



INFORMATION TECHNOLOGY

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

From: Ms. Tameka Allen, Information Technology Director

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RE: Information Technology 2015 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, 2015 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 to our governmental agency, as well as, our citizens. Our mission is to assist in making our customers successful.

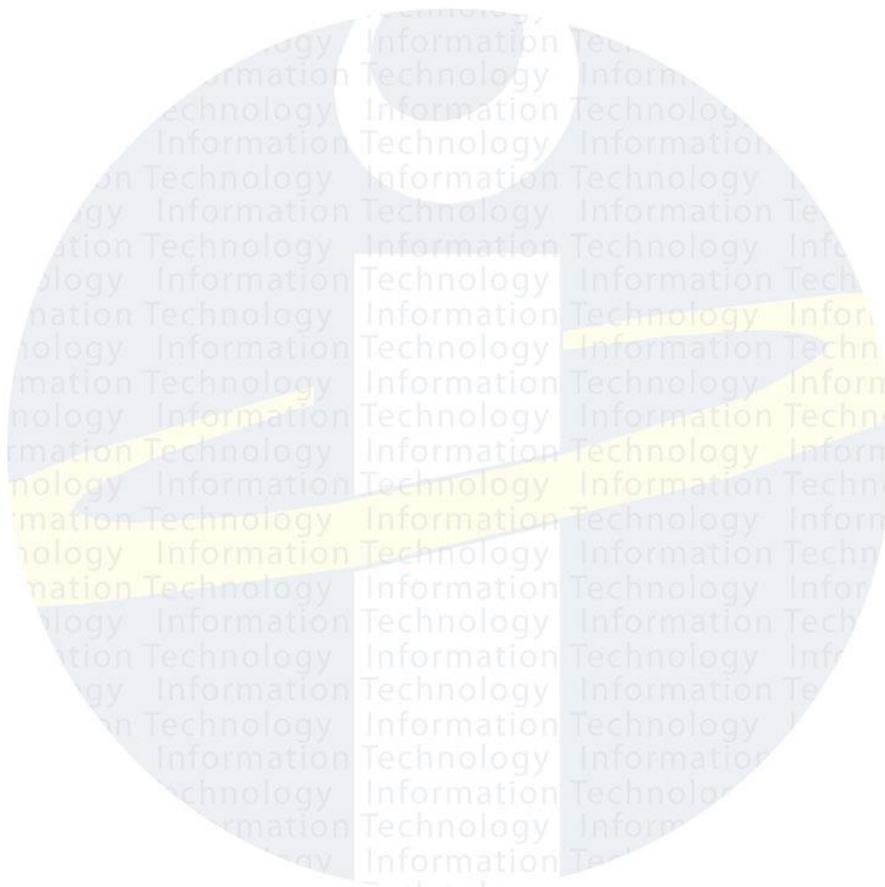
Following are a few of the Information Technology Department highlights for the previous year of 2015:

- Relocated Information Technology Department into a new Information Technology Building.
- IT Customer Satisfaction annual survey demonstrated a 99% approval rating.
- Ranked number three (3) 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.
- Partnered with the Mayor's Office, Augusta Technical College and Richmond County Board of Education to submit proposal for 2016 GenCyber Camp.
- Coordinated Augusta Living Green Day for 2015.
- Developed a Veteran's Resources Website in order to provide information about Augusta-area resources to Veterans.
- Performed technology equipment refreshment for devices that reached their end of life cycle.
- Installed various communication components to provide redundancy.
- Upgraded a number of VoIP telephones to 1GB as part of the technology enhancement schedule.
- Installed wireless coverage for the Municipal and Information Technology Building.
- Completed a number of work orders to support the needs of our internal and external customers.
- Performed a number of software application upgrades for various departments, to include our Financial Enterprise Application, OneSolution.
- Provided mapping and data services to external agencies to promote Augusta.

- Maintained Geographical Information Systems (GIS) property records and road features.
- Provided graphical support for various agencies.
- Installed communication equipment to provide load balancing and failover.
- Supported CityWorks Implementation for Augusta Utilities.
- Received an estimated 5.6M visitors to www.augustaga.gov
- Received an estimated 426,821 visitors to GIS Maps Online.
- Prevented and estimated 3.1 M virus/spam emails.
- Implemented iNovah for Augusta Utilities.

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

Augusta Information Technology 2015 Annual Report



Your Success is Our Mission

THE INFORMATION TECHNOLOGY BUILDING



May 2015 marked a significant event for the Augusta Information Technology Department. After years located in multiple, makeshift facilities, the entire department was finally united under one roof. The Augusta Information Technology Department has been located in multiple locations since the 1990's. The explosion in the growth of technology contributed to the need to distribute IT personnel in non-contiguous offices – wherever space could be found. These technological driving forces included the advent of personal computers, Geographic Information Systems (GIS), open systems, diverse relational database management systems, greater security needs, Microsoft Windows and Server tools, desktop phones, smart phones, laptops, and tablets.

In 2014 the Augusta Commission approved the construction of a new Information Technology building which would enable IT to consolidate all of its personnel and functions under one roof. The new building, which is adjacent to the Augusta Municipal Building, has the following characteristics:

- Two floors with an elevator.
- Square Footage: 1st floor 9,377, 2nd floor 9,547. The total building is 18,924 square feet.
- Office space for 40+ IT staff members, enabling all IT employees to be in one location for the first time in 18 years.
- Computer Center with controlled entry and a raised floor.
- Warehouse space for computers and other equipment awaiting deployment or disposal.
- Assembly space for computers to be configured pre-deployment to customer departments.
- Training Facility / Meeting Room.
- Two dedicated conference rooms.
- Garage for installation of equipment in vehicles.



The previous data center was retrofit into an old annex building for the Richmond County Clerk of Court. Built in the 1950s, the old facility was not ideal for functioning in a modern technology environment. The new IT Data Center has the following characteristics:

- The entire second floor (10,000 SQ FT) is raised. This allows full access for electrical and low voltages modifications.
- Most of the walls on second floor are modular. As changes to the data center and office space are necessary, modifications can be made with little impact to continued operations.
- Access control is in place for all exterior doors and interior corridors, where necessary.
- The data center is surrounded by glass partitions to improve cold/hot air containment and security.
- The data center is protected from power failures with a generator, and the generator is filtered through an Uninterruptible Power Supply (UPS).
- Three air conditioners are in place. Two twenty-ton units serve as a primary and secondary. One fifteen-ton unit would supply air conditioning during commercial power outages while running on generator power.
- All transmission media demarcation occurs in a separate secured room. This provides access to vendor equipment while restricting access to the data center.
- A separate staging room is used to burn-in equipment prior to installing it in a live environment. This reduces the likelihood of failures when equipment is placed into production.
- A hot-aisle containment system is utilized to improve airflow, reduce power consumption, and improve security.

311

- Provided ongoing support for Motorola PremierOne application.

- Provided ongoing support for Cisco UCCX IVR application.
- Provided ongoing support for Eremos software application.
- Provided support for the Lucity application.
- Completed 233 work orders.
- Provided support for customized Cognos reports for Motorola PremierOne application.
- Implemented 311 Motorola/Cityworks Interface.
- Provided ongoing support for OneSolution 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.
- Coordinated and assisted with implementation of City Works/Motorola interface for Cityworks upgrade.
- Provided ongoing support with Motorola interface to Lucity application.
- Provided ongoing support with Motorola interface to CityView application.
- Provided ongoing support for the CityView Application.
- Provided ongoing support for the Chameleon Application.
- Processed multiple Open Records Requests for CityView information.
- Researched and coordinated discussions and purchases for 311 Emergency Contingency Plan.
- Assisted with support of IVR.
- Maintained and enhanced Pictometry Connect Organization to ensure 311 has a backup support system for valuable information including Commission Districts, Utilities, Customer Information, and other city department data.
- Monitor Motorola Application to ensure application is online and ready to support customers with updated data, functioning scripts, and provide backup support via Augusta Maps Online and Pictometry Connect.
- Maintain 311 Geodatabase with nightly updates for GIS data for addressing, parcels, utilities, roads, and all required user department data.
- Updated media graphics for 311 including multi-lingual community advertisements for buses and new device formatting for mobile solution.
- Supported Interface with Cityworks to improve addressing transfer from Motorola CSR.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for extra network data drops.
- Completed MAC process for installation of new color printer.
- Completed MAC process for installation of Audio-Visual equipment.

ADMINISTRATORS OFFICE

- Enhanced SPLOST Web Site to support transparency and provide public with information about Augusta SPLOST issues.
- Completed 165 work orders.
- Developed online survey for Augusta Government Leadership Program.

- Provided ongoing support for OneSolution application.
- Upgraded VOIP telephones to 1 GB devices.
- 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 OneSolution application.
- Graphical support for slide presentations including Mayors Presentations, Special Program Posters (Book Drive, Reading Everyone Wins, Google Event) Social Media Ads (ex. Mayors Cyber Monday), communication graphics (ex. GRU Student Presentations), media ads (ex. Georgia Trend Magazine), for the commission and community presentations.
- Updated Facilities dataset, add Used As, Rentals, Ownership, Tenants, and map for website and ArcGIS Online web services.
- Supported Hyde Park mapping and presentation.
- Created Government Complex Map for citizens to see locations of new buildings and address updates.
- Supported Enterprise-Wide Software Consolidation plan, provided data reviews, department assessments, and scope support.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 4 new equipment orders.
- Completed MAC process for Audio-Visual display implementation.

ANIMAL SERVICES

- Provided ongoing support of applications including EeTime, NovusAgenda and OneSolution.
- Completed 182 work orders.
- Programmed and installed new Auto Attendant.
- Upgraded VOIP telephones to 1 GB devices.
- 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 OneSolution application.
- 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.
- Assisted with cleaning up addresses in Chameleon.
- Implemented multiple Chameleon reports for Animal Services.
- Performed multiple installs of the Chameleon software applications.
- Populated Address Checker with Master Road and Address (MRAD) information.
- Migrated the Chameleon application to new servers.
- Implemented credit card processing.
- Upgraded the Chameleon application to version 44.
- Implemented PostMaster for the Chameleon application.

- Upgraded MapViewer to version 3.15.10.17.
- Conducted MRAD/Chameleon address cleanup, MRAD training, and integration discussion with vendor for requirements, and future project support.
- 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.
- Provided secured layers access for Augusta Maps to employees for information access.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for installation of equipment for new veterinarian.

AUGUSTA CANAL AUTHORITY

- Provided ongoing support of 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 projects.
- Supported Future Trails Project.

AUGUSTA LIBRARY

- Provided ongoing support for ADP EeTime application.
- Completed 23 work orders.

AUGUSTA REGIONAL AIRPORT

- Provided ongoing support for FBO Manager and Front Desk applications.
- Enrolled employees in Biometrics for EeTime.
- Implemented Total Aviation Software which replaces FBO Manager and Front Desk.
- Completed 210 work orders.
- Provided annual Masters Week support services.
- Upgraded VOIP telephones to 1 GB devices.
- Installed new server for VoIP failover.
- Continued support of ARA departments.
- Provided ongoing support of Phoenix software and credit card processing.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for OneSolution 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 for FBOManager.
- Upgraded ManagerPlus to ManagerPlus Pro.
- Provided mapping support and future zoning ordinance support, attended meetings, and provided feedback on proposed ordinance.

- Coordinated demonstrations for GIS centric vendor software to support future work order project.
- Upgraded network distribution switch.
- Upgraded all wireless access point for terminal Wi-Fi access.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for inventory exchange of equipment.
- Completed MAC process for upgrade of AutoCAD software.
- Completed MAC process for upgrade of Pollock devices.

BOARD OF ELECTIONS

- Enhanced Board of Elections Web Site with new icons and structure.
- Supported General Election on November 3, 2015 with posting of Election Results.
- Assisted with implementation of Facebook for the Board of Elections.
- Completed 139 work orders.
- Provided ongoing support of ADP EeTime application.
- Provided ongoing support of OneSolution application.
- Provided ongoing support of NovusAgenda application.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided Precinct Support, feature class modifications, mapping, and meeting support.
- Graphics and Mapping support for Election.
- Continued support of BOE software with the MRAD to ensure correct spelling, road types, and zip codes.
- Maintained Polling Places, Commissioners, and State feature classes with for elections mapping and support.
- Supported the BOE in vacant property comparison to analyze voter locations.
- Supported special election for District 7, mapping and delivery route support.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 5 new equipment orders.
- Completed MAC process for repair of damaged network connectivity.
- Completed MAC process for Network/Telecom expansion.
- Completed MAC process for upgrade of Pollock devices.

CIVIL AND MAGISTRATE COURT

- Completed 159 work orders.
- Provided ongoing support of ADP EeTime application.
- Provided support of the Initial Appearance System for the Civil and Magistrate Court.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 11 new equipment orders.

- Completed MAC process for network expansion at front counter.
- Completed MAC process for upgrade of Pollock devices.

CLERK OF CIVIL AND MAGISTRATE COURT

- Upgraded Court Management Software to latest web version of ICON CMS360.

WARRANTS

- Completed 137 work orders.
- Provided ongoing support of the EWI application.

CLERK OF COMMISSION

- Redesigned the Commissions, Authorities, and Boards Web Site.
- Completed 140 work orders.
- Assisted with voting software during Commission and Committee meetings.
- Relocated department to new location.
- Provided ongoing support of NovusAgenda software application.
- 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.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 4 new equipment orders.
- Completed MAC process for relocation.
- Completed MAC process for additional network drops in conference room.
- Completed MAC process for additional Telecom equipment.

CLERK OF COURT

- Completed 599 work orders.
- Provided support for ADP EeTime application.
- Provided support of ICON CMS360.
- Performed multiple installs of CDIMS software applications.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CDIMS Applications.
- Processed multiple security requests.
- Provided ongoing support for the FiFa Interface process.
- Provide ongoing support for the Print/FAX server.
- Implemented the COTT Scan Applications.
- Provided support to convert microfilm images to digital format to import into CDIMS.
- Processed multiple vendor access requests for CDIMS.
- Digitized and imported microfilm images from 07/01/1986 - 01-02-1992 into COC Web Public.
- Implemented Pollock`s PaperCut software application.

- Migrated to a new CDIMS application server.
- Worked with GSCCCA to resolve persistent errors when exporting real estate files.
- Implemented the late filing penalty fee for Foreclosure Deeds.
- Provided updated 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.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for laptop replacements.

COMMISSIONERS

- Completed 18 work orders.
- Provided individual support for Commissioners as requested.
- Provided coordination of IT purchases based on department needs.
- Provided detailed district maps for Commissioners supporting their constituents.

CORONER'S OFFICE

- Completed 76 work orders.
- Provided support for ADP EeTime application.
- Provided support for OneSolution application.
- Modified and re-implemented CoronerNET application for the Coroner's Office.
- 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.

DANIEL FIELD AIRPORT

- Completed 6 work orders.
- Provided annual Master's Week support services.
- Assisted customer in entering NovusAgenda items.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

- Completed 54 work orders.
- Provided support for ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Processed network and application security requests.
- Provided ongoing support for NovusAgenda application.
- Implemented Contract Management module of OneSolution.
- Provided graphics support for display and presentations.

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

DISTRICT ATTORNEY

- Completed 368 work orders.
- Provided support for ADP EeTime application.
- Supported DA's use of Pictometry, including individual logins and onsite software training for staff.
- Provided the District Attorney's Office with large format jury displays including maps and diagrams to support visualization of victim locations, criminal events, and perpetrator activities during the case.
- Provided the District Attorney's Office with customized Harrisburg map for community outreach, showing crime, housing, census, zoning, and sales data.
- Quoted, Managed and Installed 2 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for laptop replacements.
- Completed MAC process for relocation of computers for building maintenance (Columbia County Office).

E911 DISPATCH

- Enrolled employees in Biometrics for EeTime.
- Completed 425 work orders.
- Provided Biometric support for EeTime Time clocks.
- Provided support for ADP EeTime application.
- Provided support for OneSolution application.
- Provided support for NovusAgenda application.
- Installed a NetClock to have the AT and T phone system, New World RMS, and phone recording software all on one centralized time.
- Provided ongoing support of New World CAD.
- Upgrade versions of New World CAD throughout the year.
- Provided support for the AT&T Viper System Upgrade.
- 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.
- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.
- Provided support for improving New World integration with GIS data.
- Analyzed 911 Address Override Reports in order to resolve centerline ranges problems, missing address points and quantify what truly should have been overridden.
- Updated and provided troubleshooting for New World System Updates.

- Implemented full functionality of New World CAD and Mapping for E911 to the programs capacity for GIS Integration.
- Supported Viper/Intrado Data Collection, Upgrade, and Training.
- Installed Wi-Fi Access Points for the E911 Training Room.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 10 new equipment orders.
- Completed MAC process for network expansion in Training Lab.

EMERGENCY MANAGEMENT AGENCY

- Enhanced EMA Web Site with new icons and structure, including major revisions to extreme weather pages.
- Completed 30 work orders.
- Provided 6 VOIP phones and one speaker phone for the EOC.
- Worked with Emergency Management Staff to create new feature classes to support EMA including prone flood area. 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 Emergency Management Crisis Track Software Initiatives and Training.
- Supported Flooding Emergency Call Up for staffing during the 2015 Flood Event, provided GIS mapping, ArcGIS Online Mapping Access and Support.
- Created interactive online Story Map of 2015 Flooding.
- Quoted, Managed and Installed 1 new equipment order.

ENGINEERING

- Provided support for the Lucity application.
- Developed multi-page web site to support implementation of Stormwater fee.
- Completed 330 work orders.
- Ordered, programmed and installed 40 new cellphones as replacements for radios.
- Set up new users for Stormwater call center.
- Implemented Stormwater billing in enQuesta.
- Implemented and supported IVR phone system.
- 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.
- Processed multiple MAC requests based on departmental needs.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Exported feature class data to CAD format for consultants and surveyors working with Engineering on various studies and projects.

- Maintained Engineering Pictometry Organization, created user logins, 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.
- Performed Analysis on Engineering's Road Book in order to validate information and correct data which was added to the master road name table.
- Supported Citizen Engagement for Stormwater with graphics, brochures, mapping, etc.
- Created Stormwater map theme for Augusta Maps to enable citizens to search properties for impervious surface and billing information for new program.
- Provided GIS data analysis and updating for consulting firm data for Stormwater, adding new parcels for 2015 and updating parcel line work.
- Installed new Fiber from IT new building to Engineering for 10 Gig support.
- Quoted, Managed and Installed 12 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for Ricoh Interactive Display.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for upgrade of AutoCAD software.

STREET LIGHTING

- Completed 9 work orders.
- Processed multiple network and application security requests.
- Provided coordination of IT related purchases.
- Provided support for GIS Users in creating, maintaining, and revamping GIS data for street lighting.

TRAFFIC ENGINEERING

- Completed 85 work orders.
- Processed multiple network and application security requests.
- Provided ongoing support for OneSolution application.
- Provided and coordinated support for equipment needs for Masters Week.
- Provided support for ADP EeTime application.
- Provided ongoing support for Lucy.
- Provided ongoing support for NovusAgenda application.
- Processed multiple MAC requests based on departmental needs.
- Provided secured web service on Augusta Maps for internal staff to access for locating Traffic related data.
- Supported Traffic Engineering GIS Staff with feature class creation and maintenance.
- Supported Georgia Power and Jefferson Electric data acquisition for mapping and future audit.
- 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.
- Supported traffic in preparation for Cityworks, demonstrations, meetings, and coordination.

ENVIRONMENTAL SERVICES

- Provided support for the Eremos application.
- Provided support for the Faster application.
- Provided support for the Insight application.
- Provided coordination of IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Provided ongoing support for OneSolution application.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for NovusAgenda application.
- Upgraded ADS Security application.
- 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 Augusta Maps, Solid Waste Vendor Website, 311 Application via web services.
- Provided GIS vendor support for Eremos, Re-Collect, etc.
- Completed 237 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for TSAV and Smartboard repair.

EQUAL EMPLOYMENT OPPORTUNITY (EEO)

- Assisted customer in completing EEO data for 2013-2015 reporting period.
- Completed 49 work orders.
- Provided ongoing support of NovusAgenda application.
- Provided assistance with files needed for development of EEO AA plans in PeopleFluent.
- Process multiple network and application security requests.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

EXTENSION SERVICES

- Completed 10 work orders.
- Provided ongoing support of ADP EeTime application.

FINANCE

- Supported transparency by posting financial documents to the web site during the 2016 budgeting process.
- Upgraded from 14.3 to 15.2 version of OneSolution.
- Completed 195 work orders.

- Processed multiple network and application security requests.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for OneSolution application.
- Continued to assist with the implementation of OneSolution Grants Management module.
- Provided support for ADP EeTime application.
- Provided support for NovusAgenda application.
- Developed and modified CDD reports based on customer specific criteria.
- Continued to manage project plan, coordinate major stakeholder resources and manage upgrade project for IFAS 7.9 to OneSolution 14.2.
- Quoted, Managed and Installed 9 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for replacement of old equipment.
- Completed MAC process for laptop replacements.

ACCOUNTING

- Provided ongoing support for the OneSolution application.
- Completed 184 work orders.
- Upgraded VOIP telephones to 1 GB devices.
- Provided ongoing support of ADP EeTime application.
- Provided coordination of IT purchases based on departmental needs.
- Provided ongoing support of OneSolution application.
- Provided ongoing support of NovusAgenda application.
- Processed multiple network and application security requests.

FLEET MANAGEMENT

- Completed 117 work orders.
- Provided ongoing support of NovusAgenda application.
- Provided coordination of IT purchases based on departmental needs.
- Managed project to upgrade FASTER from Version 6.0 to Version 6.9.
- Implemented FASTER Service Center in FASTER 6.9.
- Implemented FASTER Dashboard in FASTER 6.9.
- Provided ongoing support for ADP EeTime application.

PAYROLL

- Completed 72 work orders.
- Assist Payroll with implementation of Vacation Buy Back.
- Provided ongoing support on ADP EeTime application.
- Assisted in 2015 W2 processing.
- Assisted in 2015 1099 Magnetic Media processing.
- Upgraded VOIP telephones to 1 GB devices.
- Ran bi-weekly PYHEXT Utility.
- Provided ongoing support for OneSolution application.

- Upgraded ADP EeTime to current version.
- Processed multiple network and application security requests.
- Assisted with implementing change when CSRA Credit Union merged with Associated Credit Union.
- Began process for implementing Vendor Management.

RISK MANAGEMENT

- Completed 88 work orders.
- Upgraded VOIP telephones to 1 GB devices.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for in-house developed application RISK.

FIRE DEPARTMENT - ADMINISTRATION

- Completed 339 work orders.
- Provided ongoing support for FASTER application.
- Provided support for ADP EeTime application.
- Provided support for NovusAgenda application.
- Provided support for OneSolution application.
- Provided support of Firehouse application.
- Implemented Firehouse Inspector Module for Inspectors to use iPad's in the field.
- Upgraded versions of New World Mobile throughout the year.
- Implemented FASTER Service Center.
- Implemented FASTER Dashboard.
- 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 maps for Individual Engine Co Areas for Training.
- Fire Department Response Data Review.
- Quoted, Managed and Installed 14 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Installed Network connectivity through Comcast for the Fire Department at Forestry Building on Tobacco Road.
- Completed MAC process for Smartboard repair.
- Completed MAC process for network data drops.
- Completed MAC process for network expansion (Fleet location).
- Completed MAC process for network connectivity (Logistics).
- Completed MAC process for Wireless connectivity (Fire Station #15).
- Completed MAC process for Wireless connectivity (Fire Station #18).
- Completed MAC process for Wireless connectivity (Fire Station #19).

FIRE DEPARTMENT - PREVENTION

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

FIRE STATIONS

- Completed 47 work orders at Fire Station #1.
- Completed 17 work orders at Fire Station #2.
- Completed 47 work orders at Fire Station #3.
- Completed 10 work orders at Fire Station #4.
- Completed 10 work orders at Fire Station #5.
- Completed 29 work orders at Fire Station #6.
- Completed 27 work orders at Fire Station #7.
- Completed 40 work orders at Fire Station #8.
- Completed 28 work orders at Fire Station #9.
- Completed 18 work orders at Fire Station #10.
- Completed 18 work orders at Fire Station #11.
- Completed 5 work orders at Fire Station #12.
- Completed 16 work orders at Fire Station #13.
- Completed 13 work orders at Fire Station #14.
- Completed 16 work orders at Fire Station #15.
- Installed Wi-Fi Access Points for Fire Station #15.
- Completed 15 work orders at Fire Station #16.
- Completed 14 work orders at Fire Station #17.
- Completed 20 work orders at Fire Station #18.
- Installed Wi-Fi Access Points for Fire Station #18.
- Completed 14 work orders at Fire Station #19.
- Installed Wi-Fi Access Points for Fire Station #19.

FORESTRY

- Completed 8 work orders.
- Installed Network connectivity through Comcast for the Forestry Garage Building on Tobacco Road.

HEALTH AND WELLNESS CENTER

- Completed 2 work orders.
- Provided monthly employee demographic file submission.

HEERY ENGINEERING

- Completed 17 work orders.
- Provided support for IT Building including printing plans.

HOUSING AND COMMUNITY DEVELOPMENT

- Completed 201 work orders.
- 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 OneSolution application.
- Provided ongoing support for NovusAgenda application.
- 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.
- Coordinated and updated for Public Housing Feature Class with Augusta Housing Authority.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 7 new equipment orders.
- Completed MAC process for relocation of equipment for carpet installation.

HUMAN RESOURCES

- Completed 340 work orders.
- Began work on FMLA/HREMPF implementations.
- Processed weekly BEN018 file for ADP.
- Processed bi-weekly BEN014 file for ADP.
- Processed bi-weekly FSA file for ADP.
- Imported employees from OneSolution to ADP EeTime.
- Assisted with providing updated list of eligible employees and dependents to HealthStat.
- Developed and modified specific CDD reports based on customer specific criteria.
- Provided ongoing support for OneSolution application.
- Processed multiple network and application security requests.
- Provided ongoing support for NovusAgenda application.
- 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.
- Developed project and coordinated resources for Cisco UCCX IVR solution.
- Assisted HR in PCN cleanup.
- Assisted with implementation of provider move to Cigna Group Insurance.
- 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.

INFORMATION TECHNOLOGY

- Enhanced Information Technology Web Site with new icons and structure.
- Prepared a Veteran`s Resources Web Site in order to provide information about Augusta-area resources to Veterans.
- Obtained approval for Forms Management System, which will automate paper forms for employees inside the network and for citizens from the web site. System is expected to implement in January 2016.
- Created videos in honor of Veterans Day to honor the Augusta area service members who were killed in action or died in service in World War II, Korea, Vietnam, and Iraqi Freedom.
- Upgraded Laserfiche to Version 9 (Avante) as a precursor to the implementation of Forms Management in the 1st Quarter of 2016.
- Completed 7470 work orders.
- Developed the 2015 IT Customer Service Survey for online submission.
- Relocated data center to new location.
- Converted PRI`s from copper to fiber media.
- Installed new 3PAR SAN for server virtualization.
- Coordinated relocation of backbone fiber to new Information Technology building.
- Relocated network hardware from old to new Information Technology building.
- Installed Wi-Fi connectivity in new Information Technology building.
- Installed and setup two Hewlett Packard blades for server virtualization.
- Installed racks and hardware in DEMARC room in new Information Technology building.
- Installed new music on hold.
- Worked with Motorola to update the annual maintenance agreement with a corrected inventory. Was able to maintain the same pricing as 2014.
- Worked closely with all departments to ensure they had no issues with their communication equipment and MDT`s.
- Provided support of ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Developed or modified current CDD reports based on customer specific criteria.
- Provided ongoing support for ADP EeTime time clocks.
- Internet Emails Processed: Received 7,680,333 - Sent 1,281,380 - Spam Blocked 3,129,398 - Viruses Blocked 3,293.
- Installed FatPipe appliances which enabled us to connect two diverse ISP connections and make it appear as one connection. This provides load balancing of the two Internet connections and failover if one ISP goes down.
- Reconfigured all Outside IPs of the firewall to work correctly with the FatPipe solution.
- Installed and configured an ASA firewall as the default gateway to replace the old core router. This was necessary to get BlueCoat proxies to work properly. This required to make several routing changes to work properly.
- Coordinated the Earth Day Augusta 2015 event with Phinizy Swamp and GRU.
- Processed multiple security requests for terminations.

- Created new training materials and organized bi-weekly training for internal and external customers for the new Augusta Maps product.
- Implemented GIS Portal on ArcGIS Online, updating existing maps available for download to web maps for live updates via database replication.
- Coordinated fiber feature class updates for identifying location, connectivity, ownership, and maintained the data so it 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.
- 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.
- Created online map for Board of Education to track scoring in Richmond County Schools.
- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase.
- Expanded ArcGIS Online for Augusta, GA including include the Administrators Office, Tax Commissioner. ArcGIS Online will streamline map and data sharing, collaboration, and mobile data collection.
- Verification of boundary data for Census Survey.
- Maintained GIS property records in the Augusta Enterprise Geodatabase, including the following:
 - 137 Right-of-Way modifications
 - 9 new subdivisions
 - 233 additional parcels
 - 98 parcel modifications
 - 55 combines
- Maintained Authoritative Road Feature Dataset and incorporated Road Book information, to include:
 - 90 new features
 - 11,704 edits and validations by GIS Technicians, including range corrections, routing calculations, and splitting at county line for accurate mileage counts.
 - Added 4 missing roads.
- Reviewed road projects for 2015, including:
 - 4 pending
 - 2 approved (final plat recorded or site plan approved)
 - 1 honorary naming
 - 1 administrative naming
 - 1 appeal
 - 1 received
- Maintained authoritative data for building outlines, analyzed assessor data, reviewed permit applications and plan submittals.
- Supported departmental and public outreach for GIS Addressing, Road Enhancements, and Engagement for the Master Road and Addressing Database (MRAD). Created public mailings,

posted awareness posters in departments and community centers, and maintained social media for community engagement.

- Reviewed plans and assigned addressing for Augusta under the Master Road Address Database (MRAD) Project including the review of:
 - 95 Site Plans (Commercial/Multi-Family)
 - 13 Development (Subdivisions)
 - 3098 Addressing assignments (mobile home entries increased count)
 - 651 Address changes
 - 6,699 edits and validation, which included structure point location, spelling corrections, and collection of unit numbering. .
- Provided CityView Upgrade Support for GIS Web Service.
- GIS, as Augusta's coordinator of addressing updates to all internal and external agencies continued to work extensively with the E911, US Postal Service, Planning and Development, Board of Education, and Tax Assessors, Tax Commissioners, Clerk of Court, Utilities, Engineering departments to raise awareness of the importance of addressing to all departments.
- Upgrade Pictometry Connect Service, which can be shared on Augusta Maps GIS Web Application with Emergency Response and Business Development Partners.
- Updated GIS Documentation including User Guides for Parcel Editing, Augusta Maps, Cityworks, Motorola 311, Addressing Vendor Guide, Addressing and Road Database Maintenance, etc.
- Installed 22 Wi-Fi Access Point for total Wi-Fi coverage of the Municipal Building.
- Installed FAT Pipe hardware for our redundant Internet Service Providers.
- Installed new HP BladeSystem c7000 Enclosure.
- Quoted, Managed and Installed 112 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for additional network data drops.
- Completed MAC process for Ricoh Interactive Display.
- Completed MAC process for GIS Scanner.
- Completed MAC process for ADP clock relocation in Municipal Building.
- Completed MAC process for IT Training room expansion.

JURY CLERK

- Set up the ability for the Jury Clerk to check in Jurors using a barcode scanner.
- Set up additional phone lines for the Jury Clerk.

JUVENILE COURT

- Completed 86 work orders.
- Provided ongoing support to the Juvenile Court as needed.
- Completed 3 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for upgrade of Pollock devices.

LAND BANK AUTHORITY

- Completed 48 work orders.
- Created Land Bank GIS data and ArcGIS Online (AGOL) Interactive Map for data sharing between Tax Commissioners, Land Bank, Housing & Community Development, and Administrator`s Office.

LAW DEPARTMENT

- Completed 143 work orders.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for NovusAgenda application.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 3 new equipment orders.

LAW LIBRARY

- Provided ongoing support to the Law Library.

MARSHAL`S OFFICE

- Relocated department to new location.
- Relocated DEMARC for security system to new location on 1st floor.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Provided on-going support of New World Mobile and LERMS.
- Completed 196 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for relocation.
- Completed MAC process for laptop replacements.

AUGUSTA REGIONAL AIRPORT

- Provided ongoing support for ADP EeTime application.
- Provided on-going support of New World NCIC for the Airport Marshal Staff.

MAYOR'S OFFICE

- Developed online survey for Reading Mentor Program.
- 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.
- Provided coordination of IT purchases based on departmental needs.

- Updated web site to reflect preferences of the new Mayor, Hardie Davis, Jr.
- Completed 86 work orders.
- Quoted, Managed and Installed 7 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for Audio-Visual equipment installation.

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 2015 Westobou and Arts in the Heart Festival.
- Provided data and support for the CSRA Regional Commission special economic development projects.
- Supported Augusta Sports Council with mapping and addresses for community mailings for events including the 2015 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.
- Provided GIS data for numerous Augusta sponsored studies including parks, transit, parking inventory, ADA compliance activities, etc.
- Provided Public and Community Support for Augusta Maps Application, Map Creation, and Data Validation.
- Supported the Economic Development Authority (EDA) of Richmond County with Airport mapping and graphics for Aviation Conference.
- Provided mapping to public through sales of maps and data by written request.
- Created banners, graphics, flyers in support of the government supported events.

PLANNING AND DEVELOPMENT

- Converted ARTS web site to enhanced format for Transportation 2040 Project.
- Assisted with implementation of Facebook for the Planning and Development Department.
- Relocated department to new location.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support for OneSolution application.
- Provided ongoing support for ADP EeTime application.

- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Performed multiple installs of the CityView software applications.
- Performed multiple password resets for the CityView application.
- Provided ongoing support for the PLAZID Application.
- Created and supported citizen engagement by deploying a GIS Mapping Public Comment Application for ARTS Transportation Vision 2040
<http://gismap.augustaga.gov/auggagis/ARTSPublicComment/>.
- 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.
- Used GIS data creation from CityView scripts to coordinate new procedures with IT and Planners to ensure methodology is approved, documented, and providing usable data for all departments.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supporting new inspector areas, realignment of code enforcement areas, and address validation for pending, current, and retired addresses from MRAD.
- Maintained Zoning GIS Feature Classes and Mapping Support, including 26 Zoning Changes and 18 Special Exceptions.
- Coordinated and supported additional changes to the MRAD/CityView integration.
- Continue integration initiative of Planning and Developments GIS Feature Classes into Augusta's Enterprise Geodatabase to support decision making and web access for other city departments data needs. Planned additional data integration and creation with Planners.
- Provided GIS analysis and mapping support for Code Enforcement, including geocoding demolition permits, redistricting inspectors, analysis of Harrisburg Landlord versus Owner Occupied properties, and business license reporting.
- Supported and created GIS features for flood property information.
- Supported HAZUS Study Data and Data Integration.
- Provided multilingual translations for public outreach documents, posters, and advertisements.
- Install and configure NAS server.
- Assisted with A/V setup for BZA and Planning Commission meetings.
- Completed 395 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for relocation.
- Completed MAC process for secure credit card solution.
- Completed MAC process for relocation of a Smartboard.
- Completed MAC process for front-desk renovation.
- Completed MAC process for relocation of Code Enforcement to the 3rd Floor of the Municipal Building.
- Completed MAC process for relocation of License Clerks.
- Completed MAC process for installation of plotter.

PLANNING AND DEVELOPMENT - LICENSE AND INSPECTION

- Completed 679 work orders.
- Relocated department to new location.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for ADP EeTime application.
- Processed multiple security requests.
- Provided ongoing support for the CityView Application.
- Conducted monthly status meetings to stay informed on all License and Inspection technology needs.
- Created multiple custom reports from CityView.
- Created multiple custom searches in CityView.
- Provided multiple CityView configuration and rule updates.
- Provided support for the annual Alcohol License Renewal process.
- Provided support for the annual Business License Renewal process.
- Provided support for the annual Request for Gross Revenue process.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the CityView Mobile Application.
- Provided ongoing support for the CityView Public Portal Application.
- Provided eVerify report/file for Business Licenses.
- Processed multiple vendor access requests for CityView.
- Upgraded the CityView application to version 2015.7 SP2.
- Processed multiple Open Records Requests for Permit information.
- Performed multiple installs of the CityView software applications.
- Performed multiple password resets for the CityView application.
- Assisted with data clean-up within the CityView database.
- Implemented the CityView/Master Road and Address (MRAD) integration within CityView.
- Upgraded to EMV credit card readers at Marvin Griffin Road.
- Upgraded to EMV credit card readers at the Municipal Building.
- Provided ongoing support for the COC WebPublic Application.
- Implemented Building Permits on the CityView Public Portal.
- Created Views to produce consistent statistics for Licensing, Permits and Code Enforcement cases.
- Added Planning fees to CityView.
- Worked with License and Inspection to help them reduce their radio inventory by 18 radios resulting in an annual savings of \$8,100.00.
- Provided ongoing support for NovusAgenda application.
- Provided support of ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Maintained GIS features for CityView supporting modifications to Inspector Mapping during deployment of new staff.
- Supported mapping requests for planning sessions and meetings.
- Created user access and training for Augusta Maps Secured Sign-In for field verification of departmental activities including Code Enforcement, Permits, etc.

- Continued support for GIS data creation from CityView data for mapping and analysis of data related issues.

PROBATE COURT

- Updated Auto Attendant.
- Provided ongoing support for ADP EeTime application.
- Deployed new Probate Court Management System, PCM.net by CJT. This replaces a legacy in-house application with a web version.
- Completed 137 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 1 new equipment order.

PROBATION

- Transitioned Probation from T-1 connection VPN connection.
- Provided New World LERMS access to Probation Field Supervision Agents.
- Completed 31 work orders.

PROCUREMENT

- Enhanced Procurement Web Site with new icons and structure.
- Enhanced Procurement Department Web Site with new icons and structure.
- Provided ongoing support for application in OneSolution.
- Successfully implemented Contract Management module in OneSolution.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for OneSolution year-end processes.
- Provided coordination of IT purchases based on departmental needs.
- Provided continued support for ADP EeTime application.
- Processed multiple network and application security requests.
- Provided coordination of IT purchases based on departmental needs.
- Provided support for OneSolution year-end processes.
- Provided ongoing support for OneSolution.
- Provided coordination of IT purchases based on departmental needs.
- Researched requirements and implemented NIGP codes in OneSolution.
- Graphics support for Procurement SOP, vendor workshops, and other special projects.
- Completed 305 work orders.
- Quoted, Managed and Installed 4 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for relocation of the Print Shop to its new location.

PRINT SHOP

- Relocated department to new location.
- Supported graphics being printed by print shop in formatting, etc.
- Installed network and Wi-Fi hardware for new Print shop.
- Completed 34 work orders.

PUBLIC DEFENDER

- Provided ongoing support to Office of the Public Defender.
- Completed 571 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 1 new equipment order.
- Completed MAC process for emergency relocation of staff.

RCCI

- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks.
- Provided ongoing support for NovusAgenda application.
- Upgraded Inmate Canteen database, Oasis, to Oracle 11.
- Supported vendor demonstrations for work order project.
- Completed 94 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.

RECREATION, PARKS, AND FACILITIES

ADMINISTRATION

- Completed ADP EeTime Timekeeper Requests.
- Provided support for Time Clocks at all Recreation locations.
- Provided support for NovusAgenda application.
- Provided support for OneSolution application.
- Ordered, programmed and deployed 80 new cellphones as replacements for radios.
- Worked with Recreation to help them reduce their radio inventory by 47 radios. This resulted in a saving of \$20,000.00.
- 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 OneSolution application.
- Processed multiple security requests.
- Provided ongoing support for the CLASS Application.

- Provided ongoing support for CLASS credit card processing.
- Provided ongoing support for CLASS On-Line Registration.
- Provided 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.
- Provided ongoing support for the Senior Nutrition Program.
- Provided ongoing support for the AIMS Program.
- Provided ongoing support for the Calsense application.
- Performed multiple installs of the CLASS software applications.
- Provided maps for landscape planning by the Recreation Personnel for projects throughout Augusta.
- Maintained Parks feature class and acreage information.
- Completed 419 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 14 new equipment orders.
- Completed MAC process for relocation of ADP Time Clock (Riverwalk Special Events).
- Completed MAC process for connectivity of Pollock device (Riverwalk Special Events).
- Completed MAC process for installation of printer (Old Fire Station #3).
- Completed MAC process for relocation of ADP Time Clock (Old Fire Station #3).
- Completed MAC process for network expansion and BizHub connectivity (Records Retention).
- Initiated process to begin appearance update of Recreation web site.

AQUATICS

- Submitted monthly employee wellness files for Payroll.
- Completed 27 work orders at the Aquatic Center.

BARTON VILLAGE

- Completed 1 work order.

BERNIE WARD COMMUNITY CENTER

- Completed 1 work order.

BLYTHE PARK

- Completed 2 work orders.

CARRIE J. MAYS

- Completed 16 work orders.
- Completed MAC process for network expansion.

CEMETERIES

MAGNOLIA CEMETERY

- Provided ongoing support of ADP EeTime time clocks.

WESTVIEW CEMETERY

- Provided ongoing support of ADP EeTime time clocks.

DIAMOND LAKES

- Completed 11 work orders.
- Completed MAC process for upgrade of Pollock Devices.

DOUGHTY PARK

- Completed 2 work orders.

EASTVIEW PARK

- Completed MAC process for training lab.

EISENHOWER PARK

- Installed new WiFi Access Point on roof for wifi coverage of the baseball diamonds.
- Completed 17 work orders.

FACILITIES MANAGEMENT

- Provided ongoing support for the Lucity application.
- Supported vendor demonstration and data gathering for Parks and Facilities future work order management program migration from Lucity.
- Completed 52 work orders.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for fax conversion.
- Completed MAC process for relocation of offices to Peach Orchard Office.
- Completed MAC process for network connectivity (Municipal Building).
- Completed MAC process for laptop replacements (CBWDC).

FACILITIES MANAGEMENT - MUNICIPAL BLDG

- Relocated DEMARC for fire alarm and elevators to new location on 1st floor.
- Completed 27 work orders.

FLEMING ATHLETIC OFFICE

- Completed 9 work orders.

GARRETT COMMUNITY CENTER

- Completed 1 work order.

H.H. BRIGHAM COMMUNITY CENTER

- Completed 12 work orders.

H.H. BRIGHAM SENIOR

- Completed MAC process for wireless connectivity.

H.H. BRIGHAM SWIM COMPLEX

- Completed 12 work orders.

JULIAN SMITH CASINO

- Completed 2 work orders.

MAY PARK COMMUNITY

- Converted location from Wifi Bridges to fiber connectivity for city network access.
- Completed 2 work orders.

MCBEAN PARK

- Completed 20 work orders.

MCDUFFIE WOODS PARK

- Completed 2 work orders.

NEWMAN TENNIS CENTER

- Installed new cabling.
- Completed 20 work orders.
- Completed MAC process for additional network data drops.
- Completed MAC process for connecting Pollock device to network.

OLD GOVERNMENT HOUSE

- Completed 17 work orders.

SAND HILLS COMMUNITY CENTER

- Completed 27 work orders.

WARREN ROAD COMMUNITY CENTER

- Completed 2 work orders.

RECREATION FACILITIES

- Completed 96 work orders.

RIVERWALK SPECIAL EVENTS

- Completed 5 work orders.

SENTINEL

- Completed 9 work orders.

SHERIFF'S OFFICE

ADMINISTRATION

- Developed a software application to support the capture, indexing, and storage of body camera videos.
- Completed ADP EeTime Timekeeper Requests.
- Installed NAS server.
- Upgraded 90 Motorola MDT's to Windows 7 to be compliant with CJIS directive regarding security updates.
- Added 250 MDT's to the domain so they can receive security updates and utilize outlook.
- Worked with Motorola and the Sheriff's Office to formulate new radio templates for the addition of 2 new talk groups.
- Coordinated the programming of 687 radios with the Sheriff's Office with the new talk groups for the new zones.
- Coordinate the removal of 110 Motorola MDTs for the Sheriff's Office. Installed 110 new GETAC computers.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for ADP EeTime time clocks at various locations.
- Provided ongoing support for OneSolution application.
- Provided ongoing support for NovusAgenda application.
- Provided ongoing support and sustainment of the New World RMS Suite.
- Implemented and trained New World Users on the Decision Support System (DSS).
- Upgrade versions of New World LERMS throughout the year.
- 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. .
- Supported GIS Users in software training, GIS applications, and mapping.
- Completed 278 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 30 new equipment orders.
- Completed MAC process for security data outlet at 400 building.

BAILIFFS

- Completed 3 work orders.

BOOKING

- Completed 178 work orders.

CID

- Deployed Dragon Naturally Speaking to all Investigators in CID.
- Provided ongoing support for the Tag Search application.
- Implemented version upgrade of the interview room recording software, Case Cracker.
- Completed 789 work orders.
- Completed MAC process for relocation of equipment.

CIVIL DIVISION

- Completed 57 work orders.

CRIME SCENE

- Completed 3 work orders.

DANIEL VILLAGE

- Developed an in house solution to deploy Body Worn Cameras to the Uniformed Division.
- Provided IT Support to the RCSO during the 2015 Masters Tournament.
- Implemented Brazos E-Citation for the Sheriff's Office Traffic Division.
- Upgrade versions of New World Mobile throughout the year.
- Completed 579 work orders.

DARE

- Completed 43 work orders.

INTERNAL AFFAIRS

- Completed 50 work orders.

JAIL ADMIN

- Completed 269 work orders.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for laptop replacements.
- Completed MAC process for Smart Board recalibration and repair.

NARCOTICS

- Completed 132 work orders.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for relocation of computer equipment.

QUARTERMASTER

- Completed 15 work orders.

RECORDS

- Completed 321 work orders.

SOUTHGATE

- Completed 763 work orders.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for relocation of equipment.

TRAINING CENTER

- Completed 167 work orders.
- Completed MAC process for laptop replacements.
- Completed MAC process for connectivity of Pollock device.

WEBSTER DETENTION CENTER

- Upgrade versions of New World Corrections Management throughout the year.
- Installed 3 Cisco Wireless Access Points in the jail administration area.
- Completed 355 work orders.

SOLICITOR GENERAL

- Provided ongoing support for ADP EeTime application.
- Migrated office to Tracker by PAC, a Case Management System.
- Created custom print form for office to print summons.
- Completed 389 work orders.
- Quoted, Managed and Installed 2 new equipment orders.

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

SOLICITOR GENERAL – VICTIM’S ASSISTANCE

- Completed 68 work orders.

STATE COURT JUDGE

- Provide support for OneSolution application.
- Setup Windows Surface Pro to run EWI for Evidence Search Warrants allowing the State Court Judges to issues warrants anywhere in the State of Georgia.
- Upgraded Court Recording Software (BIS) to the latest version.
- Completed 98 work orders.
- Quoted, Managed and Installed 5 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for laptop replacements.

SUPERIOR COURT JUDGE

- Completed 389 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for laptop replacements.
- Completed MAC process for relocation of equipment.

TAX ASSESSOR'S OFFICE

- Relocated department to new location.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Processed multiple security requests.
- Provided ongoing support for the WinGAP Application.
- Provided ongoing support for the TACS Application.
- Assisted with creating 2015 Future Year for 2016.
- Assisted with producing the 2015 Mobile Home Tax Digest.
- Performed the Year-end procedures for WinGAP.
- Provided ongoing support for IT related purchases.
- Assisted with producing the 2015 Mobile Home Tax Digest.
- Assisted with multiple WinGAP upgrades and structure fixes.
- Provided ongoing support for the New Business Process for TAO in CityView.
- Provided support for computer replacements.
- Performed multiple installs of the WinGAP software applications.

- Provided ongoing support for the COC Web Public Application.
- Provided support for MRAD Addresses with WinGAP as the authoritative site address, expedites TAO data entry, and provides validated data.
- Continued project support and QC for the ITOS project. Worked with the Carl Vinson Institute of Government at the University of Georgia to import data in to Pictometry software for TAO appraisers to correct sketches in WinGAP.
- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2015.
- Maintained workflow with TAO to track work, validate changes, and finalization of parcel number assignment.
- Maintain Pictometry Connect Organization, created new web services to support staff and allows utilization of software in the field.
- Provided analysis on subdivisions and residential parcels for reporting and mapping.
- Provided analysis of mobile home data and initiated Planning and Development coordination with TAO Mobile Home Appraiser, resulting in improved and validated addresses by TAO Staff.
- Analyzed TAO/TCO Returned Mail in order to determine a cause and resolution to addressing-related problems.
- Supported Mobile Home Data Entry and Validation. GIS Technicians added missing address points provided by TAO's mobile home appraiser.
- Supported Neighborhood Statistics and Map for Re-Coding Project in ArcGIS Online (AGOL) and trained clients on technology.
- Completed 294 work orders.
- Quoted, Managed and Installed 6 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for connection of Audio-Visual Equipment in Conference Room.
- Completed MAC process for additional Pollock device.
- Completed MAC process for upgrade of Pollock devices.
- Completed MAC process for relocation of equipment.

TAX COMMISSIONER'S OFFICE

- Programmed and installed 8 new Extended Mobility users.
- Provided ongoing support for ADP EeTime application.
- Provided ongoing support for OneSolution application.
- Provided ongoing support for ADP EeTime time clocks in various locations.
- Provided ongoing support for NovusAgenda application.
- Provided support for computer replacements.
- Processed multiple security requests.
- Provided ongoing support for the VCS Tax Application.
- Provided ongoing support for the Sturgis Pay Application.
- Provided ongoing support for the SAGE (Peachtree) Application.
- Provided ongoing support for the GRATIS Application.
- Performed weekly updates of the Tax Bill Export for Sturgis Web Services and the TCO Web Site.

- Provided ongoing support for the FiFa Interface process.
- Periodically updated Mail Fee for specified batch numbers.
- Provided ongoing support for IT related purchases.
- Performed the SAGE (Peachtree) Year-end process.
- Upgraded Sage 50 (Peachtree) to 2016 Premium Accounting on server and client machines.
- Assisted with the 2015 Tax Bill Process.
- Processed multiple vendor access requests for VCS Tax.
- Processed multiple vendor access requests for MAVRO.
- Processed multiple vendor access requests for Q-Matic.
- Processed multiple vendor access requests for Logicalis.
- Provided ongoing support for the Logicalis Call Center system.
- Assisted with the GA Bank and Trust scanning implementation.
- Performed multiple installs of the VCS Tax software applications.
- Worked with DOR on the GRATIS CIP to OSA Router Conversion.
- Provided ongoing support for the VCS Tax/MAVRO interface.
- Provided ongoing support for the COC Web Public Application.
- Provided MRAD support for returned mail evaluations.
- Analyzed taxes collected by Commission District and provided breakdown of unpaid, paid, and school board calculations.
- Maintained and expanded mapping project for TCO, combining available property locations for Land Bank Authority, Augusta Owned, No Bid, ANIC, CHDOs, and Flood Properties.
- Completed 893 work orders.
- Quoted, Managed and Installed 25 new equipment orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Completed MAC process for relocation of Smartboard (South Augusta).
- Completed MAC process for upgrade of Pollock devices (South Augusta).
- Completed MAC process for front desk connectivity (South Augusta).
- Completed MAC process for security troubleshooting (South Augusta).
- Completed MAC process for relocation of Apple TV (South Augusta).
- Completed MAC process for upgrade of Pollock devices (West Augusta).

TAG OFFICE – EAST AUGUSTA

- Completed 10 work orders.

TAG OFFICE – SOUTHSIDE

- Relocated Southside Tag Office Network to new building on Hwy 25.
- Completed 55 work orders.

TRANSIT DEPARTMENT

- Provide hardware and application support for the RouteMatch application.
- Provide support for the Trapeze/Pass application.
- Provide support for the OneSolution application.

- Provide support for the NovusAgenda application.
- Researched and coordinated efforts regarding possible software solution for Fixed Route Buses.
- Researched and coordinated efforts regarding upgrade or replacement of Paratransit software solution.
- 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 MacDonal 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.
- Participated in vendor discussions for future bus application initiative.
- Completed 111 work orders.
- Completed MAC process for additional network drops.

UTILITIES

ADMINISTRATION

- Enhanced Utilities Department Web Site with new icons and structure.
- Ordered, programmed, and deployed 40 new MIFT's to be user with Cityworks.
- Installed and configured server for Cityworks and Enquesta.
- Installed and configured server for CityView.
- Created a report for Lucity Parts - Purchased and Used for all parts from 2010 - 2015.
- Supported EIOBoard for Utilities Engineering and Safety Departments.
- Modified and Managed SQL Queries for Water Loss Study Team.
- Support Utilities Month-End process procedures.
- Managed enQuesta user security.
- Supported ICOM3 application.
- Managed iDoxs user security.
- Managed Invoice Cloud user security.
- Managed Cognos scheduled reports.
- Managed Utilities e-mail distribution groups.
- Provided queries as needed to AUD for enQuesta data.
- Managed Cognos user security.
- Supported Compliance Suite.
- Managed enQuesta File Server.
- Supported enQuesta application.
- Supported Invoice Cloud Biller Portal.
- Created Backflow data reports from Lucity SQL database.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Implemented AUD Projects Controls Program.
- Provided ongoing support for Projects Controls Program.

- Provided ongoing support for Compliance Suite.
- Automated conversion of enQuesta month-end file for proper formatting for OneSolution.
- 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 OneSolution application.
- Provided MRAD address comparison for Enquesta and identified addresses requiring further validation for assets for integration with Stormwater accounts.
- Supported Cityworks Implementation (GIS Database Design and Implementation, Project Coordination, Training, and Support) of the following modules:
 - Facilities Maintenance
 - Engineering Projects Program
 - SL RAT Program
 - Sanitary Sewer Connection Program
 - Utilities Locator Program
 - Storeroom Solution
- Supported Cityworks Fort Gordon with modifications, reporting, and maintenance.
- Supported relational databases Cityworks and ArcSDE with SQL Replication to improve efficiency of data transfer to ensure timely support for updating data.
- Supported Cityworks upgrades for 2015 including database, program, and interfaces with Motorola 311 CSR.
- Supported Cityworks with Crystal Report creation for clients and performed Cityworks Analytics for supporting documentation.
- Supported Utilities Fiber Project 2015: GIS Procedure and Cityworks Utilities Installation and Locates.
- Supported Utilities Easement Project.
- Provided ongoing support for enQuesta.
- Provided support for H2O Map.
- Processed multiple network and application security requests.
- Completed 295 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Quoted, Managed and Installed 55 new equipment orders.
- Completed MAC process for upgrade of AutoCAD Infrastructure & Design.
- Completed MAC process for upgrade to Smartboard.
- Completed MAC process for installation of new computer for Smartboard.
- Completed MAC process for network expansion in the Engineering area.
- Completed MAC process for relocation of computer from Wylds Road location.
- Completed MAC process for Ricoh Interactive Display.

BAY STREET

- Provided ongoing support for enQuesta.
- Provided support for H2O Map.
- Processed multiple network and application security requests.

- Completed 293 work orders.

CENTRAL AVE

- Implemented Cityworks Phase II and provided mobile support.
- Provided on-going support for ETAP.
- Provided ongoing support for NetMotion.
- Provided ongoing support for Cityworks.
- Provided and coordinated IT purchases based on departmental needs.
- Implemented mobile devices for Utilities Facilities & Maintenance.
- Processed multiple network and application security requests.
- Completed 4 work orders.

CONSTRUCTION AND MAINTENANCE (WYLDSD RD)

- Enrolled employees in Biometrics for EeTime.
- Created queries for 311 to search for Lucity tickets generated by 311.
- Provided ongoing support for Cityworks.
- Provided ongoing support for NetMotion.
- Implemented 311 Motorola/Cityworks integration.
- Provided ongoing support for enQuesta.
- Continued support of Utilities Construction and Maintenance department.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Supported ICOM3 application.
- Completed 237 work orders.
- Completed MAC process for Smartboard upgrade.
- Completed MAC process for installation of new computer for Smartboard.

FORT GORDON

- Converted location from cable modem to fiber connectivity for city network access.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Upgraded to Voice Over Internet Protocol (VOIP) telephone service.
- Completed 58 work orders.
- Completed MAC process for fiber conversion.
- Completed MAC process for equipment relocation.
- Completed MAC process for Pollock network connectivity.

HIGHLAND AVE FILTER PLANT

- Upgraded 10 Gig switch at the Utilities Cushman Building for 10 GB Connectivity.
- Completed 147 work orders.
- Supported Water Quality Report.
- Provided ongoing support for NetMotion.
- Provided mobile devices support.

- Continued support of Water Treatment Plants.
- Provided and coordinated IT purchases based on departmental needs.
- Implemented mobile devices.
- Processed multiple network and application security requests.

HIGHWAY 25

- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Supported cashiering receipt printers.
- Provided ongoing support for enQuesta.
- Provided ongoing support for Q-Matic system.
- Provided support for EIOBoard application.
- Supported IVR phone system.
- Implemented iNovah, a new cashiering application that integrates with enQuesta.
- Managed enQuesta user security.
- Managed iNovah user security.
- Managed Invoice Cloud user security.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Managed Cisco Desktop Agent and Supervisor user security.
- Supported iNovah.
- Supported Invoice Cloud Biller Portal.
- Continued support of Customer Service department.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Supported enQuesta Screen Pop application.
- Implemented enQuesta Document Designer.
- Installed new receipt printers for Utilities Cashiers.
- Supported Kubra iDoxs application.
- Supported iNovah Application Management Portal (AMP).
- Assisted with supporting EDMS.
- Relocated Utilities Hwy 25 Network to new building.
- Completed 268 work orders.
- Completed MAC process for installation of Smartboard.
- Completed MAC process for installation of Training Lab.

LANEY WALKER BLVD

- Supported IVR Customer Service Holiday messages.
- Upgraded enQuesta from version 3e to 5R.
- 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.

- Supported cashiering receipt printers.
- Implemented iNovah, a new cashiering application that integrates with enQuesta.
- Provided ongoing support for enQuesta.
- Managed enQuesta printers.
- Replaced Kubra, Utilities` credit card processing vendor, with Invoice Cloud.
- Made various enhancements to the Utilities IVR system/script.
- Supported IVR phone system.
- Supported EIOBoard for downtown Customer Service.
- Modified IVR Utilities script for break-in messages.
- Managed enQuesta user security.
- Managed iNovah user security.
- Managed Invoice Cloud user security.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Managed Cisco Desktop Agent and Supervisor user security.
- Managed Cognos user security.
- Supported iNovah.
- Supported Invoice Cloud Biller Portal.
- Continued support of Customer Service department.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Supported enQuesta Screen Pop application.
- Implemented enQuesta Document Designer.
- Implemented IVR / Invoice Cloud interface.
- Installed new receipt printers for Utilities Cashiers.
- Supported WebConnect, Utilities` online payment system.
- Supported Kubra iDoxs application.
- Supported iNovah Application Management Portal (AMP).
- Assisted with supporting EDMS.
- Completed 267 work orders.

METERING

- Provided ongoing support for Meter Reading Handheld units.
- Upgraded MVRS to version 8.5.5.
- Provided ongoing support of MVRS.
- Provided ongoing support for enQuesta.
- Supported Invoice Cloud Biller Portal.
- Continued support of Metering department.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Created a new report for meter readings that have been estimated.
- Set up MVRS Mobile Collector.
- Set up Surface Pros for Utilities with NetMotion VPN to enable them to access Cityworks while out in the field.

- Completed 124 work orders.

N. MAX HICKS WATER TREATMENT PLANT

- Implemented Cityworks Phase II and provided mobile support.
- Continued support of Water Treatment Plants.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Completed 78 work orders.
- Completed MAC process for upgrade of Pollock devices.

RAW WATER PUMPING

- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Completed 52 work orders.
- Completed MAC process for upgrade of Pollock devices.

WASTE WATER TREATMENT

- Managed OP10 user security.
- Provided as needed support of Operator 10.
- Updated OP10 from version 10 to version 10.22.1251.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.