



IT Department Update

Josh Cox

IT Director

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Presentation Agenda

- Department and Team Overview
- Metrics and Trends
- Projects Completed
- Cyber Security
- On the Horizon
- Fun Stuff!



About the City of Forest Park



- Located roughly 10 miles south of downtown Atlanta, the City of Forest Park is home to a population of nearly 20,000 residents in Clayton County, Georgia, as well as many flourishing small, medium and large businesses.
- The city was incorporated in 1908 and is approximately five miles from the Hartsfield-Jackson Atlanta International Airport, with easy access to I-75, I-285 and I-675.
- Notable area attractions include:
 - BlueStar Studios
 - Atlanta State Farmers Market
 - Jonesy's Place
 - Starr Park
 - Gillem Logistics Center



Mayor and Forest Park City Council



From left to right: City of Forest Park Mayor Angelyne Butler, MPA; Councilwoman Kimberly James (Ward 1); Vacant(Ward 2); Councilman Hector Gutierrez (Ward 3) Councilwoman Latresa Akins-Wells (Ward 4); and Councilman Allan Mears (Ward 5).

City Manager & Department Directors



Ricky L. Clark, Jr., City Manager

Pauline Warrior, Chief of Staff

Javon Anthony Lloyd, Public Information Officer

John Wiggins, Director of Finance

James Shelby, Capital Projects Manager

Tarik Maxwell, Director of Recreation and Leisure Services

Josh Cox, Director of Information Technology

Derry Walker, Director of Code Enforcement

Randi Rainey, City Clerk

Shalonda Brown, Director of Human Resources

Dorothy Roper-Jackson, Municipal Court Administrator

Chief Brandon Criss, Forest Park Police Department

Chief Latosha Clemons, Forest Park Fire and Emergency Services

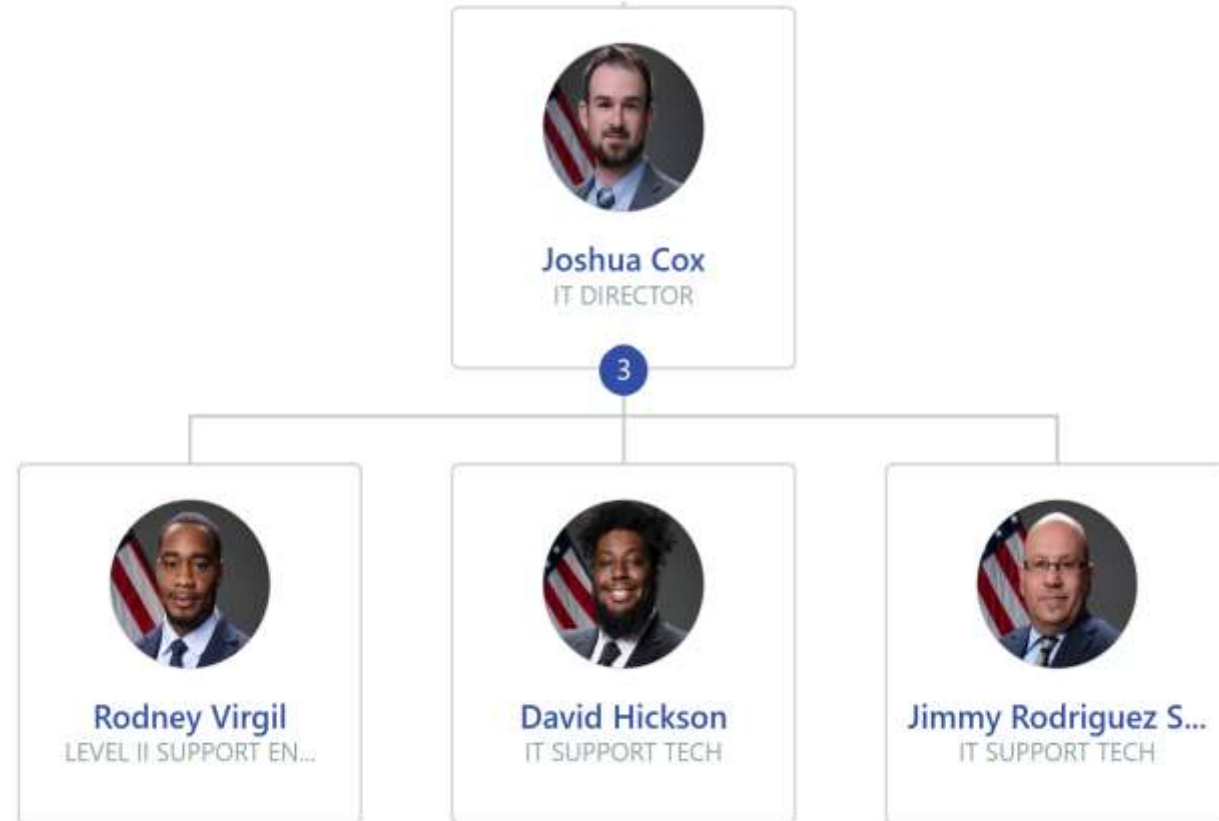
Alton Matthews, Director of Public Works

Nicole Dozier, Director of Planning & Community Development

Marsellas Williams, Director of Economic Development

Your IT Department

- Josh Cox- IT Director
 - Joined the City September of '21
- Rodney Virgil – Level II Support Engineer
 - Joined the City September of '23
- Jimmy Rodriguez – IT Support Tech
 - Joined the City January '19
- David Hickson – IT Support Tech
 - Joined the City September '22



IT helpdesk information

1. Regular Support Request Process

- This is the process to follow for all existing employees that have a general technology issue or request.

- For Critical IT issues that are impacting a core job function (Priority 1 or 2), **please call the Information Technology line**. If you are calling from a City desk phone or from the Avaya app, you can just dial **TECH (8324)**. **If you are calling from an outside line or a cell phone, the number is 470-781-8500**. During regular business hours, this number rings to all internal IT staff (Jimmy, David, Rodney, and myself) and whoever is available will answer the call, create a ticket, and work the issue on the spot. If no Internal IT staff are available, the call will go to the IT voicemail. Please leave a detailed voicemail of the issue and a good call back number. That voicemail will then generate a ticket with the voicemail attached and the first available engineer will respond to the support request. If you call the Information Technology line outside of normal business hours (M-F 8am-5pm), the call will go straight to the on-call engineer that will answer the call and work the issue.

- For non-critical issues (Priority 3 or 4) you can submit a ticket via email. Please send a detailed description of the issue/request to techsupport@forestparkga.gov. This will generate a normal priority ticket and the first available engineer will respond to the request. Please note that all emailed request default to a priority 3 ticket. It is also important to note that the ticket system is not monitored outside of normal business hours. **Any tickets submitted via email after 5pm or on weekends will not be seen until the next business day as the ticket system is only monitored during regular business hours.**

Response Expectations and Ticket Priorities

Our goal is to respond to all requests as effectively and timely as possible. We would love to be able to respond to every request immediately, but that is not always possible. The IT department receives around 300 support requests each month in addition to the normal maintenance tasks and technology related projects. In order to properly respond to and prioritize support requests, it is critical that a ticket be created for each incident or request. Below are our response goals and overview of our ticket priorities. We assign a priority to every ticket based on the below criteria:

IT helpdesk information

2. User Request Process

If your department has a new employee starting, an employee leaving the City, or an employee that has a change in position, role, or responsibilities that requires changes to be made by IT, please complete the online user request form. This form has specific questions on it that will give us the information required to complete the request. We ask that this form be submitted as soon as possible to allow us time to secure any hardware, software, or licensing needed for the request.

User Request Form: <https://www.cognitoforms.com/ForestPark1/CityOfForestParkUserRequestForm>

IT helpdesk information

3. Project Request Process

If your department is planning any projects that will require any involvement from IT beyond a normal service ticket, please submit a project request form. Below are some sample projects:

- Department relocation to new offices
- New software implementations
- Software integrations
- Major changes to system processes

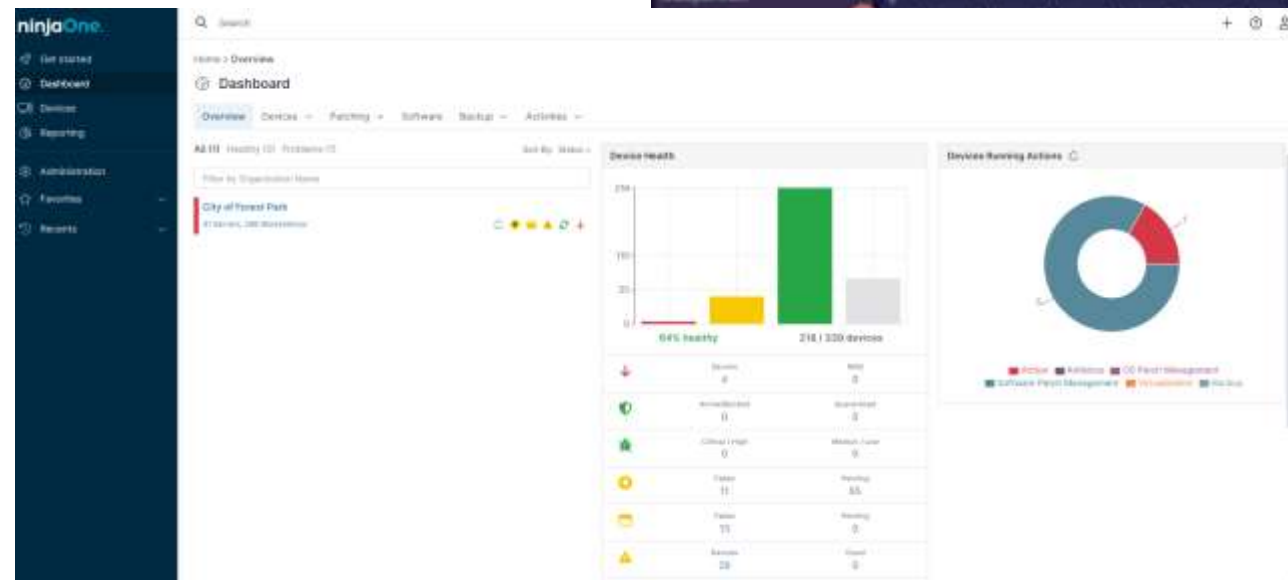
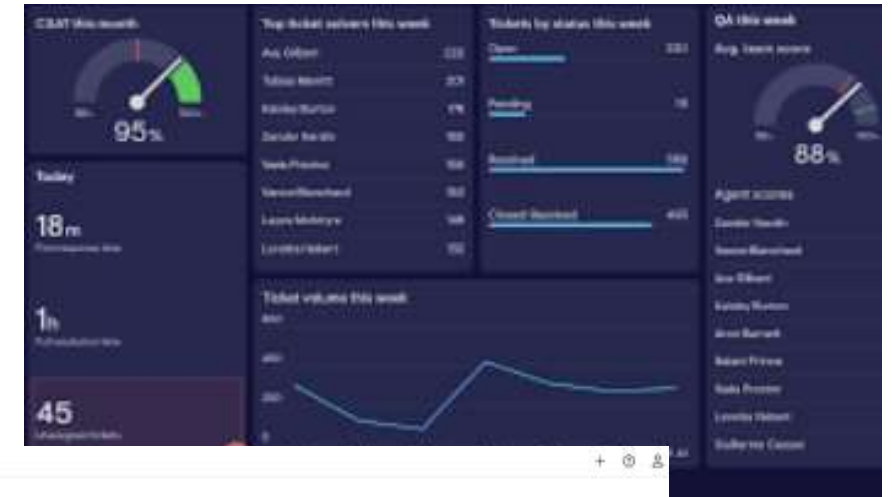
Submitting the online project request form will generate a project request ticket with all the basic details of the project that IT will need. My team and I will review the request and schedule a kickoff call with all involved stakeholders to create a project plan. The project will then be added to the project queue for completion.

Project Request Form: <https://www.cognitoforms.com/ForestPark1/CityOfForestParkProjectRequestForm>

IT helpdesk information

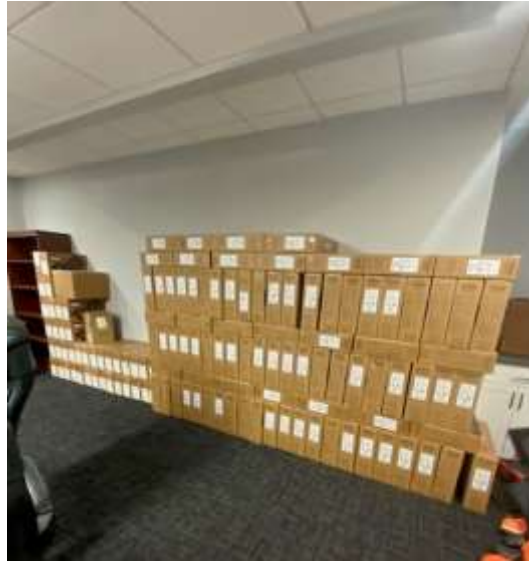
Some of the IT metrics that we track include:

- Incidents Per Endpoint (IPE)
- Outages
- Incident tickets over 30 Days
- Average ticket resolution time
- Helpdesk call volume



Key Projects: Computer Refresh

- Received, Imaged and Deployed close to 300 computers to users as part of our 5-year PC refresh cycle



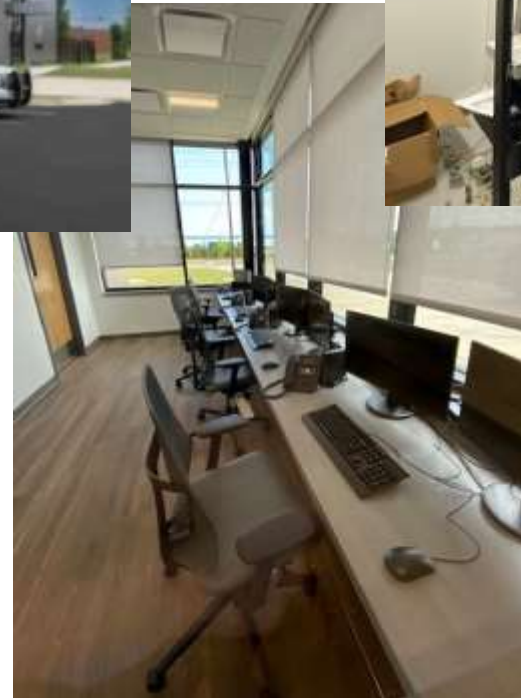
Key Projects: VoIP Phone System

Migrated the entire City phone system to a hosted VoIP system including deploying over 150 new desk phones. The new system has more features for users, is accessible from anywhere, and provides clear reporting and trending



Key Projects: Fire Station 3

Brought the Cities newest facility online. This included new ISP connection, integration to our internal network, new workstations, printers, the switches, firewall, and wifi for the building



Key Projects: Security Cameras

We have upgraded most City facilities with state-of-the-art security cameras. These utilize internal as well as cloud-based storage and also integrate AI into the recordings and data collection.



Key Projects continued

- Deployed/refreshed almost 150 cellphones
- Updated the 911 center
- Fusus AI camera system for PD
- Flock/Pole cameras for PD
- First arriving dashboard for Fire
- Drones for PD
- Surplus phone employee buy back auction
- PD VPN refresh/reconfiguration
- Server OS upgrades
- Refresh of all in car wireless hotspots for PD

Key Projects

- Various online forms and processes for many departments
- SharePoint Integration/migration for departmental shared drives
- Migration to ADP
- PD Body Cam refresh
- Envoy welcome/check in stations
- Migration for ERP to hosted platform
- Wifi upgrades through the City
- Email Archiving Migration
- Server Backup Project
- PD Mobile Command Center
- Access Control Upgrade

Cyber Security

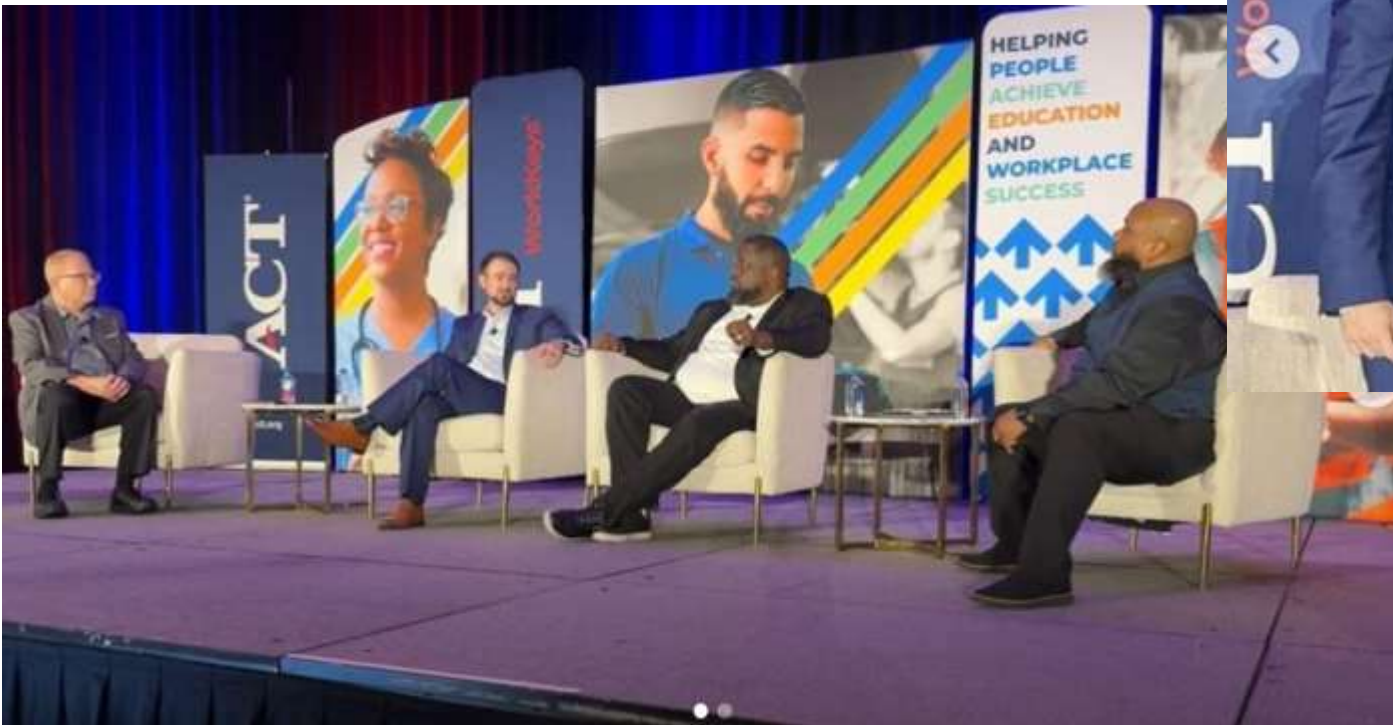
- User Security Training
 - Each User will be undergoing regular training
- Duo MFA
 - All VPN access, server access, and Microsoft applications protected by MFA
- Network Detection and Monitoring Solution
 - Realtime monitoring and alerting of all traffic and activity on our network
- Security Eventing Information Management (SEIM)
 - Logs all activity

On the Horizon

- Proactive IT model
 - Monthly Tech Tip
 - End user training
 - IT Ride Alongs
- New City Facilities/ Data Center Migration
- Continued Cloud Migrations
 - Fleet Application
 - Planning and Zoning
 - Business licenses
 - Code Compliance
 - CAD and RMS

Fun Stuff!

2024 ACT Workforce Summit Keynote speaker on Cyber Security and AI



Fun Stuff!

The City is receiving the first vehicles ever dedicated to the IT department!



Fun Stuff!

New IT Logo!



Stay Informed & Connect With Us Online!



 Introducing
ONEClick Forest Park

Download the new ONEClick Forest Park App to easily report concerns and submit requests – all from the palm of your hand!

  **DOWNLOAD TODAY!**

The advertisement features two smartphones displaying the app interface. The left phone shows the home screen with the ONEClick Forest Park logo and a list of services: City of Forest Park Website, Make an Online Payment, City of Forest Park Facebook, and City of Forest Park Instagram. The right phone shows a 'Report' screen with a camera icon and a location pin. Below the phones is a row of stylized houses and trees. At the bottom, there are two QR codes for downloading the app, the text 'DOWNLOAD TODAY!', and the App Store and Google Play logos.



SCAN
TO CONNECT WITH US

   
Instagram Twitter

   
Facebook Email Subscribe

We Are #OneForestPark 

This block contains a large orange box with the text 'SCAN TO CONNECT WITH US'. Below this are four social media icons (Instagram, Twitter, Facebook, and Email Subscribe) each paired with a QR code. At the bottom, there is a slogan 'We Are #OneForestPark' in a script font, followed by the ONEClick Forest Park logo.



Q&A

THANK YOU!

We Are  #OneForestPark

