	Ms. Tameka Allen, Deputy Administrator & Information Technology Director
Date:	February 24, 2015
RE:	**Information Technology 2014 Annual Report**

The Augusta Information Technology Department (IT) is continuously working to provide our customers with quality technological services and support. As you can see by this report, 2014 was a very busy year filled with a number of projects to meet the growing demands of our customers.

We believe in operating our department as effectively and efficiently as possible while demonstrating the value technology provides.

Following are a few of the Information Technology Department highlights for the previous year of 2014:

- ➢ IT Customer Satisfaction annual survey demonstrated a 95% approval rating.
- ➢ Ranked number two (2) in the nation amongst other cities our size in the Digital Cities Survey conducted by the Center for Digital Government. This is the fifth consecutive year placing in the top seven.
- ➢ Coordinated Augusta Living Green Day for 2014.
- ➢ Performed technology equipment refreshment for devices that reached their end of life cycle.
- ➢ Installed various communication components to provide redundancy.
- ➢ Completed a number of work orders to support the needs of our internal and external customers.
- ➢ Performed a number of technology office relocations in the Municipal Building, as well as, other external city locations.
- ➢ Performed a number of software application upgrades for various departments.
- ➢ Implemented New World Microsoft Product (MSP) to replace the AS400-based New World AEGIS product.
- ➢ Provided mapping and data services to external agencies to promote Augusta, to include, Economic Development Authority of Richmond County, Greater Arts Council, CSRA Regional Commission, Augusta Sports Council and Downtown Development Authority.
- ➢ Updated media graphics for 311 including multi-lingual community advertisements for buses and new device formatting for mobile solution.

- Created and implemented various election software features for the Board of Elections to include: election management, display scrolling results and precincts reporting and display mapped results of selected races.
- Implemented Web Video based Initial Appearance System for the Civil and Magistrate Court Initial Appearance Bond Hearings.
- Supported implementation of new audio/visual technology in the renovated 2nd Floor Commission Chambers.
- Updated the Auto Attendant for the Clerk of Court.
- Upgraded the telephone services of the Coroner's Office to Voice over Internet Protocol (VoIP).
- Upgraded Firehouse webserver to version FH 7.15.32 on Windows Server 2012 R2 for the Fire Department.
- Developed Fire Department Facilities Module in Lucity software for tracking assets.
- Developed and activated Traffic Violations Bureau (TVB) web site.
- Renegotiated the 2014 Motorola maintenance agreement with the ability to maintain 2013 pricing.
- Finalized and received Commission approval for Ordinance and transfer of responsibility of the Master Road and Addressing Database (MRAD).
- Reviewed several plans and assigned addressing under the MRAD Project to include: 108 Site Plans, 13 Development, 464 Addressing assignments, 577 address changes and 918 field collection-related changes.
- Upgraded Training Computer Lab at RCCI for inmates to earn their GED.
- Developed Deputy Assignment and Resource Tracking (DART) program to track deputy schedules.
- Received an estimated 5.4M(million) visitors to www.augustaga.gov
- Received an estimated 355,443 visitors to GIS Maps Online.
- Prevented and estimated 2.6M virus/spam emails.
- Implemented EIOBoard for Augusta Utilities.
- Implemented Q-Matic for Augusta Utilities Southside Branch.

More detailed IT activities by department are on the following pages:

Augusta, Georgia

Information Technology
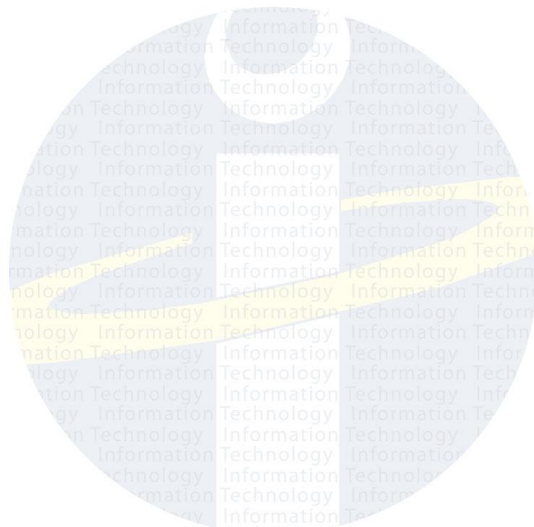
2014 Annual Report

INFORMATION TECHNOLOGY
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311

- Completed 182 work orders.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for ADP EeTime application.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Coordinated and assisted with implementation of City Works/Motorola interface.
- Provided ongoing support for Lucity application.
- Provided ongoing support for Elemos application.
- MAC Process for Relocation of 311 to 5th floor.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple security requests for CityView.
- Processed multiple security requests for Chameleon.
- Provided ongoing support for the CityView Application.
- Provided ongoing support for the Chameleon Application.
- Updated media graphics for 311 including multi-lingual community advertisements for buses and new device formatting for mobile solution.
- Maintain 311 Geodatabase with nightly updates for GIS data for addressing, parcels, utilities, roads, and all required user department data.
- Monitor 311 Motorola Application to ensure application is online and ready to support customers including user departments on a daily basis, with updated data, functioning scripts, and provide backup support via Augusta Maps Online and Pictometry Connect.
- Created Pictometry Connect Organization to ensure 311 has a backup support system for valuable information including Commission Districts, Utilities, Customer Information, and other city department data.
- Provided ongoing support of Motorola PremierOne application.
- Provided ongoing support of Cisco UCCX IVR application.
- Provided ongoing support with Motorola interface to Lucity application.
- Provided ongoing support with Motorola interface to CityView application.
- Provided support and assistance with Lucity upgrade to v7.6.

ADMINISTRATORS OFFICE

- Completed MAC Process for Replacement of Pollock device.
- Completed 91 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Relocated department to new permanent location.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.

- Provided coordination of IT purchases based on department needs.
- Processed multiple network and application security requests.
- Processed ongoing support for IFAS application.
- Graphical support for slide presentations including Mayors Presentations, TEDx Map for CSRA, communication graphics (ex. GRU Student Presentations), media ads (ex. Georgia Trend Magazine), for the commission and community presentations.
- Updated Facilities dataset and map for website and web services.
- MAC Process for Relocation of Administrator to swing space on 4th floor.
- MAC Process for Relocation of Administrator to 9th floor.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Supported Hyde Park mapping and presentation.

ANIMAL SERVICES

- Completed 95 work orders.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 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 graphics support for community outreach, adoption poster campaign for dogs and cats, create modified graphics for advertisements for public display including bus shelters and vehicle wraps.
- Conducted MRAD/Chameleon address cleanup, MRAD training, and integration discussion with vendor for requirements, and future project support.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for IFAS application.
- Implementing Data Mapping for Chameleon.
- Added Commission Districts to Chameleon reporting.
- Installed Map Explorer and Google Earth for Chameleon.
- Implemented a report to track spay/neuter animals.
- Assisted with cleaning up addresses in Chameleon.
- Updated the Cham.ini for Animal Services MDT`s.
- Implemented multiple Chameleon reports for Animal Services.
- Installed barcode scanners for Chameleon inventory.
- Implemented the Quick Kennel module in Chameleon.

AUGUSTA CANAL AUTHORITY

- Processed ongoing support for ADP EeTime application.

- Provided grant application support for Augusta Canal Authority including mapping and large scale printouts, data exports for consultants, and feature class management of existing canal features and proposed projects. Supported community outreach on current phase projects including new trails on phase 1 and phase 2.

AUGUSTA LIBRARY

- Completed 42 work orders.
- Processed ongoing support for ADP EeTime application.
- Conducted Augusta Maps Application training at the request of the public library for their clients needing additional training on using this valuable community resource.

AUGUSTA REGIONAL AIRPORT

- Completed 200 work orders.
- Provided annual Masters Week support services.
- Provided ongoing support of Phoenix software and credit card processing.
- Provided ongoing support for the FBO Manager and Front Desk applications for the Airport.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for IFAS application.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for ADP EeTime application.
- Provided support for ADP EeTime time clocks.
- Researched alternative software solutions and released an RFP for a replacement of the FBOManager software.
- Quoted, Managed and Installed 12 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

BOARD OF ELECTIONS

- Completed 189 work orders.
- Created and implemented new Election Management software to allow BOE personnel to create and customize Election Results.
- Created and implemented new Election software to display scrolling results and precinct reporting progress.
- Created and implemented new Election software to display mapped results of select races.
- Created and implemented new Election Results mobile-friendly web application.
- Continued support of 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.
- Supported the BOE in Community Maps for Elections.
- Maintained Polling Places, Commissioners, and State feature classes with for elections mapping and support.

- Maintained ArcReader Projects to provide BOE to easy internal and external map making and to expedite their response to public inquiries.
- Provided ongoing support of ADP EeTime application.
- Provided ongoing support of IFAS application.
- Provided ongoing support of NovusAgenda application.
- Completed MAC Process for Public Computers.
- Completed MAC Process for Purchase of New Equipment.
- Completed MAC Process for Setup of Public Voting Space.
- MAC Process for Relocation of BOE to 5th floor.
- Quoted, Managed and Installed 7 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided Precinct Realignment Support, GIS feature class modifications, mapping, and meeting support.
- Coordination of precinct boundary project data update with the Legislative and Congressional Reapportionment Office.
- Graphics and Mapping support for Election.
- Updated the daily Voter job.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Assisted with implementing the Election Inventory Tracking system.

CEMETERIES

CEMETERY - MAGNOLIA

- Provided ongoing support of ADP EeTime time clocks.

CEMETERY- WESTVIEW

- Provided ongoing support of ADP EeTime time clocks.

CIVIL AND MAGISTRATE COURT

- Completed 148 work orders.
- Provided ongoing support of ADP EeTime application.
- Completed MAC Process for Time Clock Relocation.
- Completed MAC Process for Network Drops for New Equipment.
- Quoted, Managed and Installed 9 new equipment orders.
- Implemented Web Video based Initial Appearance System for the Civil and Magistrate Court Initial Appearance Bond Hearings. The system removed the need for jail transportation to and from the Judicial Center and allows the Sheriff`s Office to keep inmates at the jail. This system utilizes Microsoft Lync and includes a connection between the Civil and Magistrate Judge, the Inmates in a secured room and also allows remote viewing by visitors and members of media at the Jail`s Visitor Center.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Completed 108 work orders.
- Upgraded Electronic Warrant Interface program to web-based service. The upgrade allowed users the ability to create a warrant on any desktop PC connected to the county network. Also removed the requirement for software installation.

CLERK OF COMMISSION

- Supported implementation of new audio/visual technology in the renovated 2nd floor Commission Chamber.
- Supported commission and committee meetings by having IT personnel in the commission chamber running the voting PC.
- Streamed Commission meetings to the internet.
- Completed 111 work orders.
- Relocated department to new location.
- Provided ongoing support of NovusAgenda software application.
- Assisted with voting software during Commission and Committee meetings.
- Provided ongoing support for ADP EeTime application.
- Provided coordination of IT purchases based on department needs.
- Processed multiple network and application security requests.
- Provided ongoing support of LaserFiche software application.
- MAC Process for Relocation of Clerk of Commission to 2nd floor.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

CLERK OF COURT

- Completed 687 work orders.
- Updated Auto Attendant.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.
- 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 the COTT Applications.
- Provided support to convert microfilm images to digital format to import into CDIMS.
- Processed multiple vendor access requests for CDIMS.
- Provided Augusta Maps hands on training and open forum to discuss software enhancements and Master Address and Road Database questions for general public and abstractors.

- Provided troubleshooting for public computers and collaborated with network to provide resolution to issues.
- Performed multiple installs of CDIMS software applications.
- Evaluated, tested and installed Print Conductor for Deeds Index Reports.
- Provided support for computer replacements.
- Provided assistance with the COTT conversion and import into CDIMS.

COMMISSIONERS

- Completed 4 work orders.
- Provided technical support for technology devices used by Commissioners.
- Provided detailed district maps for Commissioners supporting their constituents.
- Conducted hands on training for Augusta Maps to demonstrate tools available to support districts including buffer selection, mailing list creation, export to excel, and GIS data familiarization and examples of spatial solutions GIS can offer.
- Provided coordination of IT purchases based on department needs.

CORONER`S OFFICE

- Completed 98 work orders.
- Upgraded to Voice over Internet Protocol (VOIP) telephone service.
- Completed MAC Process for new equipment.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.
- Deployed web based Coroner Case Management System for the Office of the Coroner. The web service allows the Coroner Office to manage case on any device including mobile devices.

DANIEL FIELD AIRPORT

- Completed 3 work orders.
- Provided annual Master`s Week support services.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

- Completed 44 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Relocated department to new location.
- MAC Process for Relocation of DBE to 4th floor.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.
- Provided ongoing support for IFAS application.
- Processed network and application security requests.

- Provided graphics support for display and presentations.
- Provided ongoing support for NovusAgenda application.

DISTRICT ATTORNEY

- Completed 347 work orders.
- 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.
- MAC Process for new equipment for Juvenile Court Division.
- MAC Process for new laptop.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.

E911 DISPATCH

- Completed 240 work orders.
- Enrolled several employees in Biometrics.
- Maintained python code to automated data updating to ensure timely scheduled database updates for Crime Mapping.
- Coordinated GIS Addressing initiatives with E911 Support Staff, provided MRAD Training and GIS Mapping.
- Completed MAC Process for Network Drops.
- Completed MAC Process for Relocation of Staff into EMA area.
- Completed MAC Process for Lab setup with new PCs.
- Quoted, Managed and Installed 11 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.
- Provided support for IFAS application.
- Provided support for NovusAgenda application.
- Provided troubleshooting for New World deployment for MRAD integration.
- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.
- E911 Time synchronization – Configured 911 phone call recording software Instant Retrieval with Augusta IT Windows NTP time service. This negated a need for 911 Director to purchase a Netclock.

EMERGENCY MANAGEMENT AGENCY

- Completed 24 work orders.

- Worked with Emergency Management Staff to create new feature classes to support EMA including Shelters and CERT Members. Continuing to work with EMA to identify data resources and discuss future data needed to support emergency response.
- Supported grant application with GIS Analysis of population supported by installing warning sirens throughout Augusta, including alternative location analysis and final maps for submittal with grant.
- Supported grant application with GIS Analysis of population supported by installing warning sirens throughout Augusta, including alternative location analysis and final maps for submittal with grant.
- Supported Emergency Management with software selection to ensure proper reporting for FEMA and ease of use by volunteers of Crisis Trac.
- Quoted, Managed and Installed 2 new equipment orders.
- Supported Damage Assessment providing maps and data to Team Rubicon conducting Augusta Damage Assessment.
- Created a web site specifically to house press releases, photographs, and other information related to the ice storm in February 2014.

ENGINEERING

- Modified and automated Billed-Consumption Report for Engineering.
- Completed 324 work orders.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Exported feature class data to CAD format for surveyors working with the Engineering on various studies and projects.
- Maintained Engineering Pictometry Organization, created user logins, and provided training for staff interested in utilizing Pictometry POL for pre-engineering planning efforts and tree management.
- Created ArcGIS Online Maps, Groups, Users, and ArcGIS Collector projects for AED to utilize in mobile data collection.
- 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.
- MAC Process for relocation of fax for Traffic Engineering.
- MAC Process for laptop replacement.
- MAC Process for AutoCad renewal.
- Quoted, Managed and Installed 11 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the Lucity application.
- Provided support for the Hydraflow application.
- Provided ongoing support of NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.
- Provided support of ADP EeTime application.
- Processed multiple network and application security requests.
- Provided support and assistance with Lucity upgrade to v7.6.

STREET LIGHTING

- Completed 8 work orders.
- Processed multiple network and application security requests.
- Provided coordination of IT related purchases.

TRAFFIC ENGINEERING

- Completed 76 work orders.
- Provided secured web service on GISMap for internal staff to access for locating Traffic related data.
- Supported Traffic Engineering GIS Staff with feature class creation and maintenance.
- Performed GIS Analysis Project for street lighting cost distribution per road frontage on 48,265 parcels.
- Supported Fiber Installation Project including feature class creation, location validation, conceptual maps, and directed schema criteria for fiber installation GPS Collection. Established GIS Fiber Procedure and coordinated with multiple departments and consultants.
- Processed multiple network and application 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.
- Assisted vendor with traffic camera software connectivity issues.

ENVIRONMENTAL SERVICES

- Completed 229 work orders.
- Quoted, Managed and Installed 10 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for the Elemos application.
- Provided support for the Insight application.
- Provided support for the FasterCS application.
- Provided coordination of IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Coordinated and assisted with changing vendor for POS/credit card system at CNG plant.
- 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 additional connectivity for the Carlson GPS solution.
- Assessed network requirements and steps needed for ADS Security application upgrade.
- Updated calculations of road miles, created new maps and exported data to excel for internal staff to support 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 days procedure for display on GISMap, Solid Waste Vendor Website, 311 Application via web services.
- Modified existing addressing database to support ELEMOS implementation for Solid Waste.
- Provided mothball permit, geocoded cart damage, vacant lot, owner information, and PINs for various projects.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

- Completed 49 work orders.
- MAC Process for Relocation of EEO to swing space on 6th floor.
- MAC Process for EEO to swing space on 2nd floor.
- MAC Process for EEO to 6th floor.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support of NovusAgenda application.
- Provided ongoing support of BalanceAAP application.
- Created file layout as specified by PeopleFluent for use in developing EEO AA Plans.
- Developed/updated existing (IFAS) EEO CDD reports.
- Assisted EEO Department with AAP Reporting.
- Provided coordination of IT purchases based on departmental needs.
- Process multiple network and application security requests.

EXTENSION SERVICES

- Completed 22 work orders.
- Provided ongoing support of ADP EeTime application.

FINANCE DEPARTMENT

- Completed 127 work orders.
- MAC Process for Relocation of Finance to swing space on 7th floor.
- MAC Process for Relocation of Finance – Risk to swing space on 6th floor.
- MAC Process for Relocation of Finance – Risk to 9th floor.
- MAC Process for Relocation of Finance – Payroll to swing space on 7th floor.
- MAC Process for Relocation of Finance to 8th floor.
- MAC Process for Relocation of Finance – Accounting to 8th floor.
- MAC Process for Relocation of Finance – Payroll to 8th floor – Heery.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple network and application security requests.
- 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.
- Developed project plan, coordinated major stakeholder resources and managed project for OneSolution upgrade and database platform migration.
- Provided/developed report to assist with financial analysis of vacation buy back project.

ACCOUNTING

- Completed 66 work orders.
- MAC Process for laptop replacement.
- 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.
- Processed multiple network and application security requests.

FLEET MANAGEMENT

- Completed 72 work orders.
- Set up updated FTP process to connect them to Wright Express.
- Quoted, Managed and Installed 1 new equipment order.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for FasterCS application.
- Provided ongoing support for NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for ADP EeTime application.
- Assisted with file changes needed for WEXLink.

PAYROLL

- Assisted in 2014 W2 processing.
- Assisted in 1099 and Magnetic Media Creation.
- Completed 45 work orders.
- Researched, recommended, and implemented solution to assist Payroll with data entry for Vacation Buy Back.
- Assisted in Incentive Pay setup.
- Implemented procedure to adjust Fire Fighter Pay for selected pay periods so that their pay reflected accurate amounts after they received incorrect adjustments on their original payroll checks.
- Provided support for ADP EeTime application.
- Provided ongoing support for IFAS application.
- Assisted with and provided ongoing support for printer issues.

RISK MANAGEMENT

- Provided ongoing support for in-house developed application RISK.
- Completed 73 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Relocated department to new location.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.

FIRE DEPARTMENT

ADMINISTRATION

- Recorded and posted the 9/11 Remembrance Ceremony on the city web site.
- Completed 301 work orders.
- Programmed and installed 33 new computers for the fire department.
- Set up programming templates for 30 new APX portable radio`s for the fire department.
- Upgraded Firehouse webserver to version FH 7.15.32 on Windows Server 2012 R2. This upgrade resolved the issues the department was having with FH Sketch module.
- Supported ArcGIS Online project for the Fire Department to modify their GIS feature classes for battalions and sector maps.
- 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 first in response road books for all fire stations to support employee testing on their assigned areas.
- MAC Process for Network Drops for FS#3 printer.
- MAC Process for Fire Department Computer Replacements.
- MAC Process for web cameras for staff.
- MAC Process for BizHub replacement.
- MAC Process for EMA Relocation.
- MAC Process for Computers for Fire Shop.
- MAC Process for replacement of laptops - EMA.
- Quoted, Managed and Installed 10 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for ADP EeTime application.
- Created maps for Individual Engine Co Areas for Training.
- Provided video conference capability by utilizing Microsoft Lync and desktop / conference room web cameras.
- Developed Fire Department Facilities Module in Lucity. Trained FD personnel on facility management and work order creation. Allowed the FD to better track building assets.

- Provided support for ADP EeTime application.
- Provided support for NovusAgenda application.
- Provided support for IFAS application.

FIRE STATIONS

- Completed 41 work orders at Fire Station #1.
- Completed 10 work orders at Fire Station #2.
- Completed 47 work orders at Fire Station #3.
- Completed 11 work orders at Fire Station #4.
- Completed 12 work orders at Fire Station #5.
- Completed 23 work orders at Fire Station #6.
- Completed 23 work orders at Fire Station #7.
- Completed 31 work orders at Fire Station #8.
- Completed 20 work orders at Fire Station #9.
- Completed 30 work orders at Fire Station #10.
- Completed 16 work orders at Fire Station #11.
- Completed 15 work orders at Fire Station #12.
- Completed 11 work orders at Fire Station #13.
- Completed 12 work orders at Fire Station #14.
- Completed 17 work orders at Fire Station #15.
- Completed 11 work orders at Fire Station #16.
- Completed 9 work orders at Fire Station #17.
- Completed 17 work orders at Fire Station #18.
- Completed 9 work orders at Fire Station #19.

FORESTRY

- Completed 5 work orders.

HEALTH AND WELLNESS CENTER

- Completed 1 work order.

HEERY ENGINEERING

- Completed 28 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Relocated department to new location.
- MAC Process for Relocation of Heery to swing space on 9th floor.
- MAC Process for Relocation of Heery to swing space on 3rd floor.

HOUSING AND COMMUNITY DEVELOPMENT

- Completed MAC Process for Replacement of Pollock device in SHP Office.

- Completed 189 work orders.
- 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.
- Modified existing feature classes and provided updates for supporting Housing and Community Development activities.
- MAC Process for BizHub for SHP office.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple network and application security requests.
- 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

- Completed 255 work orders.
- Assisted with providing updated list of eligible employees and dependents to HealthStat.
- Researched, recommended, and implemented solution to assist HR with determining employee eligibility for Vacation Buy Back.
- MAC Process for Relocation of Human Resources to 4th floor.
- MAC Process for replacement of laptop equipment.
- Researched and implemented procedures to allow an Incentive pay of $500 for Full Time employees and $200 for Part Time employees to be included as a separate check for November 26. .
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 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 network and application security requests.
- Researched possible software solution for online appointment scheduling.
- Provided ongoing support for NovusAgenda application.
- Assessed network requirements and steps needed to implement wireless at 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 and coordinated Logicalis demo of Cisco UCCX IVR solution.

INFORMATION TECHNOLOGY

- Developed and activated Traffic Violations Bureau web site on January 1, 2014.
- Completed 7532 work orders.
- Processed 6,862,925 inbound internet emails and 1,353,682 outbound internet emails.
- Blocked 2,556,424 spam emails and 2,338 virus emails from coming in. Blocked 11,594 spam emails and 15 virus emails going out.
- Improved the performance of the Bluecoat Proxy.
- Renegotiated the 2014 Motorola maintenance agreement with Motorola. Was able to maintain the same pricing per unit as 2013.
- Closely monitored the repairs that Motorola did on our equipment to make sure the items that were covered under of service agreement were not charged to the County.
- Created new 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.
- Upgraded to ArcGIS 10.2.2 – Server, Database, and Desktops throughout the city business software solutions and departments.
- Finalized and received Commission Approval for Ordinances and transfer of responsibility of the Master Road and Addressing Database (MRAD) in August 2014.
- Implemented GIS Portal on ArcGIS Online, updating existing maps available for download to web maps for live updates via database replication.
- Maintained fiber feature class for identifying location, connectivity, ownership, and coordinated this data is available on a secured layer for internal planning purposes.
- Continued to work with ESRI and internal network staff to identify and add infrastructure that would support future growth and expansion of GIS Capabilities online.
- Continued to expand ArcGIS Server Secured Layer for GISMap and offered training for multiple departments on the ability to share "internal only" data. Customers included EMA, Code Enforcement, Utilities, Sheriff's Office, Fire Department, Information Technology and Planning and Development.
- Reported to Google Maps incorrect business locations, road names, addressing issues and missing roads for correction on their online mapping application to improve navigation in Augusta since this tool is popular with the public.
- Continued collaboration with Board of Education on MRAD provided valuable addressing information.
- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase.
- Expanded ArcGIS Online usage for Augusta departments, to include Planning and Development. 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.
- Finalized Augusta Maps the new cross mobile platform html5 web platform which will 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.
- Adopted ESRI Local Government for Road Feature Database, migrating 12,312 Road Segments and expanding schema to support New World Proximity.
- Maintained subdivisions in GIS, including edit of Rights-of-Way (ROW), parcels, parcel frontage, parcel annotation and dimensions, new subdivisions. These tasks include new parcels as well as modifications (splits and combines) of existing parcels in the Augusta Enterprise Geodatabase.
- Maintained building outlines for a vacant property analysis assessor data, analyzing permit applications and viewing 2014 aerial imagery. Finalized new procedure to provide better discovery in 2015 utilizing WinGAP and ITOS data.
- Implemented GIS Addressing and Road Enhancements and Engagement for the MRAD, posted policies and procedures for public, held public meetings, created online submittal for assignment/verification, created e-plan submittal available for development community to electronically post plans, and maintained social media community engagement.
- Reviewed plans and assigned addressing as a new reviewing agent for Augusta under the MRAD Project. This included reviewing the following:
  o 108 Site Plans (Commercial/Multi-Family)
  o 13 Development (Subdivisions)
  o 464 Addressing assignments
  o 577 address changes
  o 918 field collection-related changes
  o 14,566 validations which included structure point locations, spelling corrections, and collection of unit numbering.
  o Road reviews resulted in 11 approved, 9 pending, and 1 block change.
- The GIS Division, as Augusta's newly-designated coordinator of addressing updates to all internal and external agencies, continued to work extensively with E911, the US Postal Service, Planning and Development, the Board of Education, the Tax Assessor's Office, the Tax Commissioner's Office, Clerk of Court, Utilities, and Engineering departments to raise awareness of the importance of addressing to all departments.
- Additionally, GIS deployed topology and maintained validation of addresses.
- To support 911, GIS established a new dataset for central repository of all facilities in Augusta.
- Created Land Bank Authority property feature class.
- Provided CityView Upgrade Support, Web Service and conversion to ArcGIS 10.2.2.
- MAC Process for Time Clocks in Municipal Building.
- MAC Process for Smart Board Repair.
- MAC Process for Laptop for RF Administrator.
- Quoted, Managed and Installed 91 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Coordinate Augusta Living Green Day 2014.
- Provided monthly statistics for CLASS On-Line Registration.
- Processed multiple security requests for terminations.
- Provided support of ADP EeTime application.
- Provided ongoing support for IFAS application.
- Developed or modified current CDD reports based on customer specific criteria.
- Provided ongoing support for ADP EeTime time clocks.
- Installed dark fiber from Max Hicks Plant to Augusta Regional Airport.
- Installed dark fiber from Utilities Highway 25 site to Augusta Fire Department Administration.
- Installed dark fiber from Phinizy Road Detention Center to TCO/Utilities site Highway 25.
- Configured layer 3 routing on core switches at IT datacenter, Utilities Highway 25, and IT disaster recovery site.
- Installed and configured Microsoft Lync 2013 server.
- Upgraded 12 servers to Windows server 2012 R2.
- Installed and configured 21 new servers.
- Completed 2087 network security related work orders.
- Completed 143 network outage related work orders.
- Supported Addressing for Municipal Campus and Wayfinding Design.
- Completed 50 network related new order installs.
- Transitioned Pictometry POL to Cloud Base Pictometry Connect which supports field work, multiple cross platform devices, provides quicker access to aerial image updates. Service can be shared on Augusta Maps GIS Web Application, with Emergency Response, and Business Development Partners. Board of Education utilized the software to coordinate a search for a victim`s body around school grounds.
- Completed 495 active directory related sort orders.
- Coordinated, Validated, Processed, and Distributed 2014 Imagery from Pictometry Flight throughout the organization and business systems.
- Completed 21 cabling related work orders.
- Completed 85 wireless related work orders.
- Completed 70 hardware related work orders.
- Completed 117 software related work orders.
- Provided 2013 statistics for Recreation online activity.
- Completed 200 email related work orders.

JURY CLERK

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

JUVENILE COURT

- Created and activated Juvenile Court web site.
- Completed 80 work orders.

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

LAND BANK AUTHORITY

- Completed 25 work orders.
- MAC Process for All-in-One for Land Bank Authority.
- Quoted, Managed and Installed 1 new equipment order.

LAW DEPARTMENT

- Completed 57 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided eVerify report/file for Business Licenses.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.

LAW LIBRARY

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

MARSHAL`S OFFICE

- Completed 103 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- MAC Process for Relocation of Marshal to swing space on 3rd floor.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for IFAS application.

AUGUSTA REGIONAL AIRPORT

- Completed 110 work orders.
- Maintained Marshal Zone GIS data feature classes and created web services to support internal application development and public access on GISMap.
- Migrated to Pictometry Connect Upgrade, new individual logins and provided onsite software training for staff.
- Provided ongoing support for ADP EeTime application.

SUBSTATION

- Completed 77 work orders.

MAYOR'S OFFICE

- Completed 26 work orders.
- Relocated department to new location.
- MAC Process for Relocation of Mayor to 2nd floor.
- Processed multiple network and application security requests.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support of Weblink application.
- Worked on development of a new web site for the incoming mayor.

NON-COUNTY

- Supported the Economic Development Authority (EDA) of Richmond County with mapping and data requests on numerous time-and-content sensitive projects. GIS provided over 50 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 2014 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 and Westobou.
- Provided GIS data for the Georgia Regents University Projects, Planning, and GRU Race Day.
- 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 though sales of maps and data by written request.
- Supported the Economic Development Authority (EDA) of Richmond County with Airport mapping and graphics for Aviation Conference.
- Created maps for Gracewood presentation to support the economic development activities.
- Provided Public and Community Support for Augusta Maps Application, Map Creation, and Data Validation.

PLANNING AND DEVELOPMENT

- Completed 315 work orders.
- MAC Process for Plat Scanner and PC for License & Inspection.
- MAC Process for port activation for new employees.
- MAC Process for new printer equipment.
- MAC Process for new scanners.
- Quoted, Managed and Installed 12 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Supported Opportunity Zone Annual Report by providing extensive GIS Analysis of property data within each zone, including building permits, code enforcement actions, crimes, and new businesses.
- Supported GIS data creation from CityView scripts, coordinating new procedures with IT and Planners to ensure methodology provided usable data for all departments.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supporting new inspector areas, realignment of code enforcement areas, and provided address validation for pending, current, and retired addresses from MRAD via service.
- Provided GIS software access, support and installation for Planners, gather data from outside sources, and establish data sharing for community information requested.
- Maintained Zoning GIS Feature Classes and Mapping Support, 27 Zoning Changes, added 24 Special Exceptions, implemented industry standard coding on website per layer requirements provided by new planners.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for IFAS application.
- Initiated MRAD/CityView integration, vendor requirements, testing, feedback, and project support for final integration scheduled for 2015.
- Provided GIS analysis and mapping support for Code Enforcement including geocoding demo permits, redistricting inspectors, Harrisburg Landlord versus Owner Occupied GIS Analysis, and business license reporting.
- Integration of Planning and Developments GIS Feature Classes into Augusta`s Enterprise Geodatabase to support decision making and web access for other city departments data needs. Planned additional data integration and creation with Planners.
- Coordinated acquisition of Draft ADA Compliant Data for Sidewalks and Walkability Meeting for AARP to support Planners and distributed internal ArcGIS Online Web Map.

LICENSE AND INSPECTION

- Completed 604 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.
- Created multiple custom searches in CityView.
- Provided multiple CityView configuration and rule updates.

- Provided support for the annual Alcohol License Renewal process.
- Provided support for the annual Business License Renewal process.
- Provided support for the annual Request for Gross Revenue process.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CityView Mobile Application.
- Provided ongoing support for the CityView Public Portal Application.
- Provided eVerify report/file for Business Licenses.
- Processed multiple vendor access requests for CityView.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for ADP EeTime application.
- Implemented the 2014 increase for business license fees.
- Implemented bar codes for Request for Gross Revenue letters.
- Implemented bar codes for Business License Renewals.
- CityView upgrade to version 2014.6 SP3.
- Implemented a new Permit Decal fee in CityView.
- Processed multiple Open Records Requests for Permit information.
- Provided projections for a 15% Business License fee increase.
- Performed a CityView Merge.
- Provided multiple CityView reports for ISO accreditation for permits and inspections.
- Aligned permit inspection requests to CityView standards.
- Implemented Inspections by Affidavit in CityView.
- Maintained GIS features for CityView supporting modifications to Inspector Mapping during deployment of new staff.
- Quoted, Managed and Installed 8 new equipment orders.
- Supported mapping requests for planning sessions and meetings.
- Provided ongoing support for NovusAgenda application.
- Provided support of ADP EeTime application.
- Provided ongoing support for IFAS application.

PROBATE COURT

- Completed 102 work orders.
- Updated Auto Attendant.
- Imported over 25,000 documents into EDMS from 2010 Ancestry.com imagery project.
- Processed over 100,000 images from the 2010 Ancestry.com project to prepare for eventual import into EDMS.
- MAC Process for employee relocations.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for ADP EeTime application.
- Released RFP and participated in the vendor selection process for a new Probate Court Case Management software solution.

PROBATION

- Completed 12 work orders.

PROCUREMENT

- Completed 228 work orders.
- Relocated department to temporary location as part of Municipal Building Renovations.
- Relocated department to new location.
- Provided coordination of IT purchases based on departmental needs.
- Graphics support for Procurement SOP, vendor workshops, and other special projects.
- MAC Process for Relocation of Procurement to swing space on 2nd floor.
- MAC Process for Relocation of Procurement to 6th floor.
- MAC Process for Procurement Smart Board.
- MAC Process for ten BizHub upgrades or replacements.
- MAC Process for New Phone for Procurement.
- Quoted, Managed and Installed 10 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided support for IFAS year-end processes.
- Provided ongoing support for IFAS.
- Provided coordination of IT purchases based on departmental needs.
- Provided continued support for ADP EeTime application.
- Processed multiple network and application security requests.

PRINT SHOP

- Completed 28 work orders.
- Installed network cabling and fiber connectivity at May Park for new Print Shop location.

PUBLIC DEFENDER

- Completed MAC Process for Replacement of Pollock device at the Judicial Center Office.
- Completed 534 work orders.
- MAC Process for Port Activation for Public Defender.
- MAC Process for BizHub Swap for Public Defender.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

RCCI

- Completed 70 work orders.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for NovusAgenda application.
- Upgraded Training Computer Lab at RCCI for inmates to earn their GED. Required updating memory (RAM) and operating system and installing a local area network that was not connected to the internet. This will allow a GED instructor to proctor GED examinations.

RECREATION, PARKS, AND FACILITIES

ADMINISTRATION

- Created and activated Recreation Department dashboard.
- Completed 334 work orders.
- MAC Process for Recreation move into Old Fire Station #3.
- Quoted, Managed and Installed 11 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple security requests.
- Provided ongoing support for the CLASS Application, including On-Line Registration and biometrics.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the Lucity Application.
- Provide ongoing support for the Senior Nutrition Program.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks at all Recreation locations.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for IFAS application.
- Provided maps for landscape planning by the Recreation Personnel for projects throughout Augusta.
- Maintained Parks feature class and acreage information.
- Upgraded the Calsense Irrigation Software on server and client computer.

AQUATIC CENTER

- Completed 54 work orders.
- Submit monthly employee wellness files for Payroll.

AUGUSTA GOLF COURSE

- Completed 6 work orders.

BARTON VILLAGE

- Completed 2 work orders.

BERNIE WARD COMMUNITY CENTER

- Completed 2 work orders.

CARRIE J. MAYS

- Completed 5 work orders.
- Upgraded telephone system to Key Service Unit.
- MAC Process for cabling at Carrie J May's Sr. Nutrition Office.

DIAMOND LAKES

- Completed 12 work orders.

DOUGHTY PARK

- Completed 2 work orders.

EISENHOWER PARK

- Completed 16 work orders.

FACILITIES MANAGEMENT

- Completed 33 work orders.
- Provided ongoing support for the Lucity application.
- Installed network cabling and fiber connectivity at old May Park fire station.
- Lucity upgrade to version 7.6.

FACILITIES MANAGEMENT - JLEC

- Completed 5 work orders.

FACILITIES MANAGEMENT - MUNICIPAL BLDG

- Completed 13 work orders.

FACILITIES MANAGEMENT - WEBSTER

- Completed 19 work orders.

FLEMING ATHLETIC OFFICE

- Completed 4 work orders.

GARRETT COMMUNITY CENTER

- Completed 2 work orders.

GRACEWOOD CENTER

- Installed new cabling and phones.

H.H. BRIGHAM COMMUNITY CENTER

• Completed 20 work orders.

H.H. BRIGHAM SWIM COMPLEX

• Completed 5 work orders.

MAINTENANCE SHOP

• Completed 7 work orders.

MAY PARK COMMUNITY

• Completed 16 work orders.

MCBEAN PARK

• Completed 16 work orders.

MCDUFFIE WOODS PARK

• Completed 1 work order.

MINNICK PARK

• Installed new cabling and phones.

NEWMAN TENNIS CENTER

• Completed 22 work orders.
• Submit monthly employee wellness files for Payroll.

OLD GOVERNMENT HOUSE

• Completed 5 work orders.

SAND HILLS COMMUNITY CENTER

• Completed 15 work orders.

WARREN ROAD COMMUNITY CENTER

• Completed 8 work orders.

RECREATION FACILITIES

• Completed 28 work orders.

RIVERWALK SPECIAL EVENTS

• Completed 6 work orders.

SENTINEL

- Completed 4 work orders.

SHERIFF`S OFFICE

ADMINISTRATION

- Developed Deputy Assignment and Resource Tracking (DART) program to track deputy schedules.
- Completed 495 work orders.
- Implemented New World Microsoft Product (MSP) to replace the AS400-based New World AEGIS product.
- Completed several timekeeper requests.
- Updated the Sheriff's Office MDT unit`s to work with the new GSP software.
- Updated all 250 computer`s with for the Sheriff`s Office with the latest New World software for Mobile 10.
- Worked with the Sheriff's Office to establish a new talk group and overseen the reprogramming of all 650 portable radios.
- MAC Process for RCSO Training Center (cabling/fiber expansion).
- MAC Process for Telecom Needs at the CBWDC.
- MAC Process for Printer Needs at the CBWDC.
- MAC Process for UPS Needs in Booking at the CBWDC.
- MAC Process for Smart Board Repair at Daniel Village.
- MAC Process for additional Network Drops in the Evidence Room.
- MAC Process for Relocation of Time Clock at the CBWDC.
- MAC Process for Phase 2 Fiber at the RCSO Range.
- MAC Process for relocation of equipment for employees at the CBWDC.
- MAC Process for new Zebra printer at the CBWDC.
- MAC Process for Court Room Technology in Booking at the CBWDC.
- MAC Process for Serial Cards in the Booking/Processing Computers at the CBWDC to accommodate new camera equipment.
- MAC Process for BizHub upgrade for SO Admin and Daniel Village.
- Quoted, Managed and Installed 44 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- 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 for Police Areas 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.
- 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, mapping, support, and implementation.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks at various locations.
- Provided ongoing support for IFAS application.
- Provided ongoing support for NovusAgenda application.

BOOKING

- Completed 178 work orders.

CID

- Completed 881 work orders.

CIVIL

- Completed 91 work orders.

CRIME SCENE

- Completed 28 work orders.

DANIEL VILLAGE

- Completed 403 work orders.

DARE

- Completed MAC Process for Replacement of Pollock device.
- Completed 37 work orders.

INTERNAL AFFAIRS

- Completed 32 work orders.

JAIL ADMIN

- Completed 247 work orders.
- Installed new Auto Attendant for Booking.

NARCOTICS

- Completed 144 work orders.

QUARTERMASTER

- Completed 10 work orders.

RECORDS

- Completed 342 work orders.

SOUTHSIDE

- Completed 502 work orders.

TRAINING CENTER

- Completed 109 work orders.
- Installed and connected dark fiber from Solid Waste Maintenance building to Sheriff`s Office Training.

WEBSTER DETENTION CENTER

- Completed 199 work orders.

SOLICITOR GENERAL

- Completed 355 work orders.
- Created and implemented new Case Creation Interface to allow new cases to be created in Tracker using data stored in New World MSP.
- MAC Process for Relocation of Equipment.
- MAC Process for AV Equipment.
- Quoted, Managed and Installed 1 new equipment order.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided ongoing support for ADP EeTime application.

SOLICITOR GENERAL VICTIM`S ASSISTANCE

- Completed 56 work orders.

STATE COURT JUDGE

- Completed 56 work orders.
- Quoted, Managed and Installed 3 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provide support for IFAS application.

SUPERIOR COURT JUDGE

- Completed MAC Process for Replacement of Pollock device.
- Completed 301 work orders.
- Modified Criminal Calendar application to use data from New World MSP.
- Modified Jail Interface application to use data from New World MSP.
- Modified Court Notification application to use data from New World MSP.
- Modified Case Creation application to use data from New World MSP.
- Modified ICON Custody Report application to use data from New World MSP.
- MAC Process for installation of Desktop equipment – Court Administration.

- MAC Process for TSAV coordination of updates in Judicial Center Court Rooms - Court Administration.
- MAC Process for installation of new AV Cart - Court Administration.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

TAX ASSESSOR'S OFFICE

- Completed 343 work orders.
- MAC Process for Relocation of TAO to temporary swing space on the 3rd floor.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple security requests.
- Provided ongoing support for the WinGAP Application.
- Provided ongoing support for the TACS Application.
- Assisted with creating 2014 Future Year for 2015.
- Assisted with producing the 2014 Tax Digest.
- Performed the Year End procedures for WinGAP.
- Provided ongoing support for IT related purchases.
- Assisted with producing the 2014 Mobile Home Tax Digest.
- Assisted with multiple WinGAP upgrades and structure fixes.
- Integrated MRAD Addresses with WinGAP as the authoritative site address, expedites TAO data entry, and provides validated data.
- Continued project support and quality control for the Carl Vinson Institute of Government Information Technology Outreach Services (ITOS) project. Imported data into Pictometry software for TAO appraisers to correct sketches in WinGAP.
- Maintained all Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2014.
- IT –GIS transitioned to become the assigning agent for Parcel Numbers to expedite parcel creation and address assignment for other departmental business processes such as permitting. Created workflow with TAO to track work, validate changes, and finalize parcel number assignment.
- Upgraded Pictometry Connect Organization, transitioned logins, and created new web services to support staff and allow utilization of software in the field.
- Provided analysis on subdivisions and residential parcels for reporting and mapping.
- Provided analysis of mobile home data and initiated Planning and Development coordination with TAO Mobile Home Appraiser, resulting in improved and validated addresses by TAO Staff.
- Provided mailing vendor support for MRAD training and returned mail evaluations, coordinating validation with TAO to reduce returned mail.
- Provided GIS Procedure for Conservation Use Parcel Calculations and created model for distribution to TAO GIS Staff.
- Provided ongoing support for ADP EeTime application.

- Provided ongoing support for IFAS application.
- Created New Business Process for TAO in CityView.
- Provided support for computer replacements.
- Modified the Instrument Type report to select multiple instrument types.

TAX COMMISSIONER'S OFFICE

- Completed 498 work orders.
- Relocated department to new location.
- Programmed and installed new paging system.
- Programmed and installed equipment for new call center.
- MAC Process for Relocation of TCO to 1st floor.
- MAC Process for East/West Augusta Tag Relocation (Desktop/Network/Telecom/Smartboard).
- MAC Process for South Augusta Tag Relocation (Desktop/Network/Telecom/Q-Matic).
- MAC Process for TCO Municipal intercom speaker move.
- MAC Process for additional Network Drops for the TCO Municipal Q-Matic implementation.
- MAC Process for a Smart Board in the Municipal Building.
- Quoted, Managed and Installed 27 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Processed multiple security requests.
- Provided ongoing support for the VCS Tax Application.
- Provided ongoing support for the SAGE (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.
- Performed the Peachtree Year End process.
- Upgraded Sage 50 Accounting (Peachtree) on server and client machines.
- Assist with the 2014 Tax Bill Process.
- Processed multiple vendor access requests for VCS Tax.
- Provided MRAD support for returned mail evaluations.
- Analyzed taxes collected by Commission District and provided breakdown of unpaid, paid, and school board calculations.
- Created mapping project for TCO combining available property locations for Land Bank Authority, Augusta Owned, No Bid, ANIC, CHDOs, and Flood Properties.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for IFAS application.
- Provided ongoing support for ADP EeTime time clocks in various locations.
- Provided ongoing support for NovusAgenda application.
- Created a new EDMS Application for TCO Scanning.
- Assisted with the Q-Matic system implementation.
- Assisted with the Opex machine implementation.

- Implemented the Mavro/VCS Tax interface.
- Implemented the Logicalis Call Center system.
- Assisted with the GA Bank & Trust scanning implementation.

TAG OFFICE – EAST AUGUSTA

- Completed 217 work orders.
- Relocated department to Washington Rd.
- Programmed and installed new paging system.
- Installed dark fiber from Cushman building on Highland Avenue to Tag Office - East Augusta.

TAG OFFICE – SOUTHSIDE

- Completed 52 work orders.
- Programmed and installed new paging system.
- Relocated department to New Peach Orchard Rd location.

TRANSIT DEPARTMENT

- Completed 83 work orders.
- Upgraded telephones system to Key Service Unit in Transfer station.
- MAC Process for BizHub cabling.
- Maintained and coordinated GIS feature class updates for bus maps, individual route cards, and community outreach graphics.
- Created graphics for multi-lingual posters for buses for announcements.
- Supported Transit and MacDonald for proposed routes requested by Commissioners and the public. Created maps, route cards, posters, and slide presentation graphics for presentation at community and commission meetings.
- Supported Transit and MacDonald for proposed routes requested by Commissioners and the public, created maps, route cards, posters, and slide presentation graphics for at community and commission meetings.
- Participated in vendor discussions for GPS bus support for future locational services and implementation requirements for ADA-compliant in-bus announcement system.
- Created Google Transit Compliant GIS Data for future submittal to online solution.
- Provide hardware and application support for the RouteMatch application.
- Provide support for the Trapeze/Pass application.
- Provide support for the IFAS application.
- Provide support for the NovusAgenda application.

UTILITIES

UTILITIES - ADMINISTRATION

- Assisted with Lucity database clean up in FTG Client.
- Assisted with Lucity database clean up in AUD Client.

- Finished creating multiple Lucity Parts Transfer reports.
- Completed vendor selection process for the Water Information Management System.
- Upgraded GraniteXP to version 5.4.1.
- Modified and Managed SQL Queries for Water Loss Study Team.
- Modified consumption report SQL Queries for vendor, Constantine to account for consumption on closed out accounts.
- Created and scheduled weekly enQuesta Vacant Account over 1 year report.
- Supported IVR during emergency and inclement weather.
- Modified IVR Utilities script for break-in messages.
- Support Utilities Month-End process procedures.
- Managed enQuesta user security.
- Rolled out ICOM3 for Construction & Maintenance and Fort Gordon.
- Managed Lucity user security.
- Implemented a single-click URL for Water Quality Report.
- Modified IVR scripts for 311 being open on Saturday.
- Supported ICOM3 application.
- Managed iDoxs user security.
- Managed Cognos scheduled reports.
- Managed Utilities e-mail distribution groups.
- Modified queries/reports for Billed Consumption and Rate 200/250 consumption for years 2008 - 2012 to account for consumption on closed out accounts and provided to AUD and vendor, Cavanaugh.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for Lucity data.
- Provided queries as needed to AUD for enQuesta data.
- Provided queries as needed to AUD for IVR data.
- Provided ongoing support for Cognos Report Net.
- Provided ongoing support for Cognos Report Net.
- Provided ongoing support of Cisco UCCX.
- Managed Cisco Call Recording user security.
- Provided as needed support of GraniteXP.
- Conducted and attended multiple IT and user meetings to stay informed on all AUD technology needs.
- Processed multiple Network and Application security requests.
- Managed data clean-up and archiving of enQuesta server.
- Implemented monthly enQuesta Train refresh.
- Supported Utilities Water Rates Change.
- Created 2013 Top 10 Water Revenue Report.
- Created 2013 Top 10 Sewer Revenue Report.
- Modified water consumption reports to include Tax Type and ran for 2011-2013 for vendor Constantine.
- Modified queries/reports for Billed Consumption and Rate 200/250 to include Tax Type for vendor, Cavanaugh.
- Ordered equipment and software as needed.
- Supported AUD Finance Department with Month-End and Year-End functions.

- Implemented EIOBoard for Director and Assistant Directors.
- Implemented EIOBoard for Utilities Engineering and Safety Departments.
- Provided on-going support for EIOBoard for Safety, Administration, Engineering, & Customer Service.
- Created reports of enQuesta billing data for 2013 Base Charges.
- Automated Water Loss Reports for vendor Cavanaugh to download to a shared Dropbox via new batch file.
- Assisted vendor, Woolpert, in recreating Crystal Reports for Backflow data for Cityworks.
- Assisted vendor, Woolpert, in recreating Crystal Reports for Inventory for Cityworks.
- Implemented Bentley Navigator v8i for Engineering.
- Managed Cognos user security.
- Managed Cisco Desktop Agent and Supervisor user security.
- Managed RFP for a new Water Information Management System.
- Implemented iNet System for confined space gas detection.
- Implemented ICOM3 for Utilities Engineering, Fort Gordon, and Construction & Maintenance.
- Implemented e-bills for Utilities` customers.
- Upgraded Compliance Suite to 4.46.
- Completed 568 work orders.
- Implemented Cityworks (Phase I) for Utilities Administration.
- Managed and updated reports for Cityworks.
- Implemented Master Billing.
- Supported MAC projects for equipment relocations.
- Provided ongoing support for Cityworks.
- Managed enQuesta File Server.
- Provided on-going support for ETAP.
- Processed timekeeper requests for them.
- Created various forms for Utilities, such as Employee Status Change Form.
- MAC Process for AUD relocation into the ANIC Building (network/telecom/desktop/additional ports).
- MAC Process for additional Network Drops at the Utilities Filter Plant.
- MAC Process for AUD relocation into the new Rosier Road Facility (network/telecom/desktop/smart board/time clock).
- MAC Process for additional Network Drops at Bay Street.
- MAC Process for Wireless expansion at the Construction and Maintenance facility on Wylds Rd.
- MAC Process for new ports and new printing equipment at the Construction and Maintenance facility on Wylds Rd.
- MAC Process for BizHub at Hwy 25 PO.
- Quoted, Managed and Installed 75 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Provided MRAD address comparison for enQuesta and identified approximately 8,500 addresses requiring further validation for assets, initiated client returned mail discussions and future validation recommended.
- Supported Cityworks Implementation for Utilities with GIS Geodatabase creation and ArcGIS Server Web Services, MRAD workflow and procedures, workshop attendance, training and deployment support.
- Provide support for the NovusAgenda application.
- Provide support for ADP EeTime application.
- Provide support for ADP EeTime biometric time clocks located in various locations.
- Provide support for IFAS application.

UTILITIES - BAY STREET

- Provided ongoing support for enQuesta.
- Completed 33 work orders.
- Upgraded H2O Map from version 6.0 to 10.0.
- Deployed WinSCP for AUD Engineering.
- Maintain water and sewer customer search via secured layers in Augusta Maps to support multiple department workflows including Utilities, Tax Commissioners, Code Enforcement, etc.
- Maintain python scripting for updating multiple databases within the network requiring Utilities GIS Data.
- Provide GIS Technical Support for GIS staff and software upgrades.

UTILITIES - CENTRAL AVE

- Provided as needed support of DicksonWare.
- Completed 68 work orders.

UTILITIES - FORT GORDON

- Completed 55 work orders.
- Provided Cityworks Phase I support for Fort Gordon Workflows.
- Providing Cityworks Phase II support for Water Treatment Facilities, via workshops, training, and data creation.

UTILITIES - HIGHLAND AVE FILTER PLANT

- Completed 50 work orders.

UTILITIES - HIGHWAY 25

- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Implemented Cisco Supervisor Mobile App for the iPhone for Customer Service.
- Supported cashiering receipt printers.
- Provided ongoing support for enQuesta.
- Completed 291 work orders.
- Implemented EIOBoard for south side Customer Service.

- Implemented Q-Matic for south side Customer Service.
- Provided support for Q-Matic system.
- Supported AUD Customer Service (south side location) to the new Peach Orchard building.
- Relocated department to New Peach Orchard Rd location.

UTILITIES - LANEY WALKER BLVD

- Managed enQuesta IVR screen pop user security and configuration.
- Supported IVR Customer Service Holiday messages.
- Supported IVR during emergency and inclement weather.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Managed bi-weekly Open Issues discussion via conference call with vendor (Systems and Software) to keep abreast of the status of open enQuesta issues.
- Implemented Cisco Supervisor Mobile App for the iPhone for Customer Service.
- Supported cashiering receipt printers.
- Created queries in SQL Management Studio for IVR successful/unsuccessful Phone payments.
- Provided ongoing support for enQuesta.
- Managed enQuesta printers.
- Completed 148 work orders.
- Implemented EIOBoard for downtown Customer Service.
- Supported AUD Customer Service (downtown location) to the ANIC building.

UTILITIES - METERING

- Upgraded OS on metering reading handhelds to Windows CE dr release.
- Provided ongoing support for Meter Reading Handheld units.
- Provided ongoing support of MV-RS.
- Provided ongoing support for enQuesta.
- Assisted with Metering System business case evaluation for AMI/AMR meters.
- Completed 36 work orders.

UTILITIES - N. MAX HICKS WATER TREATMENT PLANT

- Completed 87 work orders.

UTILITIES - RAW WATER PUMPING

- Completed 29 work orders.

UTILITIES - WASTE WATER TREATMENT

- Managed OP10 user security.
- Provided as needed support of Operator 10.
- Completed 10 work orders.

UTILITIES CONSTRUCTION AND MAINTENANCE (WYLDS RD)

- Created queries for C&M for open and closed Lucity service requests generated by 311.
- Implemented Locates module for Utilities Locators.
- Completed 129 work orders.
- Implemented Cityworks (Phase I) for Utilities Construction and Maintenance and the warehouse.
- Provided ongoing support for Cityworks.
- Provided ongoing support for mobile devices.
- Upgraded ICOM3 to 2.3.4.2.
- Moved Lucity to a virtual environment.
- Updated Lucity to version 7.6.