




INFORMATION TECHNOLOGY

Tameka Allen
Director

Michael F. Blanchard
Deputy Director

Gary Hewett
Deputy Director

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

From: Ms. Tameka Allen, Information Technology Director 

Date: February 8, 2017

RE: Information Technology 2016 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, 2016 was another very busy year filled with a number of projects to meet the growing demands of our customers.

We believe in operating our department efficiently as possible, while demonstrating the value technology provides to our governmental agency, as well as, our citizens. Our mission is to *“deliver quality technology solutions to empower our customers.”*

Following are a few of the Information Technology Department highlights for the previous year of 2016:

- IT Customer Satisfaction annual survey continued to demonstrate a 99% approval rating.
- The departmental performance measures continue to be aligned with industry best practices.
- Ranked number ten (10) in the nation amongst other cities our size in the Digital Cities Survey conducted by the Center for Digital Government. This is the sixth consecutive year placing.
- Implemented CityWatch System to provide transparency into Augusta budget and capital projects.
- Received the Cityworks Exemplary User Award for leveraging the software in innovative technology solutions.
- Received the Special Achievement in GIS (SAG) Award for Master Roads and Address Database(MRAD) Program, Cityworks Software Consolidation and Citizen Engagement.
- Implemented Cityworks Asset Management System for the Engineering Department to include Operations, Stormwater and Traffic Maintenance.
- Conducted over 20 Cyber Security Training classes for the city employees and started phishing campaigns to test security.
- Implemented Animal Licensing Software for Animal Services.

- Relocated Central Services technology equipment to a new location.
- Installed and configured the network equipment for the Probation Services Department.
- Tested relocation of 311 to 911 for backup usage in case of emergency.
- Implemented Body Cam storage solution for the Sheriff's Office.
- Implemented Forms Management Application for various departments to automate and streamline business processes.
- Implemented a call center in Information Technology to better address the needs of our customers.
- Partnered with Phinizy Swamp and Augusta University to coordinate Earth Day Augusta 2016.
- 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.
- Completed a number of work orders to support the needs of our internal and external customers.
- Upgraded a number of databases to support the operation of various software applications.
- Reviewed over 1672 addressing assignments and 598 address changes.
- Maintained Geographical Information Systems (GIS) property records and road features. This included 45,712 edits and validations.
- Processed over 8M emails.
- Received an estimated 2.1M visitors to www.augustaga.gov
- Prevented an estimated 2.6M virus/spam emails.

More detailed IT activities by department are on the following pages after the Performance Measures for the past three (3) Years:

Performance Measures

Workload	Division	FY2014 Actual	FY2015 Actual	FY2016 Actual
Number of Customers Supported (City Full-Time Employees Only)	Management	2,711	2,463	2,444
Number of Software Applications, Modules & Interfaces Supported	Application	427	415	428
Number of Desktops/Laptops Supported	Client Support	2,738	2,822	2,887
Number of Servers Supported	Technical	210	208	201
Number of Mobile Data Terminals Supported	Technical	290	290	330
Number of Printers Supported	Client Support	1,265	1,242	1,036
Number of Telephones Supported	Technical	2,473	2,420	3,291
Number of Radios Supported	Technical	1,585	1,483	1,430
Number of Help Desk Calls Processed	Client Support	14,121	15,546	12,593
Total Number of Support Tickets	Client Support		25,541	23,755
Efficiency	Division	FY2014 Actual	FY2015 Actual	FY2016 Actual
Average Number of Calls Processed per Help Desk Personnel	Client Support	7,060	7,773	6,297
Number of City Employees Provided Training	Client Support	51	45	330
Training Classes Held	Client Support	3	3	20
Average Cost per Employee Training	Client Support	N/A	N/A	N/A
Average Time to Repair Computer	Client Support	6.9 hrs	6.7 hrs	6.3 hrs

Effectiveness	Division	FY2014 Actual	FY2015 Actual	FY2016 Actual
Overall Customer Satisfaction Rating	Client Support	95%	99%	99%
Visitors to City Website	Application	5,425,353	5,685,518	6,134,894
Visits to Maps On Line	Application	355,443	426,821	*
Average Percent of Information Technology Work Orders Completed	Client Support			
-Less Than One Hour				
-Less Than Four Hours		45.00%	50.70%	53.50%
-By Help Desk		56.14%	66.63%	64.14%
		62.00%	60.86%	40.00%
Percent of Calls Completed by Due Date	All	83%	87%	88.36%
Average Time to Complete Work Orders	All	2.3 days	2.2 days	1.9 days
Number of Viruses / Spam Prevented	Technical	2,570,371	3,100,000	2,604,897
Number of Viruses Prevented		2,353	3,521	4,297
Number of Spam Prevented	Technical	2,568,018	3,096,479	2,600,600
Percent of Network Availability	Technical	99.61%	99.75%	99.72%
Percent of Upgrades and Implementations Completed on Time	Application	78%	72%	83%
Percent of Projects Completed within Budget	Application	100%	100%	100%



**Augusta, Georgia
Information Technology Department**

2016 Annual Report

“Your Success is Our Mission”

ADMINISTRATORS OFFICE

- Implemented CityWatch system to provide transparency into Augusta budget and capital project tracking processes.
- Resolved 141 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 6 new equipment orders.
- Completed MAC process for new cabling related to several renovation projects.
- Developed and Published Department Director Leave Request Form.
- Developed Capital Improvement Program (CIP) project application form (to be released in 2017).
- Graphical support for Maps, Presentations, Special Program Posters (Book Drive, Reading Everyone Wins, Google Event) Social Media Ads (ex. Mayors Cyber Monday), communication graphics, media ads, for the commission and community presentations.
- Maintained Facilities dataset and worked with departments and consultants to solve questions about ownership, rental facilities, and stormwater billing.
- Supported Street Lighting Project to include meeting, power company communications, GIS data exchange and analysis, QA/QC, and coordination of future Cityworks workflows.
- Supported ADA Assessment Pilot Project for Recreation Facilities, provided GIS data, coordinated with consultants on floor plans required for fieldwork.

ANIMAL SERVICES

- Resolved 144 work orders.
- Processed multiple security requests.
- Provided ongoing support for the Chameleon application.
- Provided ongoing support for IT related purchases.
- Implemented multiple Chameleon reports for Animal Services.
- Conducted monthly status meetings to stay informed on all Animal Services technology needs.
- 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.
- Completed MAC process for installation of Credit Card machines in the Tax Commissioner's Office so that the TCO can assist in taking payments.
- Implemented Animal Licensing in Chameleon.
- Established a Chameleon test database environment.
- Assisted with cleaning up reports in Chameleon.
- Developed and Published Animal Licensing Form.

- Maintained addressing and reviewed Chameleon addresses, provided MRAD training, and integration discussion with vendor for requirements, and future project support.
- Maintained secured layers' access for Augusta Maps to employees for information access.
- Provided GIS data creation and analysis to support Spay and Neuter Program.

AUGUSTA CANAL AUTHORITY

- Provided grant application support for Augusta Canal Authority including mapping and large-scale printouts, data exports for consultants, and feature class management of existing canal features and proposed projects. Supported community outreach on current projects.
- Updated GIS Data for Augusta Canal Trails, Entrances, and Amenities.

AUGUSTA LIBRARY

- Resolved 14 work orders.

AUGUSTA REGIONAL AIRPORT

- Provided annual Master's Week support services.
- Setup new Call Manager server.
- Resolved 168 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.
- Completed MAC process for upgrade of AutoCAD software.
- Provided ongoing support of Total Aviation Software (as needed), a vendor-hosted Fixed Base Operator software solution.
- Replaced the distribution switch in the MDF with a new Cisco 4500 10Gig.
- Provided mapping support for Operations and Facilities, and worked with consultants to provide data.
- Attended demonstrations for vendor software to support future work order project.

BOARD OF ELECTIONS

- Implemented revised version of the Advanced Voter Wait Time application.
- Rewrote voter and election statistical report web page.
- Rewrote BOE Lists and Labels application.
- Rewrote Voter Card document storage and retrieval application.
- Upgraded VOIP telephones to 1Gb devices.
- Resolved 206 work orders.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.

- 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.
- Completed MAC process for Wireless Internet Access at the BOE Warehouse.
- Installed network wireless equipment for the BOE Warehouse on Hwy 25.
- Installed new network and cabling for the BOE Warehouse on Hwy 25.
- Provided Precinct Support, feature class modifications, mapping, and meeting support.
- Continued support of BOE software with the MRAD to ensure correct spelling, road types, and zip codes.
- Maintained Polling Places, Commissioners, and State feature classes with for elections mapping and support.
- Provided voter address validation, utilizing MRAD to support voter registration.
- Graphics, Banners, and Mapping support for Election.

CENTRAL SERVICES

- Relocated department to new location.
- Upgraded VOIP telephones to 1Gb devices.
- Resolved 56 work orders.
- Created initial web site for Central Services Department, with plans to expand in the future.
- 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 network connectivity and installation of new equipment at the Central Services Admin Building.
- Quoted, Managed and Installed 10 new equipment orders.
- Installed new network equipment for Central Services Department on Hwy 25.
- Installed new UPS in the Central Services Department building.
- Began development of Fleet Vehicle Pool Request Form.
- Developed Central Services Department Leave Request Form (to be released in 2017).
- Developed Records Transmittal and Receipt Form for Records Retention (to be released in 2017).
- Supported ADA Assessment Pilot Project for Recreation Facilities, provided GIS data, coordinated with consultants on floor plans required for fieldwork.
- Conducted Cityworks Asset Management demonstrations, scope of work, and mobile device evaluation for future deployment.
- Supported Facilities with floorplan scanning for projects.

311

- Tested move of 311 to 911 Center in case of emergency.

- Upgraded VOIP telephones to 1Gb devices.
- Upgraded to soft phones for mobile deployment.
- Resolved 266 work orders.
- 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.
- Assisted with IVR and script changes.
- Assisted with UCCX Contact Center upgrade to 10.6.0.
- 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 ongoing support for Motorola PremierOne CSR software.
- Provided ongoing support for interface between Motorola PremierOne CSR software and Cityworks software used by AUD and AED.
- Support purchase and installation of screen-recording solution to facilitate CSR training and accountability.
- 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 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.
- 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 community advertisements and new device formatting for mobile solutions.
- Transitioned over 60 Motorola Citizen Service Requests from Lucity to Cityworks, conducted workshops with 311 and internal departments to coordinate streamlining requests to better serve the citizen by expediting response time. Demonstrated the value of 311 as the first line of citizen support to internal departments and introduced a shared reporting solution.
- Provided technical support for the Motorola Solution for Addressing, GIS, Cityworks, and configuration.
- Maintained and Augusta Maps Secured Layers to assist 311 with citizen response, and extended functionality for increased Stormwater Maintenance Support.
- Maintained 311 Motorola documentation, GeoArea Instructions, Cityworks Interface, and additional troubleshooting information.

FACILITIES MAINTENANCE

- Resolved 191 work orders.
- Resolved 16 work orders for the Municipal Building.

FLEET MANAGEMENT

- Resolved 90 work orders.
- Provided ongoing support of Faster Software.

CIVIL AND MAGISTRATE COURT

- Resolved 150 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 5 new equipment orders.
- Provided support of the Initial Appearance System for the Civil and Magistrate Court.

CIVIL AND MAGISTRATE COURT - WARRANTS

- Resolved 94 work orders.
- Provided ongoing support of the EWI application.
- Implemented interface from Electronic Warrants Interchange to New World Systems that allows Warrant information to be automatically populated into New World.

CLERK OF COMMISSION

- Upgraded VOIP telephones to 1Gb devices.
- Resolved 65 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 4 new equipment orders.
- Completed MAC process for additional equipment in the Commission Chambers.
- Began upgrade process for NovusAgenda Software (to be completed in 2017).
- Trained Clerk of Commission staff in management of presentation and voting systems in the Commission Chamber.
- Provided ongoing support for Laserfiche software.
- Provided ongoing support for NovusAgenda software.

CLERK OF COURT

- Resolved 760 work orders.
- Performed multiple installs of CDIMS software applications.
- Provided ongoing support for IT related purchases.

- Provided ongoing support for the CDIMS applications.
- Processed multiple security requests.
- Provided ongoing support for the VCS/CDIMS FiFa Interface process with TCO.
- Provide ongoing support for the Print/FAX server.
- Processed multiple vendor access requests for CDIMS.
- 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.
- Provided ongoing support for the Paper Cut application.
- Installed a Cisco Wireless Controller at the Judicial Center for wireless network.
- Implemented the CDIMS 4.0 software applications.
- Provided ongoing support for the migration of microfilm to digital images.
- Provided support of ICON CMS360.
- A new server was setup to handle the increased demand for court transcription uploaded to the Georgia Clerk of Court's Authority. The new server increased performance by separating Clerk processes on two servers.

COMMISSIONERS

- Presented the CityWatch transparency site to a public meeting hosted by Commissioner Frantom.
- Resolved 13 work orders.
- Supported phone and tablet devices as needed.

COMPLIANCE

- Relocated department to new location.
- Completed MAC process for relocation of DBA and EEO into their new location on the 7th Floor of the Municipal Building.
- Completed MAC process for additional network connectivity.
- Completed MAC process for Audio-Visual needs.
- 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.
- Consulted with department on business-efficiency and productivity tools available for their use.
- Created a web page for the department.

DISADVANTAGED BUSINESS ENTERPRISE (DBE)

- Upgraded VOIP telephones to 1Gb devices.

- Resolved 53 work orders.
- Provided new business report from CityView.

CORONER'S OFFICE

- Resolved 131 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 installation of new equipment.
- Provided support to the Office of the Coroner.
- Increased Coroner's Office productivity by enabling secured remote access to common network drives allowing Coroner Office staff to complete reports in the field.

DANIEL FIELD AIRPORT

- Provided annual Master's Week support services.
- Resolved 7 work orders.

DISTRICT ATTORNEY

- Resolved 426 work orders.
- 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.
- Completed MAC process for laptop replacements.
- Completed MAC process for relocation of equipment.
- 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.
- Provided the District Attorney's Office with customized Harrisburg map for community outreach, showing crime, housing, census, zoning, and sales data.
- Worked with DA staff in order to plan the replacement of the existing DA Case Management Software (Prosecutor Dialog) with Tracker (a solution from the Prosecuting Attorney's Council).

E911 DISPATCH

- Resolved 456 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 8 new equipment orders.
- Completed MAC process for backup equipment at the Marshal's Substation.
- Completed project for technology refresh of Dispatch Computers and Monitors.
- Upgraded network wireless equipment for the training room at E911.
- Provided ongoing support of New World CAD.
- Upgraded versions of New World CAD throughout the year.
- 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 New World integration with GIS data and upgrade.
- Continued analysis of 911 Address Override. GIS Technicians were tasked to review the override report monthly in order to resolve centerline ranges, missing address points and quantify overrides.
- Updated and provided troubleshooting for New World System Updates.
- Continued to improve functionality of New World CAD and Mapping for E911 to the programs capacity for GIS Integration.
- Developed Forms Management Form for 911 Geo Override Form to submit service request into Cityworks for GIS MRAD Review.

EMERGENCY MANAGEMENT AGENCY

- Resolved 31 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 new equipment and connectivity in the Emergency Operations Center.
- Provided I.T. expertise and support to the EMA.
- Supported Emergency Management Crisis Track Software Initiatives and Training.
- Supported Flooding Emergency Call Up for Staffing during the pre-planning for 2016 Hurricane Events, provided GIS mapping, ArcGIS Online Mapping Access and Support.
- Deployed citizen web mapping applications to support emergency notification of real-time road closures and detours for Tropical Storm Hermine with over 5,000 views in 2 days. Received media requests for additional information on the process using Cityworks and Twitter Notification.
- Deployed Emergency Boil Water Advisory Web Application (WebApp) with over 4,300 views.
- Worked with EMA staff in order to facilitate the Procurement effort for emergency notification software.

ENGINEERING

- Ordered, programmed and deployed 40 new MIFI's to be user with Cityworks.
- Ordered, programmed and deployed 40 new iPhones to be user with Cityworks.
- Resolved 670 work orders.
- Supported IVR phone system.
- Supported Stormwater billing in enQuesta.
- Assessed Stormwater Credit Application.
- Added Stormwater CSR's to Q-matics System.
- Quoted, Managed and Installed 31 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 AutoCAD software.
- Completed MAC process for network connectivity and installation of new equipment.
- Completed MAC process for Stormwater building renovation.
- Completed MAC process for Stormwater mobile desktop solution.

ENGINEERING – MAINTENANCE OPERATIONS

- Installed new network equipment and cabling at Maintenance office on Tobacco Road.
- Installed and configured Wi-Fi communications at Maintenance office on Tobacco Road.

ENGINEERING - OPERATIONS

- Implemented Daily Inspection Form interface to create a Service Request in Cityworks.
- Implemented Stormwater Exception Request Form interface to create a Service Request in Cityworks.
- Maintained AED database, provided staff support, database backups, and GIS expertise.
- Exported feature class data to CAD format for consultants and 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.
- Incorporated the existing Engineering Road Book data into MRAD, for future Cityworks Workflow.
- Supported Citizen Engagement for Stormwater with graphics, brochures, mapping, etc.
- Maintained Stormwater map theme for Augusta Maps to enable citizens to search properties for impervious surface and billing information for new program.
- Provided Stormwater Billing Program Support including GIS data analysis, addressing resolutions, duplicate billing issues, and Enquesta support.
- Deployed Cityworks Asset Management Software Solution for Engineering Operations and Stormwater Maintenance. This nine-month project included over 100 interactive workshops

defining new and streamlined business processes. Leveraged Forms Management to automate many processes included their Right-of-Way Permits, which reduced the original timeframe of 30 days to 3 days. Information Technology and Engineering received the Cityworks Exemplary Users Award in recognition for their innovation.

- Provided Engineering Cityworks Post Go Live Software and Mobile Device Support, Maintenance, Configuration, Training, and Workflow Modifications.
- Developed and Published Daily Report Form.
- Developed and Published Stormwater Impervious Area Review Form.
- Conducted custom Augusta Maps training for Engineering to support their transition to Cityworks and help to expedite citizen inquiry responses.
- Provided Lucity support and transition to Cityworks.

ENGINEERING - STREET LIGHTING

- Resolved 6 work orders.

ENGINEERING - TRAFFIC ENGINEERING OPERATIONS

- Implemented Right of Way Encroachment Form interface to create a Service Request in Cityworks.
- Programmed and installed new Auto Attendant.
- Resolved 57 work orders.
- Deployed Cityworks Asset Management Software Solution for Traffic Engineering Operations, the 4-month project included over 30 meetings defining new and streamlining business processes in interactive workshops.
- Supported ADA leveraging a Forms Management - Cityworks Service Request process to track Traffic Engineering's ADA Compliance Activities. Integrated consultants GIS Data into Cityworks, and continued to coordinate updates.
- Maintained secured web service on Augusta Maps for internal staff to access for locating Traffic related data including fiber installation.
- Supported Traffic Engineering GIS Staff with feature class creation and maintenance.
- Supported Fiber Installation Project including cross-department Cityworks Process for Utilities and Traffic Engineering.
- Supported traffic in preparation for Cityworks, demonstrations, meetings, and coordination.
- Supported Street Lighting Fee Project to include GIS data creation for Special Street Lighting Districts, meetings, power company communications, GIS data exchange and analysis for consultant, QA/QC, and coordination of future Cityworks workflows.
- Supported Sign Data Collection Project with Earthmine, including project management and data QA/QC for integration into Cityworks.

ENVIRONMENTAL SERVICES

- Installed and configured new hardware and servers for AMCS software.
- Resolved 276 work orders.
- Began process of web site review pending major enhancements to take place in 2017.
- 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 relocation of equipment.
- Updated calculations for road miles, created new maps and exported data to excel for internal staff to support hauler areas for solid waste.
- 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, Recycle Perks, etc.

EXTENSION SERVICES

- Coordinated the installation of broadband cable service.
- Resolved 12 work orders.

FINANCE

- Resolved 159 work orders.
- Implemented Change Logging in OneSolution for Grants Management.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Finance is a key customer department.
- 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 installation of Audio-Visual equipment.

ACCOUNTING

- Resolved 82 work orders.
- Provided mapping and reporting support for Excise Tax, Augusta Owned, TAD, and Street Light Fees.

PAYROLL

- Resolved 71 work orders.
- Managed bi-weekly process to submit employee information to ADP.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Payroll is a key customer division.

- Support for ADP Enterprise eTime solution, which is used citywide for timekeeping and tracking.

RISK MANAGEMENT

- Resolved 74 work orders.

FIRE DEPARTMENT - ADMINISTRATION

- Resolved 479 work orders.
- Provided ongoing support of Faster Software.
- Replaced all Cisco PIX 501 Security Appliance to Cisco ASA 5506-X Security Appliance at 10 of the City's Fire Stations.
- Installed wireless network at all the fire stations for the Mobile Data Terminals in the Fire Engines.
- 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.
- Completed MAC process in the Logistics Office for additional network connectivity and relocation of equipment.
- Installed new cabling for 10 fire stations for wireless access points.
- Provided technical support to the Fire Department. This included support of the Firehouse application, including Firehouse Version upgrades and New World Fire Mobile Support.
- Upgrade versions of New World Mobile throughout the year.
- 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 Company Areas for Training, including wall maps for each location.
- Supported Hephzibah Fire Department in ISO process.
- Supported EMA Risk Assessment Project with Critical Facilities Updates, Flooding information, and GIS data transfer to consultant.

FIRE DEPARTMENT - PREVENTION

- Resolved 3 work orders.

FIRE STATION #1

- Resolved 64 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #1).

FIRE STATION #2

- Resolved 19 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #2).

FIRE STATION #3

- Resolved 41 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #3).

FIRE STATION #4

- Resolved 8 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #4).

FIRE STATION #5

- Resolved 14 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #5).

FIRE STATION #6

- Resolved 32 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #6).

FIRE STATION #7

- Resolved 16 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #7).

FIRE STATION #8

- Resolved 47 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #8).

FIRE STATION #9

- Resolved 27 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #9).

FIRE STATION #10

- Resolved 19 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #10).

FIRE STATION #11

- Resolved 35 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #11).

FIRE STATION #12

- Resolved 6 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #12).

FIRE STATION #13

- Resolved 21 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #13).

FIRE STATION #14

- Resolved 15 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #14).

FIRE STATION #15

- Resolved 24 work orders.

FIRE STATION #16

- Resolved 23 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #16).

FIRE STATION #17

- Resolved 22 work orders.
- Completed MAC process for Wireless connectivity (Fire Station #17).

FIRE STATION #18

- Resolved 22 work orders.

FIRE STATION #19

- Resolved 19 work orders.
- Developed and implemented technology solution for the HAZMAT response team.

FORESTRY

- Resolved 3 work orders.

HOUSING AND COMMUNITY DEVELOPMENT

- Resolved 223 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 8 new equipment orders.
- Completed MAC process for relocation of equipment from the Telfair Office.

- Completed MAC process for relocation of equipment from the Hyde Park Office.
- Completed MAC process for additional network connectivity within the Laney Walker Office.
- Completed MAC process for relocation of staff within the Laney Walker Office.
- 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.
- 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 including Enterprise Zones and Opportunity Zones.
- Customized AGOL GIS web mapping application for internal department meetings with City Owned, Land Bank Properties, Delinquent Taxes, ANIC Owned, and other data. Additional Webapps for Neighborhoods with HCD focus.
- Provided support for Census Data Requests including analysis and mapping.

HUMAN RESOURCES

- Created orientation video to welcome new employees to Augusta government.
- Facilitated system changes needed for HR to assume responsibility for capture of employee and dependent benefit information.
- Affordable Care Act (ACA) Reporting
 - Generated 1095C documents required for submission to the IRS as part of Affordable Care Act (ACA) requirements.
 - Facilitated meetings with key personnel from multiple departments so that Augusta could meet deadlines related to mailing 1095C documents (required by the ACA) to employees.
- Upgraded VOIP telephones to 1Gb devices.
- Updated Auto Attendant.
- Resolved 299 work orders.
- Submitted Affordable Care Act Information Returns (AIR) to IRS to comply with the reporting provisions of the ACA.
- Maintained existing ADP time clocks for city departments.
- Implemented COLA increase Effective April 1, 2016.
- Transitioned Pension Provider to Newport Group from Metlife (PEN98).
- Supported transition of Employee Dental Plan from Delta Dental to MetLife.
- Implemented Change Logging in OneSolution.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but HR is a key customer department.
- 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.

- Completed MAC process for relocation of staff to new offices.
- Completed MAC process for additional network connectivity and installation of equipment.

INFORMATION TECHNOLOGY

- Made significant updates to the "Moving to Augusta" page on the city web site to facilitate questions from people who are moving to the area.
- Implemented Forms Management System to 1) replace paper with electronic workflow-driven forms in Augusta government departments and 2) replace existing online PDF forms with new workflow-driven forms. The new forms store information in a database and are stored in a repository for future retrieval as needed.
- Increase capability of CivicPlus news alerts to reach an additional 500 people with text messaging.
- Setup new user for Helpdesk call center.
- Upgraded UCCX to version 10x.
- Upgraded Mobile Device Request form to paperless.
- Installed VOIP Phone backgrounds.
- Upgraded Call manager to version 10x.
- Upgraded Unity to version 10x.
- Setup Prime Collaboration.
- Upgraded 3 SQL 2000 databases to SQL 2012.
- Upgraded 26 SQL 2008 databases to SQL 2012.
- Upgraded 39 SQL 2008 databases to SQL 2014.
- Upgraded 39 SQL 2005 databases to SQL 2012.
- Migrated 121 Crystal Reports from 2003 to 2013.
- Replaced D2D Storage with a larger storage unit to improve backup and restore capabilities.
- Upgraded electrical service and distribution in the server room for increase capacity and reliability.
- Worked with Motorola to update the annual maintenance agreement with a corrected inventory. The same pricing schedule was maintained for 2016 as in 2015.
- Worked closely with all departments to ensure they had no ongoing issues with their communication equipment and MDTs.
- Passed our GCIC with the state with no violations.
- Assisted in implementing new password security update for the County to be CJIS compliant.
- Resolved 8749 work orders.
- Emails Processed:
 - Internet Emails Processed: Received 8,608,412. Sent 1,661,919
 - Spam Blocked 2,608,375
 - Viruses Blocked 4320.
- Held 20 Cyber Security for Employees training classes.

- Started phishing campaign for employees of City of Augusta. This will help train employees to spot phishing email attempts and improve awareness and security.
- Coordinated the Earth Day Augusta 2016 event with Phinizy Swamp and Augusta University.
- Processed multiple security requests for terminations.
- Implemented newly revised and enhanced version of Augusta web site at www.augustaga.gov.
- Assisted with replacing MVRS server with new Virtual Server.
- Assisted with moving WIMS to new Virtual Server.
- Assisted with moving AUD Projects to new Virtual Server.
- Assisted with moving E-Tap to new Virtual Server.
- Assisted with moving EIOBoard to new Virtual Server.
- Assisted with moving Compliance Suite to new Virtual Server.
- Assisted with moving Operator 10 to new Virtual Server.
- Assisted with moving Utilities File Share Data to New Virtual Server.
- Began efforts of MRAD integration with Utilities CIS software.
- Installed and configured new Virtual Servers for IT Forms Management software.
- Upgraded The Virtual environment from VMWare 5.1 to 6.0.
- Upgraded the City's Email messaging system to MS Exchange 2016.
- Upgraded All Active Directory Servers from MS Windows 2008 to MS Windows 2012.
- Installed all wireless Access Points on every floor in the Municipal Building.
- Installed Dell Compellent Storage system to replace current HPE Systems storage for New World Application.
- Installed 10 new Virtual Windows Server 2012 R2 for New World Systems Application upgrade.
- Quoted, Managed and Installed 97 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 Audio Visual equipment.
- Completed MAC process for disposal and/or auction of equipment past its life-cycle date.
- In conjunction with the Procurement Department, the Information Technology Department completed a city-wide Printer Assessment that will lead to reduced printing costs and more efficient printing.
- Created 459 new user and email accounts in Active Directory.
- Upgraded HP 3PAR storage system from 61 Terabytes to 137 Terabytes.
- Installed 4 new HPE BL460p Gen9 Blade servers.
- Implemented Password Self Service Server.
- Installed new Cisco Fibre Channel switches at IT Data center and E911 for New World Systems Application.
- Developed and Published Vendor Firewall Access Request Form.
- Developed and Published IT Electronic Invoice Submission Form.
- Developed and Published Mobile Device Request Form.

- Updated the city web site at www.augustaga.gov with over 17,700 changes (among IT personnel and customer department personnel with editing rights).
- Installed SharePoint 2016 test platform to assess the software for potential migration of Augusta intranet (also known as citynet).
- Updated training materials, organized bi-weekly training for internal departmental staff and external clients in the community on the Augusta Maps online mapping property search, sales analysis, and map creation.
- Expanded GIS Portal on ArcGIS Online, leveraged web services and mapping applications to create an online gallery of interactive maps.
- Coordinated fiber feature class updates for identifying location, connectivity, ownership, and maintained the data so it's 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, Engineering, Sheriff’s Office, Fire Department, Information Technology, and Planning and Development.
- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase, adding new feature classes to support asset management for Engineering including traffic, stormwater, and ADA.
- Verification of boundary data for BAS Census Survey.
- Expanded ArcGIS Online for Augusta, GA. to include project specific web applications for Housing and Community Development, Administrators Office, Tax Commissioner, to streamline data sharing, collaboration, and future mobile data collection.
- Updated GIS Documentation including User Guides for Parcel Editing, Augusta Maps, Cityworks, Motorola 311, Addressing Vendor Guide, Addressing and Road Database Maintenance, etc.
- Supported departmental and public outreach for GIS Addressing and 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 road projects for 2016, pending (12), approved (4 - final plat recorded or site plan approved), honorary naming (0), administrative naming (3), appeals received (1).
- Maintained and expanded CityView GIS Web Service to include new data.
- Maintained Authoritative Road Feature Dataset by incorporating additional Road Book information:
 - 162 new features.
 - 9,034 edits and validations by GIS Technicians, including range corrections, routing calculations, and splitting at county line for accurate mileage counts.
 - Added 5 missing roads.

- Maintained authoritative data for building outlines analyzed assessor data, permit applications, plan submittals. Currently finalizing new procedure to provide better discovery in 2016 utilizing WinGAP and ITOS (Carl Vinson Institute Information Technology Outreach Services) data.
- Reviewed plans and assigned addressing for Augusta under the MRAD Project including:
 - Reviewed 32 Site Plans (Commercial/Multi-Family)
 - Reviewed 5 Development Plans (Subdivisions).
 - 1672 addressing assignments (mobile home entries increased count)
 - 598 address changes.
 - 45,712 edits and validations, which included structure point location, spelling corrections, and collection of unit numbering.
- Maintained Pictometry Connect, which supports field work, multiple cross platform devices, provides quicker access to aerial image updates. The service can be shared on Augusta Maps GIS Web Application, with Emergency Response, and Business Development Partners.
- Upgraded GIS Users to ArcGIS 10.3.1 and began testing for database upgrade.
- Supported CityWatch Public Transparency Project created 2 new GIS Feature Classes for 170 SPLOTS Projects, Augusta Projects which includes Commercial and Private Projects, and provided web service. GIS gave a presentation on this award winning IT Project at the GA Geospatial Conference.
- Awarded the Special Achievement in GIS (SAG) Award gaining national recognition for Master Roads and Address Database (MRAD) Program, Cityworks Software Consolidation, and Citizen Engagement.
- Recognized by Cityworks with an Exemplary User Award for leveraging the software in innovative technology solutions beyond core functionality.

JURY CLERK

- Resolved 22 work 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 to the Jury Clerk.

JUVENILE COURT

- Relocated department to new location.
- Resolved 112 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 relocation of Juvenile Court to the Municipal Building.
- Moved Juvenile Court from Broad St to Municipal Building.

LAND BANK AUTHORITY

- Resolved 46 work orders.
- Quoted, Managed and Installed 2 new equipment orders.
- Expanded Land Bank GIS data and ArcGIS Online (AGOL) Interactive Map for data sharing between Tax Commissioners, Land Bank, Housing and Community Development, and the Administrator's Office. Each business unit has access to AGOL and can collaborate on projects.

LAW DEPARTMENT

- Resolved 110 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 6 new equipment orders.
- Completed MAC process for installation of Time Clock.
- Provided eVerify file for Business Licenses.
- Provided ongoing support to the Law Department.
- Provided mapping support for legal meetings and presentations.
- Provided Transit Site Comparisons during the site selection process for legal meetings.
- Provided Cityworks support for law staff assigned to Utilities.

LAW LIBRARY

- Provided ongoing support to the Law Library.

MARSHAL'S OFFICE

- Upgraded VOIP telephones to 1Gb devices.
- Resolved 88 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 existing equipment and installation of new equipment.
- Provided on-going support of New World Mobile and LERMS.
- Provided IT support for the transition of the New Marshal's administration.
- Provided mapping support for Marshal Zones and litter enforcement.

MARSHAL'S OFFICE - ARA

- Resolved 99 work orders.
- Provided on-going support of New World NCIC for the Airport Marshal Staff.

MARSHAL'S OFFICE - SUBSTATION

- Resolved 135 work orders.

MAYOR'S OFFICE

- Upgraded VOIP telephones to 1Gb devices.
- Resolved 84 work orders.
- 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 support to the Mayor's Office for the "What Works Cities" initiative.

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 maps of this nature, including marketing of commercial and industrial sites to potential industries evaluating relocation to Augusta. Updated GIS datasets as required.
- Provided map of available parking to the Greater Augusta Arts Council for 2016 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 2016 Half Marathon, Ironman, and 10K events.
- Created maps and established regular communication with outside agencies (including the US Postal Service, Board of Education, and Health Department) in support of improved Augusta addressing initiatives.
- Provided 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 updated 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 government-supported events.
- Continued collaboration with Board of Education on MRAD provided valuable addressing information.
- Collaborated with Columbia County GIS on Addressing Validation.

- Supported the public and community in data requests, online mapping, and special events including Sports Council, Downtown Development Authority, Economic Development, and the real estate agencies.
- 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.

PLANNING AND DEVELOPMENT

- Organized Cityworks PLL Vendor Demonstration in response to department requirements, for educational and information transfer.
- Upgraded VOIP telephones to 1Gb devices.
- Resolved 368 work orders.
- Performed multiple installs of the CityView applications.
- Processed multiple security requests.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the PLAZID application as needed.
- Provided ongoing support for credit card processing.
- 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 19 new equipment orders.
- Completed MAC process for upgrade of AutoCAD.
- Completed MAC process for additional network connectivity and relocation of equipment.
- Completed MAC process related to Credit Card payments.
- Initiated review of the Planning and Zoning Integrated Database (PLAZID) in anticipation of upgrading or replacing the software.
- Updated and supported citizen engagement by deploying a GIS Mapping Public Comment Application for ARTS Transportation Vision 2040.
- Supported Opportunity Zone Annual Report, provided extensive GIS Analysis from data imported from various systems for information within each zone.
- Supported GIS data creation from CityView scripts by coordinating new procedures with IT and Planners to ensure methodology is approved, documented, and providing usable data for all departments.
- 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:
 - 22 Zoning Changes
 - 5 new personal care homes
 - 69 additional stipulations

- 15 Special Exceptions
- Continued integration initiative of Planning and Developments GIS Feature Classes into Augusta's Enterprise Geodatabase.
- Supported and created GIS features for flood property information including LOMR and new LOMA (11), continuing coordination of online access to these documents via GIS links.
- Provided multilingual translations for public outreach documents, posters, and advertisements.
- Created site analysis for Proposed Asphalt Plant.
- Coordinated new SQL data pull from Cityview for Certificates of Occupancy and created GIS data for analysis.
- Updated HAZUS Study Data and Data Integration.

PLANNING & DEVELOPMENT - LICENSE AND INSPECTION

- Resolved 704 work orders.
- Maintained GIS features for CityView supporting modifications to Inspector Mapping during deployment of new staff.
- Maintained and modified GIS data for CityView ArcGIS Server web services, supporting new inspector areas, realignment of code enforcement areas.
- Supported mapping requests for planning sessions and meetings.
- Created user access and training for Augusta Maps Secured Sign-In for field verification of departmental activities including Code Enforcement, Permits, etc.
- Continued support for GIS data creation from CityView data for mapping and analysis of data related issues.
- Provided addressing validation support for permitting and training to staff on MRAD.
- Upgraded VOIP telephones to 1Gb devices.
- Assisted with data clean-up within the CityView database.
- Performed multiple installs of the CityView applications.
- Provided ongoing support for the COC WebPublic 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 2016.3.1.
- Updated Business License fees in CityView for 2017.
- Created a CityView dashboard for Marshall Masters.
- Sent multiple CityView mass e-mails to selected businesses.
- Created label list for businesses that did not report gross revenue.
- Created a new Gross Revenue letter for Personal Care Homes.
- Performed multiple map and activity reassignments due to staff turnover.
- Provided a way to track Masters Week business licenses.
- Updated Code Enforcement letterhead in CityView.
- Collected and reviewed Personal Care Home workflow.
- Provided Code Enforcement mapping and data creation for meetings.
- Provided ongoing support for credit card processing.
- Upgraded the CityView application to version 2016.8.

PROBATE COURT

- Resolved 82 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 SERVICES

- Programmed and installed new Auto Attendant.
- Upgraded VOIP telephones to 1Gb devices.
- Installed new network equipment and cabling at 398 Walton Way office.
- Installed and configured Wi-Fi at 398 Walton Way office.
- Replaced and configured fiber cable connectivity to 398 Walton Way office.
- Resolved 130 work orders.
- Created initial web site for Probation Services Department, with plans to expand in the future.
- Completed MAC process for the renovation of the Old Sentinel Office to include network connectivity, ordering of new equipment, and installation of new equipment.
- Assisted with establishing county-operated and supported Probation Department. Support included PC setup, user account, application installation and training, and other IT support.

PROCUREMENT

- Upgraded VOIP telephones to 1Gb devices.

- Resolved 208 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 relocation of cubicles and related devices.
- Completed MAC process for adding network connectivity and new devices to the Print Shop.
- In conjunction with the Procurement Department, the Information Technology Department completed a city-wide Printer Assessment that will lead to reduced printing costs and more efficient printing.
- Implemented Change Logging in OneSolution.
- Provided ongoing support of OneSolution software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.
- Graphics support for Procurement SOP, vendor workshops, and other special projects.

PROCUREMENT - PRINT SHOP

- Resolved 43 work orders.
- Install Fiber from Sheriff Admin Building to new Print Shop.
- Installed network and wireless equipment for the new Print Shop Building.

PUBLIC DEFENDER

- Provided support for relocation of Public Defender to new Building. Support included construction planning, equipment ordering and I.T. asset relocation.
- Installed network hardware and fiber connectivity to new office location at 902 Greene Street.
- Installed and configured Wi-Fi communications at new office location at 902 Greene Street.
- Resolved 560 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 to the Old Library Building on Greene Street.
- Provided ongoing support to Office of the Public Defender to include LERMS and JCATS.
- Provided the GIS data creation and mapping to support cases.

RCCI

- Resolved 132 work orders.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Assisted with selection of Inmate Canteen Vendor.

- Deployed and Training RCCI on Cityworks to support their Stormwater Maintenance Activities and provided reporting of time, materials, and tonnage of vegetation cleanup.

RECREATION

RECREATION - ADMINISTRATION

- Resolved 375 work orders.
- Processed multiple security requests.
- Provided ongoing support for the CLASS application.
- Provided ongoing support for credit card processing.
- Provided ongoing support for On-Line Registration.
- Provided ongoing support for IT related purchases.
- Performed multiple password resets for the CLASS application.
- Provided ongoing support for the ActiveNet application.
- Provided ongoing support for ActiveNet credit card processing.
- Provided ongoing support for ActiveNet On-Line Registration.
- Performed multiple password resets for the ActiveNet application.
- Provided ongoing support for the Lucity application.
- Performed multiple installs of the ActiveNet software applications.
- Implemented the ActiveNet software application.
- Installed wireless equipment for the Admin building to include the Park outside the Admin building.
- 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 13 new equipment orders.
- Completed MAC process for Wireless Internet Access.
- Supported Active-Net deployment with map and data creation to be displayed on web application.
- Conducted Cityworks Asset Management demonstrations, scope of work, and mobile device evaluation for future deployment (planned for 2017 pending Commission approval).
- Created new GIS feature classes for Median Maintenance, the first of many new feature classes required to support Cityworks.

AQUATIC CENTER

- Resolved 11 work orders.

AQUATICS

- Submitted monthly employee wellness files for Payroll.

BERNIE WARD COMMUNITY CENTER

- Resolved 1 work order.
- Completed MAC process for additional network connectivity and installation of new equipment.

BLYTHE PARK

- Resolved 5 work orders.
- Completed MAC process for Wireless Internet Access.

CARRIE J. MAYS

- Resolved 14 work orders.

DIAMOND LAKES

- Resolved 12 work orders.
- Replaced network switch at the Adult baseball tower.

EISENHOWER PARK

- Resolved 10 work orders.

FLEMING ATHLETIC OFFICE

- Completed MAC process for additional network connectivity and installation of new equipment.

FLEMING TENNIS CENTER

- Resolved 13 work orders.

H.H. BRIGHAM COMMUNITY CENTER

- Resolved 15 work orders.
- Completed MAC process for additional network connectivity and installation of new equipment.

H.H. BRIGHAM SWIM COMPLEX

- Resolved 8 work orders.

JAMESTOWN COMMUNITY CENTER

- Completed MAC process for additional network connectivity and installation of new equipment.
- Completed MAC process for setup of computer training lab.

MAINTENANCE SHOP

- Resolved 12 work orders.

MAY PARK COMMUNITY

- Completed MAC process for additional network connectivity and installation of new equipment.

- Install new fiber from Sheriff Admin Building to MAY Park for better network performance.

MCBEAN PARK

- Resolved 11 work orders.
- Completed MAC process for additional network connectivity and installation of new equipment.

MCDUFFIE WOODS PARK

- Resolved 2 work orders.

NEWMAN TENNIS CENTER

- Resolved 3 work orders.

OLD GOVERNMENT HOUSE

- Resolved 14 work orders.

RIVERWALK SPECIAL EVENTS

- Resolved 12 work orders.
- Installed new Meraki outdoor wireless for the Augusta Commons.

SAND HILLS COMMUNITY CENTER

- Resolved 14 work orders.

WARREN ROAD COMMUNITY CENTER

- Resolved 4 work orders.
- Completed MAC process for additional network connectivity and installation of new equipment.

SENTINEL

Note: Office changed to Richmond County Probation Services in July 2016

- Resolved 3 work orders.

SHERIFF'S OFFICE

SHERIFF'S OFFICE - ADMINISTRATION

- Installed replacement virtual hardware for Tyler Technologies Software.
- Resolved 247 work orders.
- Installed 5 new VMware host to upgrade virtual environment for the New World Application upgrade.
- 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 61 new equipment orders.
- Completed MAC process for relocation of staff and additional network connectivity in the Finance area.
- Developed and Published Vacation Watch Form.
- Supported the DART (Deputy Assignment and Resource Tracking) Application.
- Provided ongoing support and sustainment of the New World RMS Suite.
- Maintained 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 New World geocoding requirements. Provided database support for New World MSP Upgrade and database configuration.
- 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.
- Created citizen outreach GIS mapping application “Meet Your Public Safety Lieutenant”, which displays photos and contact information.
- Supported Police Radio Zone Mapping Updates for improvements to system.

SHERIFF’S OFFICE - BAILIFFS

- Resolved 8 work orders.

SHERIFF’S OFFICE - BOOKING

- Resolved 205 work orders.

SHERIFF’S OFFICE - CID

- Resolved 1014 work orders.
- Provided ongoing support for the Tag Search application.
- Completed MAC process for relocation of equipment and installation of new equipment.

SHERIFF’S OFFICE - CIVIL

- Resolved 49 work orders.

SHERIFF’S OFFICE - DANIEL VILLAGE

- Resolved 692 work orders.
- Completed MAC process for additional network connectivity and installation of new equipment.
- Upgrade versions of New World Mobile throughout the year.
- Provided IT Support to the RCSO during the 2016 Masters Tournament.

SHERIFF’S OFFICE - DARE

- Resolved 38 work orders.

SHERIFF'S OFFICE - EVIDENCE

- Completed MAC process for additional network connectivity and installation of new equipment.

SHERIFF'S OFFICE - INTERNAL AFFAIRS

- Resolved 50 work orders.

SHERIFF'S OFFICE - JAIL ADMIN

- Resolved 233 work orders.

SHERIFF'S OFFICE - NARCOTICS

- Implemented Body Cam storage solution for Narcotics.
- Resolved 146 work orders.
- Completed MAC process for installation of new computer equipment.

SHERIFF'S OFFICE - QUARTERMASTER

- Resolved 25 work orders.

SHERIFF'S OFFICE - RECORDS

- Resolved 395 work orders.

SHERIFF'S OFFICE – SOUTH PRECINCT

- Resolved 785 work orders.
- Completed MAC process for implementation of new Audio Visual equipment.

SHERIFF'S OFFICE - TRAINING CENTER

- Resolved 97 work orders.
- Installed network hardware and fiber connectivity for the Sheriff's Training Center.
- Installed network wireless equipment for the Admin and Myers Buildings for classroom support.
- Completed MAC process for additional network connectivity and installation of new equipment.

SHERIFF'S OFFICE - WEBSTER DETENTION CENTER

- Resolved 502 work orders.
- Facilitated installation of new time clock for Jail personnel.
- Completed MAC process for new Accreditation Office.
- Completed MAC process for new Time Clock.
- Completed MAC process for GED Classroom.
- Installed additional Time Clock in Muster Room.

SOLICITOR GENERAL

- Resolved 306 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.

SOLICITOR GENERAL VICTIM'S ASSISTANCE

- Resolved 59 work orders.

STATE COURT JUDGE

- Resolved 74 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.

SUPERIOR COURT JUDGE

- Resolved 340 work orders.
- Quoted, Managed and Installed 8 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 Courtroom equipment refresh and upgrades.

TAX ASSESSOR'S OFFICE

- Resolved 394 work orders.
- Processed multiple security requests.
- Provided ongoing support for the WinGAP application.
- Provided ongoing support for the TACS application.
- Provided ongoing support for IT related purchases.
- Provided ongoing support for the COC WebPublic application.
- Performed multiple installs of the WinGAP software application.
- Assisted with multiple WinGAP upgrades and structure fixes.
- Provided ongoing support for the New Business Process for TAO in CityView.
- Upgraded UCCX Contact Center to 10.6.0.
- Assisted with UCCX Contact Center upgrade to 10.6.0.
- Migrated to a new WinGAP database server.
- Migrated to a new TACS database server.
- Upgraded qPublic to version 2.0.

- 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 additional connections and relocation of equipment to the front-counter area.
- Completed MAC process for network connectivity in additional cubicles.
- Made Pictometry oblique photography available in qPublic version 2.0.
- Coordinated meeting with the United States Postal Service concerning returned mail (supported by 2-years of data).
- Provided support for MRAD Addresses with WinGAP as the authoritative site address, expedites TAO data entry, and provides validated data.
- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications for 2016.
- Maintained workflow with TAO to track work, validate changes, and finalization of parcel number assignment.
- Created new web services in Pictometry Connect to 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.
- Supported Mobile Home Data Entry and Validation. GIS Technicians added missing address points provided by TAO's mobile home appraiser.
- Maintained Neighborhood Statistics and Map for Re-Coding Project in ArcGIS Online (AGOL). Trained clients on technology.

TAX COMMISSIONER'S OFFICE

- Resolved 589 work orders.
- 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 VCS/CDIMS FiFa Interface process with COC.
- 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 version 2017.
- Processed multiple vendor access requests for VCS Tax.

- Processed multiple vendor access requests for MAVRO.
- Processed multiple vendor access requests for Q-Matic.
- Provided ongoing support for the Logicalis Call Center system.
- Upgraded to Client Managed File Transfer with Sun Trust Bank.
- Provided ongoing support for the COC WebPublic application.
- Provided ongoing support for the VCS Tax/MAVRO interface.
- Provided ongoing support of Cisco IVR solution.
- Updated IVR to have 2 (rather than 19) call queues.
- Migrated to a new Tag Search database server.
- Updated IVR Wrap-Up codes.
- Upgraded Cisco from Agent Desktop to Finesse.
- Performed upgrade of Logicalis application.
- Quoted, Managed and Installed 19 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 setup of computer training room at the South Tag Office.
- Began development of online forms to assist with Title Tracking and Management processes.
- Provided MRAD support for returned mail evaluations and coordinated joint meeting with USPS.
- Analyzed taxes collected by Commission District and provided breakdown of unpaid, paid, and school board calculations.
- Maintained and expanded mapping project for TCO combining available property locations for Land Bank Authority, Augusta Owned, No Bid, ANIC, CHDOs, and Flood Properties.
- Maintained No Bid feature class for properties that are no longer being marketed at tax sale.

TAG OFFICE – WEST AUGUSTA

- Resolved 281 work orders.

TAG OFFICE – SOUTH AUGUSTA

- Resolved 84 work orders.

TRANSIT DEPARTMENT (AUGUSTA PUBLIC TRANSIT)

- Installed and configured new hardware and servers for applications from Trapeze Software Group.
- Resolved 98 work orders.
- Provided ongoing support for PASS software.
- Supported implementation of TripSpark STREETS Software (to be completed in 2017).

- Supported MyRide implementation project (to be completed in 2017).
- Supported upgrade of PASS software from version 9 to version 15 (to be completed in 2017).
- Installed 5 new Transit App and Database servers for their new application.
- Maintained and coordinated GIS feature class updates for bus maps and individual route cards.
- Supported Transit in meetings for software transition to Trip Spark.

UTILITIES DEPARTMENT

UTILITIES - ADMINISTRATION

- Resolved 332 work orders.
- Managed Cognos user security.
- Managed Invoice Cloud user security.
- Managed enQuesta user security.
- Supported ICOM3 application.
- Support Utilities Month-End process procedures.
- Supported EIOBoard for Utilities Engineering and Safety Departments.
- Modified and Managed SQL Queries for Water Loss Study Team.
- Managed enQuesta File Server.
- Supported enQuesta application.
- Supported Invoice Cloud Biller Portal.
- Supported Compliance Suite software.
- Managed Cognos scheduled reports.
- Managed Utilities e-mail distribution groups.
- Provided queries as needed to AUD for enQuesta data.
- Provided ongoing support for Compliance Suite.
- Supported AUD Projects Controls Program.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided post go-live support for enQuesta 5R.
- Upgraded H2O Map to Infowater.
- Assisted with Cityworks Upgrade to 2015.
- Supported Cisco IVR call recordings.
- Started MAC Process and Tasks for Move to new Building.
- 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 and Design.

- Completed MAC process for additional connectivity and equipment at the Raw Water Pumping Station.
- Completed MAC process for installation of Audio Visual equipment in the Administration Conference Room.
- Completed MAC process for installation of Credit Card payment solution.
- Continued to provide MRAD address comparison for Enquesta on Stormwater accounts and addressing validation issues on water and sewer.
- Supported Cityworks for all of Utilities including GIS data integration issues, additional processes, modifications to current workflows, and training.
- Supported Cityworks, Engineering Projects Program, design, training, and support for full implementation of the program and cross department coordination in software with Engineering Operations.
- Supported relational databases Cityworks and ArcSDE with SQL Replication to improve efficiency of data transfer to ensure timely support for updating data.
- Supported Cityworks upgrades including database, program, and interfaces with Motorola 311 CSR.
- Supported Cityworks with Crystal Report creation for clients and performed Cityworks Analytics for supporting documentation.
- Maintained Cityworks, Sanitary Sewer Connection Program data and information. Updated GIS analysis of existing custom service areas, client marketing opportunities, and geodatabase design.
- Supported Cityworks, Utilities Locator Program with enhancements to solution to improve communication and productivity.
- Supported Utilities Fiber Project 2016: GIS Procedure and Cityworks Utilities Installation and Locates.
- Supported Utilities Easement Project.
- Supported Cityworks Storeroom Solution including program modifications, client training, and reporting.
- Supported Cityworks Fort Gordon with modifications, reporting, and maintenance.
- Supported Trimble Positions Software and troubleshooting for data collection.
- Maintained Sampling Site GIS data for integration with new Cityworks Workflows for Lab.
- Upgraded users to ArcGIS 10.3.1.

BAY STREET

- Resolved 345 work orders.
- Provided ongoing support for enQuesta.
- Provided support for H2O Map.
- Processed multiple network and application security requests.
- Managed enQuesta printers.

CENTRAL AVE

- Processed multiple network and application security requests.
- Supported mobile devices for Utilities Facilities and Maintenance.
- Provided ongoing support for Netmotion.
- Provided ongoing support for Cityworks.
- Continued support of Utilities Facilities and Maintenance department.
- Provided and coordinated IT purchases based on departmental needs.
- Provided on-going support for ETAP.
- Assisted with Cityworks Upgrade to 2015.

FORT GORDON

- Resolved 51 work orders.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Assisted with Cityworks Upgrade to 2015.
- Provided ongoing support for Netmotion.
- Provided ongoing support for Cityworks.
- Continued support of Fort Gordon Location.

HIGHLAND AVE FILTER PLANT

- Resolved 144 work orders.
- Supported Water Quality Report.
- Continued support of Water Treatment Plants.
- Provided ongoing support for Netmotion.
- Provided mobile devices support.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Completed WIMS (Water Information Management System) Implementation.

HIGHWAY 25

- Resolved 260 work orders.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Continued support of Customer Service department.
- Supported enQuesta Document Designer.
- Assisted with supporting EDMS.
- Managed Invoice Cloud user security.
- Managed enQuesta user security.

- Managed Cisco Desktop Agent and Supervisor user security.
- Supported Invoice Cloud Biller Portal.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Supported IVR phone system.
- Provided ongoing support for Cisco Agent and Supervisor Desktop.
- Provided ongoing support for Cisco CRS Historical Reporting.
- Supported cashiering mobile devices for taking credit card payments.
- Provided ongoing support for enQuesta.
- Provided ongoing support for Q-matics system.
- Created new front screen image for Q-matics system.
- Provided support for EIOBoard application.
- Managed enQuesta printers.
- Reconfigured IVR Naming Conventions for users.
- Assisted with Tyco security support.
- Assisted with many Customer moves (MACs).
- Implemented POS Credit Card Payments.
- Assisted with UCCX Contact Center upgrade to 10.6.0.
- Evaluated and streamlined Credit & Collections Business Processes.
- Supported Outdial Process for Credit and Collections.
- Provided Support and Data Reporting for On-Line Payments.
- Implemented Pay-By-Text.
- Provided Support and Data Reporting for Telephone Payments.

LANEY WALKER BLVD

- Resolved 299 work orders.
- Made various enhancements to the Utilities IVR system/script.
- Supported EIOBoard for downtown Customer Service.
- Supported IVR phone system.
- Supported IVR Customer Service Holiday messages.
- 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 mobile devices for taking credit card payments.
- Supported Cisco IVR call recordings.
- Provided queries as needed to AUD for IVR data.
- Supported Invoice Cloud Biller Portal.
- Managed Cisco Desktop Agent and Supervisor user security.

- Managed Cognos user security.
- Managed enQuesta user security.
- Provided ongoing support for enQuesta.
- Managed enQuesta printers.
- Managed Invoice Cloud user security.
- Supported WebConnect (Utilities online payment system).
- Assisted with supporting EDMS.
- Supported IVR / Invoice Cloud interface.
- Continued support of Customer Service department.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided post go-live support for enQuesta 5R.
- Reconfigured IVR Naming Conventions for users.
- Assisted with many Customer moves (MACs).
- Upgraded UCCX Contact Center to 10.6(1) SU2.
- Implemented POS Credit Card Payments.
- Assisted with UCCX Contact Center upgrade to 10.6.0.
- Started MAC Process and Tasks for Move to new Building.
- Supported Cisco IVR call recordings.
- Provided Support and Data Reporting for On-Line Payments.
- Implemented Pay-By-Text Payments.
- Provided Support and Data Reporting for Telephone Payments.

METERING

- Resolved 192 work orders.
- Supported Invoice Cloud Biller Portal.
- Continued support of Metering department.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Configured data file setup for MVRS Mobile Collector.
- Provided ongoing support for Meter Reading Handheld units.
- Provided ongoing support of MV-RS.
- Provided ongoing support for enQuesta.
- Provided post go-live support for enQuesta 5R.
- Assisted with Tyco security support.
- Created ERT (meter) report.
- Configured SQL Report data sources for new MVRS virtual server.
- Upgraded MVRS to version 8.6.5.

N. MAX HICKS WATER TREATMENT PLANT

- Resolved 69 work orders.
- Provided and coordinated IT purchases based on departmental needs.
- Continued support of Water Treatment Plants.
- Processed multiple network and application security requests.
- Provided mobile device support.
- Assisted with Cityworks Upgrade to 2015.

PLANT 2

- Provided mobile device support.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.

PLANT 3

- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Provided mobile device support.
- Processed multiple network and application security requests.
- Provided mobile device support.

RAW WATER PUMPING

- Resolved 56 work orders.
- Processed multiple network and application security requests.
- Provided and coordinated IT purchases based on departmental needs.
- Provided mobile device support.

UTILITIES - WASTE WATER TREATMENT

- Resolved 17 work orders.
- Provided and coordinated IT purchases based on departmental needs.
- Processed multiple network and application security requests.
- Managed OP10 user security.
- Provided as-needed support of Operator 10.
- Upgraded Operator 10 to version 10.23.0243.
- Supported ICOM3 application.

UTILITIES CONSTRUCTION AND MAINTENANCE (WYLDSD RD)

- Resolved 255 work orders.
- Continued support of Utilities Construction and Maintenance department.
- Provided ongoing support for enQuesta.

- Provided and coordinated IT purchases based on departmental needs.
- Supported ICOM3 application.
- Processed multiple network and application security requests.
- Provided ongoing support for Cityworks.
- Provided ongoing support for Netmotion.
- Supported Water Customer Reconnect report for Dispatch.
- Began Implementation of IVR for Construction and Maintenance Dispatch location.
- Assisted with Cityworks Upgrade to 2015.