

| Number | Created At | State | Title |
|--------|-----------------|-------------|--|
| 2690 | 8/1/2024 14:40 | Resolved | Laserfiche |
| 2693 | 8/1/2024 16:34 | Resolved | Phone messages |
| 2694 | 8/2/2024 8:05 | Resolved | Laptop for training |
| 2695 | 8/2/2024 9:55 | Resolved | LAPTOP 8/22/2024 |
| 2698 | 8/2/2024 15:32 | Closed | Request - Employee Separation |
| 2699 | 8/2/2024 16:09 | Resolved | access to collections ems and not read only to access |
| 2704 | 8/5/2024 11:35 | Awaiting In | Business Tax Receipt / NW Problems |
| 2705 | 8/5/2024 14:59 | Resolved | Was there a recent update in NWS? |
| 2708 | 8/6/2024 11:32 | Resolved | Laptop Battery |
| 2709 | 8/6/2024 14:14 | Resolved | Executime - Workflow |
| 2710 | 8/6/2024 15:08 | Awaiting In | Council Chambers |
| 2711 | 8/7/2024 7:53 | Awaiting In | Ordering Monitor for Angie |
| 2712 | 8/7/2024 11:00 | Resolved | Intranet Access |
| 2713 | 8/7/2024 11:22 | Resolved | New Desk Installation - FYI |
| 2716 | 8/7/2024 15:35 | Resolved | Applications for Illustrator and Photoshop for Linda Mia Franc |
| 2719 | 8/9/2024 15:29 | Resolved | Unable to process a project journal, required to select Journa |
| 2720 | 8/12/2024 8:50 | Resolved | laserfiche |
| 2721 | 8/12/2024 9:20 | Resolved | New World Issues |
| 2724 | 8/12/2024 10:52 | Resolved | Computer Login |
| 2725 | 8/12/2024 11:07 | Closed | Having trouble looking up vendor in New World |
| 2726 | 8/12/2024 16:35 | Resolved | Document Recovery Request |
| 2727 | 8/12/2024 16:44 | Resolved | Standing Desk |
| 2728 | 8/13/2024 11:09 | Resolved | Request - Modify User Permissions |
| 2730 | 8/13/2024 13:53 | Resolved | Replace printer toner |
| 2732 | 8/13/2024 17:02 | Resolved | Request - New Hire Onboarding |
| 2733 | 8/14/2024 13:30 | Resolved | Executime Kiosk |
| 2734 | 8/14/2024 16:10 | Resolved | Screen pop-up |
| 2735 | 8/15/2024 7:22 | Resolved | Creative Cloud and Inventory List |
| 2736 | 8/15/2024 9:36 | Resolved | Left Monitor is pixelating. |
| 2737 | 8/15/2024 14:12 | Resolved | Request - Loaner Laptop |
| 2738 | 8/16/2024 10:13 | Resolved | Word File-Track Changes |
| 2742 | 8/19/2024 9:12 | Awaiting In | Request - Modify User Permissions |
| 2745 | 8/19/2024 9:48 | Awaiting In | Request - Modify User Permissions |
| 2746 | 8/19/2024 13:19 | Resolved | Access to Ticket Dashboard |
| 2753 | 8/21/2024 7:11 | Resolved | Phone change and reset for VM |
| 2754 | 8/21/2024 8:26 | Resolved | Laptop Rental |
| 2755 | 8/21/2024 9:09 | On Hold | 4 - Laptops for 9/12/2024 |
| 2756 | 8/21/2024 9:45 | Resolved | FW: Your ticket is in good hands - T20240821.0543 |
| 2757 | 8/21/2024 11:30 | Resolved | Request - New Hire Onboarding |
| 2758 | 8/21/2024 11:56 | Resolved | Printer in Mechanic shop won't print from laptop |
| 2761 | 8/21/2024 13:35 | Awaiting In | Employee Retiring |
| 2762 | 8/21/2024 14:43 | Resolved | Modem under desk |
| 2765 | 8/21/2024 15:00 | Closed | Old iPads |
| 2766 | 8/21/2024 16:11 | Resolved | YP Door schedule |
| 2767 | 8/21/2024 16:13 | Resolved | YP Volunteers |
| 2768 | 8/22/2024 8:09 | Resolved | New Sim Card iPhone |

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| 2769 | 8/22/2024 10:54 | Awaiting In | Request - New Hire Onboarding |
| 2770 | 8/23/2024 10:17 | Resolved | Request - Employee Separation |
| 2771 | 8/23/2024 10:26 | Resolved | FW: CRS Access to Citizen Requests |
| 2772 | 8/23/2024 11:11 | Resolved | Unblock uploading a file |
| 2775 | 8/26/2024 8:13 | Resolved | Inger's Battery Backup |
| 2778 | 8/26/2024 11:30 | Resolved | Outlook is Glitching? |
| 2779 | 8/26/2024 13:55 | Resolved | Greenacres Website Employee Login |
| 2780 | 8/26/2024 16:19 | On Hold | School Board Firewall Configuration Request |
| 2783 | 8/27/2024 9:13 | Resolved | Spare Laptop Needed |
| 2784 | 8/27/2024 10:32 | Awaiting In | Business analytics reports not working |
| 2785 | 8/27/2024 15:43 | Resolved | Computer Setup - Council Meetings |
| 2786 | 8/28/2024 7:10 | Resolved | HDMI Cable |
| 2787 | 8/28/2024 14:12 | Awaiting In | YP Cameras |
| 2788 | 8/29/2024 11:39 | Resolved | ExecuTime clock in ability |
| 2789 | 8/29/2024 12:22 | Resolved | laserfiche access |
| 2790 | 8/29/2024 17:10 | Resolved | Please add permit type "Right of Way" |
| 2791 | 8/30/2024 11:27 | Closed | David SYSTEM |
| 2808 | 8/30/2024 15:40 | Resolved | standing desk |
| 2809 | 8/30/2024 16:09 | Resolved | email for grants |
| 2810 | 8/30/2024 16:22 | Awaiting In | ExecuTime programming for new employee |

| Category | Subcategory | Assignee Name |
|-------------------------|----------------------|--------------------|
| Applications | Laserfiche | Gregory Osorio |
| Permissions/Access | | Gregory Osorio |
| Hardware | Laptop | Gregory Osorio |
| Hardware | Laptop | Gregory Osorio |
| User Account Management | Terminate employment | Gregory Osorio |
| Applications | Microsoft Office | Gregory Osorio |
| Applications | New World ERP | Kress Estime |
| Applications | New World ERP | Jean Jean-Baptiste |
| Broken/Not Working | | Kress Estime |
| Applications | New World ERP | Yves Rosena |
| Hardware | Network equipment | Gregory Osorio |
| Hardware | Desktop | Georges Bayard |
| Applications | Intranet Web site | Yves Rosena |
| Hardware | | Gregory Osorio |
| Applications | | Yves Rosena |
| Applications | New World ERP | Kress Estime |
| Networking | | Gregory Osorio |
| Applications | New World ERP | Kress Estime |
| Permissions/Access | | Gregory Osorio |
| Applications | | Helpdesk |
| Applications | | Gregory Osorio |
| Hardware | Desktop | Gregory Osorio |
| Applications | | Kress Estime |
| Hardware | Printer | Yves Rosena |
| User Account Management | New Hire | Gregory Osorio |
| Broken/Not Working | | Yves Rosena |
| | | Gregory Osorio |
| Applications | | Yves Rosena |
| Hardware | Desktop | Jean Jean-Baptiste |
| Hardware | Laptop | Gregory Osorio |
| Applications | Microsoft Office | Gregory Osorio |
| Applications | | Gregory Osorio |
| Applications | | Gregory Osorio |
| User Account Management | | Jean Jean-Baptiste |
| Applications | | Kress Estime |
| Hardware | Laptop | Gregory Osorio |
| Hardware | Laptop | Gregory Osorio |
| | | Jean Jean-Baptiste |
| User Account Management | New Hire | Gregory Osorio |
| Applications | | Jean Jean-Baptiste |
| User Account Management | | Yves Rosena |
| Hardware | Network equipment | Gregory Osorio |
| Hardware | | Kress Estime |
| Applications | | Kress Estime |
| Permissions/Access | | Gregory Osorio |
| Hardware | | Kress Estime |

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| User Account Management | New Hire | Gregory Osorio |
| User Account Management | Terminate employment | Gregory Osorio |
| | | Jean Jean-Baptiste |
| Permissions/Access | | Gregory Osorio |
| Hardware | Desktop | Gregory Osorio |
| Applications | Email | Gregory Osorio |
| Permissions/Access | City public website | Gregory Osorio |
| Networking | | Jean Jean-Baptiste |
| Hardware | | Gregory Osorio |
| Applications | New World ERP | Kress Estime |
| Hardware | Desktop | Gregory Osorio |
| Hardware | Peripherals | Kress Estime |
| Broken/Not Working | | Yves Rosena |
| Applications | | Yves Rosena |
| Applications | | Gregory Osorio |
| Permissions/Access | New World ERP | Kress Estime |
| Networking | | Kress Estime |
| Hardware | Desktop | Gregory Osorio |
| Applications | Email | Kress Estime |
| Applications | | Yves Rosena |

| Requester | Department |
|--|-------------------------------------|
| Carlos Cedeno <CCedeno@greenacresfl.gov> | Public Works |
| Susan Benton <sbenton@greenacresfl.gov> | DNS / Planning |
| Yvens Marc <YMarc@greenacresfl.gov> | Administration / Human Resources |
| Pavielle Clemons <pclemons@greenacresfl.gov> | Administration / Human Resources |
| Adam Mohammed <AMohammed@greenacresfl.gov> | Youth Programs |
| Teri Beiriger <TBeiriger@greenacresfl.gov> | Finance |
| Cheryl McMacken <CMcMack@greenacresfl.gov> | Development & Neighborhood Services |
| Donna McDaniel <DMcDaniel@greenacresfl.gov> | Finance |
| Peter Wallwork <PWallwork@greenacresfl.gov> | Fire Rescue |
| Alecia Dawkins <adawkins@greenacresfl.gov> | Finance |
| Pavielle Clemons <pclemons@greenacresfl.gov> | Administration / Human Resources |
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| rkandel@greenacresfl.gov | Administration / Human Resources |
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| Evelyn Bach <EBach@greenacresfl.gov> | DNS / Director |
| Cathy Ly <CLy@greenacresfl.gov> | Finance |
| Margarita Blythe <MBlythe@greenacresfl.gov> | Finance |
| Inger Christensen <IChristensen@greenacresfl.gov> | Fire Rescue |
| Benjamin Dexter <BDexter@greenacresfl.gov> | Youth Programs |
| Margarita Blythe <MBlythe@greenacresfl.gov> | Finance |
| Michele Thompson <MThompson@greenacresfl.gov> | Community & Recreation Services |
| Pavielle Clemons <pclemons@greenacresfl.gov> | Administration / Human Resources |
| Kasturi Rodriguez <KRodriguez@greenacresfl.gov> | Administration / City Clerk |
| Leean Garza <lgarza@greenacresfl.gov> | Administration / City Clerk |
| Jean Francois <JFrancois@greenacresfl.gov> | Community & Recreation Services |
| Adam Mohammed <AMohammed@greenacresfl.gov> | Youth Programs |
| Ada De Los Rios <ADelosrios@greenacresfl.gov> | Finance |
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| Brittany Martino <BMartino@greenacresfl.gov> | Administration / City Clerk |
| Yvens Marc <YMarc@greenacresfl.gov> | Administration / Human Resources |
| Inger Christensen <IChristensen@greenacresfl.gov> | Fire Rescue |
| Inger Christensen <IChristensen@greenacresfl.gov> | Fire Rescue |
| Austin Lee <ALee@greenacresfl.gov> | Administration / Communications |
| Aileen Hernandez <AHernandez@greenacresfl.gov> | Public Works |
| Yvens Marc <YMarc@greenacresfl.gov> | Administration / Human Resources |
| Pavielle Clemons <pclemons@greenacresfl.gov> | Administration / Human Resources |
| Jean Jean-Baptiste <jjean-baptiste@greenacresfl.gov> | Information Technology |
| Adam Mohammed <AMohammed@greenacresfl.gov> | Youth Programs |
| Jayson Tomassetti <JTomassetti@greenacresfl.gov> | Public Works |
| Evelyn Bach <EBach@greenacresfl.gov> | DNS / Director |
| Leean Garza <lgarza@greenacresfl.gov> | Administration / City Clerk |
| Phillip Konz <PKonz@greenacresfl.gov> | Fire Rescue |
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| Adam Mohammed <AMohammed@greenacresfl.gov> | Youth Programs |
| Monica Powery <MPowery@greenacresfl.gov> | Purchasing |

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|--|----------------------------------|
| Mark Jakubek <MJakubek@greenacresfl.gov> | Fire Rescue |
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| Brian Fuller <BFuller@greenacresfl.gov> | Fire Rescue |
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| Jade Robinson <jrobinson@greenacresfl.gov> | DNS / Code Enforcement |
| Donna McDaniel <DMcDaniel@greenacresfl.gov> | Finance |
| Teri Beiriger <TBeiriger@greenacresfl.gov> | Finance |
| Michele Thompson <MThompson@greenacresfl.gov> | Community & Recreation Services |

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| Administration / City Manager | 0 |
| Administration / City Clerk | 5 |
| Administration / Communications | 1 |
| Administration / Econ Dev | 0 |
| Administration / Human Resources | 9 |
| Development & Neighborhood Services | 1 |
| DNS / Building | 0 |
| DNS / Code Enforcement | 2 |
| DNS / Director | 4 |
| DNS / Planning | 2 |

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| Administration | 15 |
| Community & Recreation Services | 5 |
| Development & Neighborhood Services | 9 |
| Finance | 13 |
| Fire Rescue | 9 |
| Information Technology | 2 |
| IT | 0 |
| Public Works | 3 |
| Purchasing | 2 |
| Youth Programs | 8 |
| Total | 66 |

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43.3672 90,203.71