Augusta, Georgia
Information Technology Department
ANNUAL REPORT 2022

TAMEKA ALLEN
Chief Information Officer

TAKIYAH A. DOUSE
Interim Administrator

Augusta
G E O R G I A

Information Technology
Augusta, Georgia

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Introduction from the Interim Administrator

Mayor Johnson and Augusta Commissioners,

2022 was a productive year for Augusta, Georgia's Information Technology Department, as staff brilliantly kept pace with the demand for IT services across all departments of Augusta-Richmond County and the community. Therefore, in concert with our Chief Information Officer, Tameka Allen, and our Information Technology Department, I am pleased to present the fiscal year 2022 Annual Report.

Our IT Department continues to demonstrate their commitment to service by providing Augusta's departments, agencies and citizens with cutting edge information technology. Those advances include the 2022 Government to Business Award from GMIS International for their Open Data Catalog and the implementation of a new shift scheduling software for the Richmond County Sheriff's Office.

As the department prepares to implement its 2023-2025 Strategic Plan, this document provides an overview of their accomplishments and statistical highlights, as well as a pertinent update on their strategic department initiatives.

In closing, I am confident Augusta's IT Department will continue sustaining our city as a regional leader in technology. I thank you for your continued support of Augusta's information technology programs, and look forward to building on our successes in the years to come.

Sincerely,

Takiyah A. Douse
Interim Administrator

Introduction from the Chief Information Officer

Honorable Mayor, Members of the Augusta Commission, Interim Administrator Douse, Department Heads and Elected Officials:
I am truly excited to present to you the Information Technology 2022 Annual Report!

The Information Technology Department has met the challenge of keeping the needs of our customers in the forefront. This report demonstrates the level of commitment and dedication in the Information Technology Department. The results of our most recent Customer Service Survey show that over 98% of our customers continue to be satisfied with the technology services they received in 2022.

The Information Technology Department believes in demonstrating our value. Therefore, you will see that our included performance metrics are in line with or above industry standards. You will also find in this report a breakdown by department/agency of how our services were utilized to meet the needs of the organization.

Overall, the Information Technology Department is here to provide our customers with the best customer service, as well as empower them with the necessary technological tools.

We continue to realize that this report is the result of partnerships with other departments and elected officials. We are proud of the relationships that we have built and the accomplishments we have made together in 2022 and look forward to our continued partnerships in 2023.

Professionally,

Tameka Allen
Chief Information Officer

Information Technology Performance Measures

WORKLOAD MEASURES

	FY20	FY21	FY22	TARGET
Number of Support Tasks Completed	22,842	21,328	20,493	
Number of Software Applications, Modules & Interfaces Supported	369	386	391	
Number of Desktops/Laptops Supported	3,162	2,862	3,042	
Number of Printers Supported	983	976	859	
Number of Help Desk Calls Processed	18,855	16,538	16,389	
Number of Servers Supported	244	246	256	
Number of Mobile Data Terminals Supported	382	379	385	
Number of Telephones Supported	3,964	4,163	4,191	*Support based on customer needs*
Number of Subscriber Radios Supported	1,432	1,607	1,629	
Number of Malware Prevented	22,604	2,440	4,745	
Number of Spam Emails Prevented	2,207,842	2,576,084	218,243	
Number of Page Views for City Website	4,332,409	6,573,550	4,093,116	
Average Number of Calls Processed per Help Desk Personnel	9,427	8,269	8,195	
Number of New Parcels Created *		491	421	
Number of New Addresses Assigned *		2,128	1,082	
Number of Visits to Augusta Maps *		342,144	341,723	
Number of Plans Reviewed through E-Plan Review *		348	406	

* New measures reported for FY2022.

EFFICIENCY MEASURES

	FY20	FY21	FY22	TARGET
Est. Average Time to Complete Work Orders	1.24 days	1.23 days	1.23 days	1.25 days
Est. Average Time to Repair Computer	4.96 hrs	4.98 hrs	5.10 hrs	5 hrs
Percent of Information Technology Work Orders Completed:				
- In Less Than One Hour	34%	50%	47%	50%
- In Less Than Four Hours	47%	61%	59%	65%
- By Help Desk	33%	40%	33%	50%

EFFECTIVENESS MEASURES

	FY20	FY21	FY22	TARGET
Overall Customer Satisfaction Rating	98%	99%	98%	98%
Percent of Tickets Completed by Due Date	52%	78%	98%	90%
Percent of Upgrades and Implementations Completed on Time	75%	83%	85%	90%
Percent of Projects Completed within Budget	100%	100%	100%	100%
Percent of Network Availability	99.7%	98.1%	99.6%	99%
Number of City Employees Provided Biannual Cybersecurity Training *	2,045	190	1,748	2,200

* As of FY2020, Citywide cybersecurity training is required every two years for existing employees.
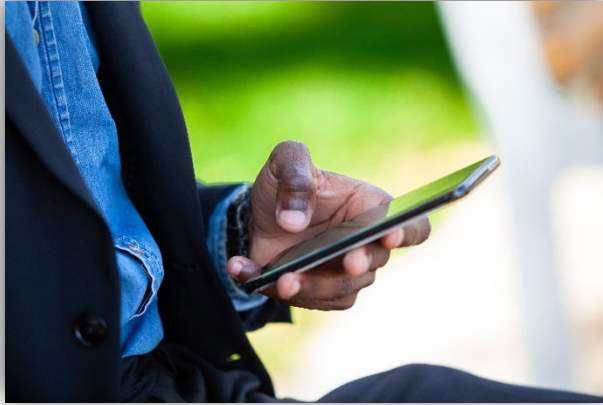
INFORMATION TECHNOLOGY

2022 Annual Report on Projects & Support Provided

CITYWIDE PROJECTS & SUPPORT

HARDWARE & SOFTWARE CUSTOMER SUPPORT

- Assessed, realigned, and "rightsized" Information Technology Department to address changing technology and customer needs. Eliminated no-longer-needed vacant positions. Reclassified remaining positions to be more competitive with the market and retain staff with no additional cost to the General Fund.

- Ordered and replaced 344 desktop computers for non-enterprise departments across the City.

- Supported 391 software applications, modules and interfaces across the City.

- Maintained and performed updates for the City website as requested. Website page views in 2022: 4,093,116.

- Provided ongoing support and maintenance for ADP time clocks across the City.

- Supported and updated many online forms through LaserFiche Forms Management to support internal business processes. Facilitated upgrade and server move of Laserfiche.

- 2,207 internal Information Technology tickets/tasks resolved.

GEOGRAPHIC INFORMATION SYSTEMS (GIS)

- Updated and maintained Augusta's GEOHub – Open Augusta page providing over 50 data layers available at no cost to Augusta's citizens.

- Continued to support and expand ArcGIS Server Secured Layer for Augusta Maps and secure access management. Customers included EMA, Code Enforcement, Utilities, Engineering, Sheriff's Office, Fire Department, Tax Commissioner, Information Technology and Planning and Development.

- Updated GIS documentation, including user guides for various applications.

- Performed continuous updates to road centerlines and addresses, including updates to 242 plats and 406 electronic plan reviews.

- Maintained various online forms to support internal business processes, including GIS Enterprise Use Agreement and Address Request Form.

- Maintained over 150 GIS feature classes for the Augusta Enterprise Geodatabase and added new feature classes to support asset management for various departments.

INFRASTRUCTURE, NETWORK & TELECOMMUNICATIONS

- Created 457 new user accounts in Active Directory.

- Completed 46 searches to respond to open records requests.

- Upgraded Operating Systems for 23 Windows 2012 servers to Windows Server 2019.

- Replaced and installed multiple new Cisco switches for the 3rd, 4th, and 7th Floors of the Municipal Building.

- Replaced 157 desktop VoIP phones for non-enterprise departments across the City.

- Installed 28 new Virtual Servers for new applications.

- Programmed and installed multiple new telephone voice gateways.

- Managed ordering and provided ongoing support for all Verizon cellular devices. Upgraded over 280 mobile devices for departments.

- Improved Mobile Device Management system to enhance overall management of mobile devices.

- Piloted mobile device recycling program through Verizon.

- Upgraded radius server for VPN authentications to latest recommended version.

- Completed and closed 1,071 Network related tickets.

- Upgraded the Active Directory Connect (AD Connect) Server for Office 365 syncing.

- Upgraded On-Premise Microsoft Exchange Server to latest software update.

- Added resources to existing servers and improved backup functionality for the Data Center.

- Upgraded 3G devices to 4G or 5G.

- Managed citywide billing for telecommunications and radio airtime.

SECURITY

- Provided mandatory cybersecurity training for 1,748 employees.

- Performed quarterly phishing tests with an average 7.4% failure rate.

- Deployed Sophos anti-malware software on over 200 servers and workstations in Information Technology Department.

- Emails handled on network:

  Safe mail: 8,962,859
  Spam blocked: 218,243
  Malware blocked: 4,745
  Phishing attempts/malicious URLs blocked: 17,285

GENERAL GOVERNMENT SUPPORT

AUGUSTA 311

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Continued maintenance and support for the Motorola PremierOne Citizen Service Request application, including interfaces with applications used by other departments.

- Continued maintenance and support for the MyAugusta 311 (SeeClickFix) mobile application for citizen engagement, including interfaces with other software.

- Supported the Cisco Call Center and IVR systems.

- Supported the CityView Workspace application, including multiple security requests and the Motorola/CityView interface for Code Enforcement.

- Supported the Chameleon application, including multiple security requests.

- Supported Cityworks asset management software and applicable workflows, including interfaces.

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

- 79 tickets/tasks resolved.

ADMINISTRATOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Maintained support for the Build Augusta transparency web application.

- Coordinated data cabling installation for converted conference room.

- Continued support and initiatives to improve addressing standards for the enterprise and citizens.

- Continued maintenance and enhancement of the GeoHUB/mapping portal for Open Data public inquiries/transparency and citizen engagement applications.

- Provided GIS data and mapping support for the Build Augusta application.

- Continued mapping support for Administrator, including map and graphics requests.

- 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 technology purchases. Orders processed - 6.

- 81 tickets/tasks resolved.

AUGUSTA REGIONAL AIRPORT

- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Provided annual Master's Week support services.
- Programmed and installed new voice gateway.
- Provided service for 28 radios.
- Provided ongoing support for technology purchases. Orders processed - 4.
- 90 tickets/tasks resolved.

CENTRAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Coordinated Pollock copier replacement.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.
- Supported Cityworks asset management software and applicable workflows.
- Maintained GIS asset data for use in work order/asset management systems.
- Added Interior Spaces for Law Office to Augusta Facilities data to be used in Cityworks.
- 65 tickets/tasks resolved.

CENTRAL SERVICES – FLEET MANAGEMENT

- Supported the Faster application, including conversion to web-based Faster platform.
- Created three new Forms for Fleet to automate and preserve Fuel Card and Pool Car requests.
- Coordinated new data drop/Internet service installation in the Fleet garage on Tobacco Road.
- Provided service for 7 radios.
- 68 tickets/tasks resolved.

CLERK OF COMMISSION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.
- Supported the streaming of all Committee and Commission Meetings, including YouTube and Facebook Live as needed.
- Purchased new equipment to improve streaming of mobile meetings through Information Technology capital budget.
- Supported the NovusAgenda software application and prepared for transition to new agenda system, including procurement and configuration of the new system.
- Supported the Audio-Visual system and all related systems in the Commission Chambers.
- Managed the life-cycle process and replacement process for a variety of desktop equipment to include PCs, laptops, tablets, and peripherals.

- Set up mobile devices for incoming Mayor and Commissioners. Provided technology support as needed to support each official's transition.

- Provided extensive Homeless Task force support. Survey123 maintenance and support used by task force to gather information and provide services to Augusta's unhoused population. Created Dashboard that provides homeless information from different sources, summarizing the work efforts by different departments.

- 23 tickets/tasks resolved.

COMPLIANCE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Supported B2Gnow application, including monthly updates.

- Supported Cityworks asset management software and applicable workflows.

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

- 27 tickets/tasks resolved.

DANIEL FIELD AIRPORT

- Provided annual Master's Week support services.

- 1 ticket/task resolved.

ENVIRONMENTAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the Elemos suite of applications.

- Provided GIS support for Elemos as well as mapping and data analysis needs.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 4 radios.

- 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 technology purchases. Orders processed - 2.

- 143 tickets/tasks resolved.

FINANCE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported beginning-of-year Accounting processes.

- Supported year-end Payroll processes.

- Coordinated installation of new data drops in Assistant Director's office and conference room.

- Coordinated Pollock printer/copier replacement.

- Supported Payroll in implementing one-time retention payments and 3% increases.

- Managed bi-weekly process to submit employee information to ADP.

- Provided ongoing support to the Payroll Team on a biweekly basis.

- Supported the Central Square Finance Enterprise software (Citywide ERP system), including associated custom reports.

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

- Supported Payroll in W-2 and 1099-NEC reporting and printing processes.

- 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 technology purchases. Orders processed - 4.

- 104 tickets/tasks resolved.

FINANCE – RISK MANAGEMENT

- Supported Cityworks asset management software and applicable workflows.

- 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 technology purchases. Orders processed - 2.

- 54 tickets/tasks resolved.

HOUSING & COMMUNITY DEVELOPMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Fulfilled multiple map and GIS data requests.

- Continued support and maintenance to existing layers of Housing-specific data in Augusta Maps Secured Layers and provided updates to support Housing and Community Development activities.

- Coordinated installation of new data drops in Room 103.

- Coordinated data cabling installations for new office locations.

- Updated Auto Attendant for phone system.

- 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 technology purchases. Orders processed - 3.

- 160 tickets/tasks resolved.

HUMAN RESOURCES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported ADP time clocks across the City.

- Supported ACA reporting processes.

- Supported Central Square Finance Enterprise software, including significant data processing for Open Enrollment and assistance with reporting.

- Updated Auto Attendant for the Employee Wellness Center.

- 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 technology purchases. Orders processed - 5.

- 124 tickets/tasks resolved.

LAW DEPARTMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Processed and provided data for many open records request responses.

- Provided eVerify file for Business Licenses.

- 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 technology purchases. Orders processed - 3.

- 49 tickets/tasks resolved.

MAYOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Updated Auto Attendant for phone system.

- Set up mobile devices for incoming Mayor-elect and staff.

- 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 technology purchases. Orders processed – 1.

- 48 tickets/tasks resolved.

PROCUREMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported Central Square Finance Enterprise software. Support of this software entails working with multiple customer departments, but Procurement is a key customer department.

- Supported monthly updates related to B2GNow.

- Supported beginning-of-year processes.

- Supported software to enhance operations within the Print Shop.

- 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 technology purchases. Orders processed - 1.

- 89 tickets/tasks resolved.

TRANSIT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Maintained and coordinated GIS feature layers in ArcGIS Online updates for bus stops and routes in coordination with Streets system.

- Continued support/updates for WebGIS app for ArcGIS Online - ARTS Transit Service Area Mapping.

- Provided extensive custom map creation and data analysis during the application process for a $6.1 million grant to be used for new electric buses.

- Supported Cityworks asset management software and applicable workflows.

- Supported the TripSpark suite of applications.

- Supported the PASS application.

- Supported the PASS IVR system.

- Installed new network communications equipment for the Transit Transfer Station (fiber connection).

- Provided service for 67 radios.

- 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 technology purchases. Orders processed - 3.

- 138 tickets/tasks resolved.

PUBLIC SAFETY & JUSTICE SYSTEM SUPPORT

CIVIL & MAGISTRATE COURT / CLERK OF CIVIL & MAGISTRATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Implemented online payments for local ordinance violations.

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

- Upgraded and supported ICON calendar/case management application.

- Provided ongoing support for technology purchases. Orders processed - 7.

- 92 tickets/tasks resolved for Court.

- 6 tickets/tasks resolved for Warrants.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

See Tax & Services section.

CORONER'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

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

- Supported the Coroner's Case Management System.

- Provided service for 7 radios.

- Provided ongoing support for technology purchases. Orders processed - 4.

- 57 tickets/tasks resolved.

DISTRICT ATTORNEY

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

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

- Supported the Tracker Case Management System.

- Coordinated installation of new data lines needed on new cubicles in library.

- Provided service for 9 radios.

- Provided ongoing support for technology purchases. Orders processed - 6.

- 247 tickets/tasks resolved.

E911 DISPATCH

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided ongoing support for the call taker protocol system, ProQA Fire EMD at E911. This protocol system standardizes dispatch questions and responses, ensuring that all fire emergency response calls comply with IAED Protocols.

- Provided ongoing support for the New World Computer Aided Dispatch System.

- Upgraded the New World Computer Aided Dispatch System.

- Supported New World integration with GIS data and performed monthly data syncs.

- Continued analysis of 911 Address Overrides.

- Continued responsibility for 911 MSAG Updates.

- Coordinated GIS Addressing initiatives with E911 support staff.

- Continued feature class validation and mapping support to tailor data and dispatch map to user and software requirements.

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

- Provided service for 30 radios and consoles.

- Provided ongoing support for technology purchases. Orders processed - 6.

- 216 tickets/tasks resolved.

EMERGENCY MANAGEMENT AGENCY

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Update to Critical Facilities data to be reported to GMIS as part of the Hazard Mitigation project.

- Continued support of Emergency Management Crisis Track Software by providing GIS data updates.

- Supported FEMA Community Rating System rating renewal with the ISO.

- 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 technology purchases. Orders processed - 1.

- 15 tickets/tasks resolved.

FIRE DEPARTMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Continued addressing coordination with the Fire Department in the Plan Review process for all new development in Augusta, Master Roads & Addressing Database training, and continued support for GIS related projects.

- Supported the Faster application.

- Implemented CityView Mobile for Fire Department Inspectors.

- Installed new Cisco switch at Fire Administration.

- Supported the New World Mobile System.

- Supported the New World CAD Interface to the Fire Records Management System.

- Supported the Bluebeam application.

- Provided service for 237 radios and consoles.

- 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 technology purchases. Orders processed – 7.

- 190 tickets/tasks resolved for Fire Administration.

FIRE DEPARTMENT – FIRE STATIONS

- Fire Station 1 - 7 tickets/tasks resolved.
- Fire Station 2 - 12 tickets/tasks resolved.
- Fire Station 3 - 3 tickets/tasks resolved.
- Fire Station 4 - 4 tickets/tasks resolved.
- Fire Station 6 - 6 tickets/tasks resolved.
- Fire Station 7 - 6 tickets/tasks resolved.
- Fire Station 8 - 8 tickets/tasks resolved.
- Fire Station 9 - 14 tickets/tasks resolved.
- Fire Station 10 - 3 tickets/tasks resolved.
- Fire Station 11 - 3 tickets/tasks resolved.

- Fire Station 12 - 3 tickets/tasks resolved.
- Fire Station 13 - 1 ticket/task resolved.
- Fire Station 14 - 2 tickets/tasks resolved.
- Fire Station 15 - 3 tickets/tasks resolved.
- Fire Station 16 - 3 tickets/tasks resolved.
- Fire Station 17 - 8 tickets/tasks resolved.
- Fire Station 18 - 8 tickets/tasks resolved.
- Fire Station 19 - 10 tickets/tasks resolved.
- Fire Station 20 – 1 ticket/task resolved.

JURY CLERK

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Implemented storage solutions for Court Reporter data.

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

- 2 tickets/tasks resolved.

JUVENILE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Installed new fiber and network equipment for the relocation of Juvenile Court to Broad Street.

- 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 technology purchases. Orders processed - 4.

- 62 tickets/tasks resolved.

MARSHAL'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided extensive Homeless Task force support. Supported Survey123 tool used by task force to gather information and provide services to Augusta's unhoused population.

- Provided CNET task force support for Marshal's Code Enforcement Division.

- Maintained sub-organization within Pictometry application.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 88 radios.

- 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 technology purchases. Orders processed - 3.

- 213 tickets/tasks resolved.

PROBATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Purchased new high-volume scanner for department through Information Technology capital budget.

- 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 technology purchases. Orders processed - 1.

- 49 tickets/tasks resolved.

PUBLIC DEFENDER

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Supported the JCATS system.

- 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 technology purchases. Orders processed - 8.

- 240 tickets/tasks resolved.

RICHMOND COUNTY CORRECTIONAL INSTITUTE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.

- Provided service for 51 radios.

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

- Installed new Comcast internet service and Wi-Fi equipment for RCCI Administration.

- 59 tickets/tasks resolved.

SHERIFF'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided ongoing support for the New World MSP Suite, Corrections Suite, and Mobile Suite.

- Upgraded the New World MSP Suite, Corrections Suite, and Mobile Suite.

- Purchased 3 new PCs for Narcotics through Information Technology capital budget.

- Purchased new laptop for CID through Information Technology capital budget.

- Fulfilled map creation requests.

- Coordinated technology aspects of relocation of Special Operations to Southgate from Narcotics.

- Continued support of GIS feature classes in Secured Service on AugustaMaps for internal use and collaboration.

- Continued maintenance of current GIS data and created new data for New World geocoding requirements. Provided database support for New World and database configuration.

- Maintained Crime Mapping Application feature in AugustaMaps for displaying searchable crime categories by data ranges, area buffers, beat selection, and address. Over 11,000 crime points added.

- Updated Meet Your Lieutenant app in ArcGIS Online.

- Ordered 91 replacement MDTs through SPLOST VII and VII projects.

- Programmed and installed multiple new analog voice gateways.

- Coordinated installation of new phone lines for B Pod at the Webster Detention Center.

- Coordinated Pollock printer/copier replacements at the Webster Detention Center, Records, Southgate, and Booking.

- Continued support for ArcGIS Desktop and Online users in the office.

- Supported Cityworks asset management software and applicable workflows.

- Created an online form and workflow to facilitate a warrant recall event for Records as well as the District Attorney's Office, Solicitor General, and Public Defender.

- Coordinated new audio-visual setup for main conference room.

- Provided service for 665 radios.

- Provided technical assistance for the necessary calendar changes, accrual rules, overtime rules, and so forth related to the Sheriff's Office Payroll.

- 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 technology purchases. Orders processed - 25.

- 282 tickets/tasks resolved for Sheriff's Office Administration.

SHERIFF'S OFFICE DIVISIONS & UNITS

- Booking - 606 tickets/tasks resolved.
- CID - 397 tickets/tasks resolved.
- Civil - 35 tickets/tasks resolved.
- Community Svc. - 31 tickets/tasks resolved.
- Field Ops. - 102 tickets/tasks resolved.
- Internal Affairs - 58 tickets/tasks resolved.
- Jail - 84 tickets/tasks resolved.
- Narcotics - 81 tickets/tasks resolved.

- North Precinct - 217 tickets/tasks resolved.
- Quartermaster - 1 ticket/task resolved.
- Records - 316 tickets/tasks resolved.
- Road Patrol - 14 tickets/tasks resolved.
- South Precinct - 172 tickets/tasks resolved.
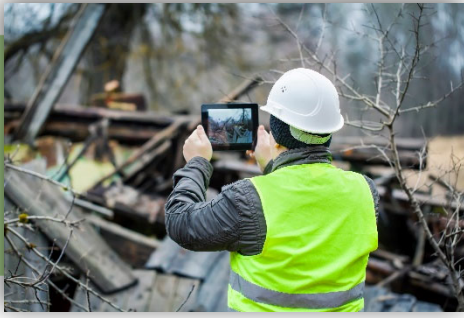- Training Center - 6 tickets/tasks resolved.

SOLICITOR GENERAL

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Supported the Tracker Case Management System.
- 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 technology purchases. Orders processed - 1.
- 169 tickets/tasks resolved.

STATE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- 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 technology purchases. Orders processed - 3.
- 52 tickets/tasks resolved.

SUPERIOR COURT & COURT ADMINISTRATION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed.
- Assisted with and provided ongoing support for live streaming various events and trials.
- Coordinated two new data drops in Courtroom 2H for audio/visual project.
- Coordinated Pollock copier/printer replacement.
- Coordinated relocation of equipment in Court Administration and Drug Court.
- Coordinated technology aspects of renovation of old Law Library.
- 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 technology purchases. Orders processed - 9.
- 219 tickets/tasks resolved.

TAX & PUBLIC SERVICES SUPPORT

ANIMAL SERVICES

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided ongoing support for Mobile Data Terminals.

- Supported the Chameleon application, including multiple security requests.

- Purchased new projector for department through Information Technology capital budget.

- Performed various Animal Services software installs.

- Supported the Chameleon interface with MyAugusta (SeeClickFix/Cityworks).

- Upgraded Chameleon Software application to the latest version and implemented Web Chameleon to support mobile use.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 12 radios.

- 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 technology purchases. Orders processed - 4.

- 65 tickets/tasks resolved.

BOARD OF ELECTIONS

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Provided application development and website updates to support May 24th, June 21st, November 8th, December 6th, and December 20th elections.

- Supported the iTracker application.

- Supported the ApplicationXtender application.

- Performed various Board of Elections software installs.

- Provided ongoing support for the Board of Elections Main Office Call Center.

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

- Supported Elections GIS data modifications and map creation.

- Maintained Polling Places, Precincts, Commissioners, and State GIS feature classes for elections mapping and support.

- Continued support of BOE software with Master Roads & Address Database to ensure correct spelling, road types, and ZIP codes.

- Maintained and updated WebGIS apps, including Find My Elected official and Find My Polling Location.

- Continued to provide support for Registered Voter audits.

- 82 tickets/tasks resolved.

CLERK OF SUPERIOR, STATE & JUVENILE COURT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Purchased two new laptops, four new desktop scanners, and five new high-volume scanners for department through Information Technology capital budget.

- Upgraded audio-visual equipment for Clerk's conference room through Information Technology capital budget.

- Performed Eagle Recorder Image Relocation.

- Upgraded PayGuardian credit card machine software to latest version.

- Supported the ICON Case Management System.

- Provided ongoing support for Records Management software application, including multiple installs.

- Supported the Paper Cut application.

- Attended bi-weekly status meetings with Tyler Technologies for software implementations.

- Continued to work toward implementing the FiFa Interface between iasWorld and Records Management.

- 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 technology purchases. Orders processed – 6.

- 206 tickets/tasks resolved.

ENGINEERING

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the Bluebeam application.

- Purchased new iPlan table for department through the Information Technology capital budget.

- Purchased 3 new workstations for department through the Information Technology capital budget.

- Provided Plan Review Process support with multiple departments to support reviewing, approving, and conducting inspections with Cityworks Asset Management software solution for Engineering Operations. Created 205 polygons for submitted plans.

- Conducted Road Ownership Research to support Master Roads & Addressing Database.

- Maintained AED database, including providing staff support, database backups, and GIS expertise.

- Maintained Engineering Pictometry Organization, created user logins, and deactivated separated employees.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 29 radios.

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

- 137 tickets/tasks resolved.

ENGINEERING – STORMWATER

- Supported the UCCX/Finesse Call Center system.

- Supported Cityworks asset management software and applicable workflows.

- 139 tickets/tasks resolved.

ENGINEERING – TRAFFIC ENGINEERING

- Maintained secured web service on Augusta Maps for internal staff to access for locating Traffic-related data, including fiber installation.

- Continued support of Traffic Engineering GIS Staff in maintaining traffic data.

- Supported Cityworks asset management software and applicable workflows.

- 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 technology purchases. Orders processed - 1.

- 26 tickets/tasks resolved.

PLANNING AND DEVELOPMENT

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Implemented new CityView Workspace application.

- Supported the CityView Desktop, Workspace, Mobile, and Public Portal applications and CityView Outlook and Word Add-Ins.

- Created multiple custom searches in CityView.

- Provided multiple CityView configuration, workflow and business rule updates.

- Supported the annual Alcohol License Renewal, Business License Renewal, and Request for Gross Revenue processes. Provided eVerify report/file for Business Licenses.

- Performed multiple map and activity reassignments due to staff turnover.

- Continued the digitizing of historic building plans for archival purposes.

- Supported credit card processing.

- Processed multiple open records requests.

- Supported the CityView/Motorola (Augusta 311) and CityView/MyAugusta (SeeClickFix/Cityworks) interfaces for Code Enforcement.

- Supported the ApplicationXtender application.

- Supported the Bluebeam application.

- Supported online form for electronic plan review submissions by developers.

- Updated Auto Attendant for phone system.

- Continued support of Plan Review Process.

- Supported citizen engagement ArcGIS Online app for ARTS Transportation.

- Maintained and modified GIS data for CityView ArcGIS Server web services, supported new inspector areas, realigned code enforcement areas, and provided address validation for pending, current, and retired addresses from Master Roads & Addressing Database via service

- Provided GIS software access, support, and installation for planners. Gathered data from outside sources and established data sharing for community information requested.

- Maintained Planning and Development GIS feature classes in Augusta's enterprise geodatabase to support decision-making and other City departments' data needs.

- Provided flood zone support for Community Rating System. Continued support of GIS features for flood property information including LOMR and new LOMA and coordinated online access to these documents via GIS links.

- Maintained Zoning GIS feature classes and mapping support. 65 Zoning Cases processed.

- Supported ArcGIS Online custom app to query Code Enforcement data, including custom filters.

- Provided addressing validation support for Permitting and Business Licenses.

- Modified Development Project Application to email customer and department a detailed credit card receipt.

- Coordinated Pollock printer/copier replacements.

- Supported Cityworks asset management software and applicable workflows.

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

- 426 tickets/tasks resolved.

RECREATION – ADMINISTRATION

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the ActiveNet application, including credit card processing and online registration.

- Submitted monthly employee wellness files for Payroll.

- Supported Cityworks asset management software and applicable workflows.

- Supported the ApplicationXtender application.

- Purchased new workstation for Recreation through Information Technology capital budget.

- Coordinated pick-up of computer equipment before demolition of H.H. Brigham building.

- Provided service for 15 radios.

- 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 technology purchases. Orders processed - 3.

- 144 tickets/tasks resolved for Recreation Administration.

RECREATION CENTERS & PARKS

- Aquatic Center - 25 tickets/tasks resolved.
- Bernie Ward– 11 tickets/tasks resolved.
- Blythe - 10 tickets/tasks resolved.
- Carrie J. Mays - 2 tickets/tasks resolved.
- Diamond Lakes - 19 tickets/tasks resolved.

- Eisenhower Park – 8 tickets/tasks resolved.
- Facilities - 14 tickets/tasks resolved.
- Fleming - 7 tickets/tasks resolved.
- Henry Brigham - 12 tickets/tasks resolved.
- May Park – 2 tickets/tasks resolved.
- McBean - 10 tickets/tasks resolved.
- McDuffie Woods - 14 tickets/tasks resolved.
- Newman Tennis Center - 6 tickets/tasks resolved.
- Riverwalk Special Events - 13 tickets/tasks resolved.
- Sand Hills - 10 tickets/tasks resolved.
- Warren Road - 6 tickets/tasks resolved.

TAX ASSESSOR'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Maintained Authoritative Parcel Data for Augusta, Parcel Polygon, ROW, Dimensions, and Annotation modifications.
  New Parcels Created: 421
  Plats Processed: 242
  New Subdivisions: 10
  New Addresses: 1,082

- Submitted 2021 Tax Digest GIS Parcel Shapefile to TAO for submission to the Department of Revenue.

- Purchased new NCSS statistical software for department through Information Technology capital budget.

- Conducted monthly status meetings to stay informed on TAO technology needs.

- Supported the WinGAP application.

- Supported the iasWorld Enterprise Assessment and Tax software application, including the iasWorld Self Service Public Access application.

- Supported the Mobile Assessor application.

- Supported the ApplicationXtender application.

- Supported the Returned Mail process.

- Assisted with the Notice of Assessment Process.

- Continued support and coordination for Master Roads & Addressing Database addresses with WinGAP as the authoritative site address; expedited TAO data entry; and provided daily addressing data synch via software integration.

- Continued support/administration of CONNECTExplorer (Pictometry) application.

- Continued support for ArcGIS desktop users in the office.

- Updated Auto Attendant for the phone system.

- 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 technology purchases. Orders processed – 2.

- 179 tickets/tasks resolved.

TAX COMMISSIONER'S OFFICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported the iasWorld Enterprise Assessment and Tax software application.

- Supported the Mavro Imaging application.

- Supported the iasWorld/MAVRO interface.

- Upgraded SAGE accounting software to latest version.

- Supported the DRIVES application.

- Supported the Cadence Bank transmission.

- Supported the ApplicationXtender application.

- Supported for the UCCX/Finesse Call Center system.

- Provided Master Roads & Addressing Database support for returned mail evaluations on as-needed basis.

- Maintained No Bid GIS feature class for properties that are no longer being marketed at tax sale.

- 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 technology purchases. Orders processed - 3.

- TCO Administration/Downtown – 133 tickets/tasks resolved.

- South Augusta Tag Office – 23 tickets/tasks resolved.

- West Augusta Tag Office – 23 tickets/tasks resolved.

UTILITIES SUPPORT

UTILITIES – ADMINISTRATION & CUSTOMER SERVICE

- Provided support for department's use of Citywide applications as well as department-specific software and processes. Support includes troubleshooting, password resets, security requests, installations, and other assistance as needed. Specific applications/processes are highlighted below.

- Supported enQuesta and managed enQuesta printers. Managed enQuesta user security. Managed enQuesta files on application server.

- Provided GIS queries as needed to AUD for enQuesta data.

- Supported enQuesta Document Designer.

- Initiated major upgrade and migration of the enQuesta application to the cloud.

- Continued to provide Master Roads & Addressing Database address comparison for enQuesta on Stormwater accounts and addressing validation issues on water and sewer.

- Supported numerous Cityworks schema/web service changes throughout the year by ensuring schemas were unlocked and services were republished by Cityworks staff.

- Maintained sub-organization within Pictometry application.

- Provided ArcGIS desktop support and troubleshooting.

- Supported ICOM3 application.

- Supported Utilities month-end and year-end processes.

- Modified and managed SQL queries for Water Loss Study Team.

- Supported Invoice Cloud Biller Portal and Invoice Cloud user security.

- Supported Cisco Finesse application, including reporting and user security.

- Managed Cognos scheduled reports.

- Managed Utilities email distribution groups.

- Supported IVR phone system and provided queries as needed to AUD for IVR data. Supported Cisco IVR call recordings and live call monitoring. Performed IVR script changes. Supported IVR Customer Service Holiday messages.

- Supported enQuesta Document Designer.

- Assisted with supporting EDMS.

- Upgraded Q-matics application and migrated application to the cloud.

- Supported cashiering mobile devices for taking credit card payments.

- Created online form for Backflow Testing and Maintenance Reporting.

- Provided service for 8 radios.

- 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 technology purchases. Orders processed - 25.

- 269 tickets/tasks resolved.

UTILITIES – CONSTRUCTION & MAINTENANCE (WYLDS ROAD)

- Supported Cityworks asset management software and applicable workflows.

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Managed Cognos scheduled reports for Dispatch.

- Supported ICOM3 software.

- Provided service for 69 radios.

- 147 tickets/tasks resolved.

UTILITIES – FACILITIES MAINTENANCE (CENTRAL AVENUE)

- Processed network and application security requests.

- Supported Netmotion and AnyConnect.

- Supported Cityworks asset management software and applicable workflows.

- Provided and coordinated IT purchases based on departmental needs.

- Provided on-going support for ETAP.

- Provided service for 10 radios.

- 20 tickets/tasks resolved.

UTILITIES – ENGINEERING

- Supported Dicksonware software.

- Supported Flowlink Pro software.

- Supported Geo Express software.

- Supported Trimble Positions software.

- Supported LizardTech Express software.

- Supported InfoWater software.

- Created and maintained Cognos data reports and views from enQuesta to AUD Engineering.

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Supported Cityworks asset management software and applicable workflows.

- Provided service for 5 radios.

- 174 tickets/tasks resolved.

UTILITIES – FORT GORDON

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Provided ongoing support for AnyConnect.

- Supported InfoWater application.

- Supported Cityworks asset management software and applicable workflows.

- 56 tickets/tasks resolved.

UTILITIES – HIGHLAND AVENUE FILTER PLANT

- Supported Water Quality Report and processed new year's reports.

- Continued support of Water Treatment plants.

- Provided ongoing support for AnyConnect.

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

- Continued support of WIMS software.

- Provided service for 4 radios.

- 26 tickets/tasks resolved.

UTILITIES – METERING

- Supported Cityworks asset management software and applicable workflows.

- Supported integration of Cityworks and enQuesta.

- Installed FCS application on meter-reading handheld units.

- Upgraded FCS application to latest version.

- Supported Invoice Cloud Biller Portal.

- Processed multiple network and application security requests.

- Provided ongoing support for meter-reading handheld units.

- Supported Itron Mobile application.

- Supported FDM (Field Deployment Management system).

- Continued assessment of Advanced Metering Infrastructure for Metering.

- Supported Badger Beacon AMA software.

- Supported Badger Orion Profiling System software.

- Supported Cognos reporting software.

- Created Cognos reports to verify and identify enQuesta data integrity issues.

- Provided service for 52 radios.

- 59 tickets/tasks resolved.

UTILITIES – N. MAX HICKS WATER TREATMENT PLANT

- Supported Cityworks asset management software and applicable workflows.

- Provided and coordinated IT purchases based on departmental needs.

- Processed network and application security requests.

- Provided service for 5 radios.

- 28 tickets/tasks resolved.

UTILITIES – PLANTS 2 & 3

- Processed network and application security requests.

- Provided and coordinated IT purchases based on departmental needs.

UTILITIES – RAW WATER PUMPING STATION

- Processed multiple network and application security requests.
- Provided service for 2 radios.
- 11 tickets/tasks resolved.

UTILITIES – WASTE WATER TREATMENT PLANT

- Provided and coordinated IT purchases based on departmental needs.
- Supported Operator 10 application.
- Processed network and application security requests.
- 20 tickets/tasks closed.
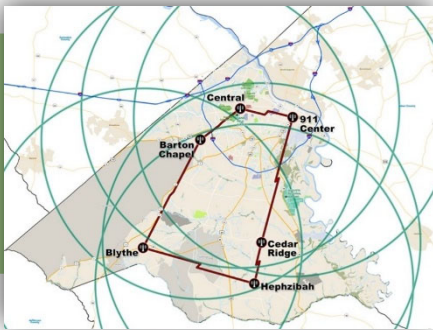
AUGUSTA RADIO SYSTEM

The Augusta-owned land mobile radio system continued successful operations in 2022. City of Augusta customers on the system include Animal Services, Augusta Regional Airport, Coroner's Office, District Attorney, E911, Fire Department, Fleet Management, Information Technology, Code Enforcement, Environmental Services, Marshal's Office, Recreation & Parks, Engineering Maintenance, RCCI, Sheriff's Office (including the Detention Center), Transit, and Utilities.

External customers include Augusta Technical College, Augusta University, City of Blythe, City of Hephzibah, Gold Cross EMS, Richmond County Board of Education, and the U.S. Bureau of Alcohol, Tobacco, Firearms and Explosives.

The following actions were completed for the system in 2022:

- Upgraded the radio system to ASTRO 2021.1.

- Upgraded the firmware for over 2,000 radios.

- Engaged engineering firm to conduct testing and remediation to boost signal strength in the Webster Detention Center and Judicial Center.

- Prepared Continuity of Operations Plan for the system and planned scheduled outage to test emergency procedures.

- Added radio frequency antenna propagation and coverage software to help achieve seamless communication even over challenging terrain and rural areas.

- Hosted Customer Appreciation Luncheon to gain feedback about the system and introduce new technology features available for customers.

- Performed regular maintenance for radio tower sites and generators.

- Coordinated billing for monthly airtime and annual maintenance charges.

- Received training from Motorola Solutions and provided radio equipment training as needed for customer departments.

- Provided ongoing radio support and programming for all internal customers.

EXTERNAL AGENCY SUPPORT

- Maintained GIS Data for Augusta Canal trails, entrances, and amenities for Augusta Canal Authority.

- Created maps for 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 mapping services to public via sales of maps by written request and no-cost, on-demand data through Augusta's online Open Data Catalog.

- Provided Board of Education mapping and analysis support, GIS data creation, school data updates, and Pictometry support.

- Continued support for Electronic Plan Review in Cityworks. Collaboration between GIS Team, Planning and Development, Engineering, Utilities, Fire Department, Traffic Engineering, Health Department, and Tree Commission.

- Land Bank Authority – 12 tickets/tasks resolved.

- Provided matching funds for Extension Services equipment replacements through the Information Technology capital budget.