

Number	Created At	State	Title
2888	10/1/2024 12:06	Awaiting In	SQL Server for GIS Consultant
2889	10/1/2024 15:27	Resolved	laserfiche
2891	10/2/2024 9:21	Resolved	Keeper Security
2892	10/2/2024 12:04	Resolved	Update the certificate for PayGuardian
2893	10/3/2024 7:18	Resolved	Time Clock and Computer in lunchroom at PW
2894	10/3/2024 11:53	Resolved	YoDeck is offline
2895	10/3/2024 16:43	Resolved	Laptop Display Screen
2896	10/4/2024 8:51	Resolved	Issue receiving email from outside source
2897	10/4/2024 9:33	Resolved	Restore Excel documents - spoke to Greg - its restored
2910	10/8/2024 8:22	Awaiting In	Door Access
2911	10/8/2024 8:26	Resolved	Door Schedule
2912	10/8/2024 11:10	Resolved	Laptop 10/11 @ 8am
2913	10/9/2024 9:39	Closed	Verizon activation on laptop
2914	10/11/2024 7:30	Resolved	Telephone
2917	10/11/2024 12:44	Resolved	Melanie Daponte's last day today
2918	10/11/2024 15:56	Resolved	Email change
2921	10/15/2024 8:03	Awaiting In	remove email from DNS Leadership group email
2922	10/15/2024 14:38	On Hold	New Division Chief and Training Position
2923	10/15/2024 19:25	Resolved	Park Attendant Computer Having Connection Issues
2924	10/16/2024 14:03	Awaiting In	Delinquent Notices
2925	10/16/2024 14:06	Awaiting In	Division Chief Promotion
2926	10/16/2024 14:09	Resolved	Captain Promotion Access for Jeremy Guy
2929	10/17/2024 9:03	Resolved	New hire - transfer from CRS-parks
2930	10/17/2024 9:49	Resolved	Save as PDF
2931	10/17/2024 13:02	Resolved	Teams
2932	10/17/2024 16:50	Resolved	YP Cameras
2935	10/18/2024 13:37	Resolved	FW: New Info from ITPartners+ RE Your Ticket T20241018.049
2936	10/18/2024 13:52	Resolved	Procure Kiosk - 10331
2937	10/18/2024 13:59	Resolved	New Payment Code in New World
2938	10/18/2024 15:18	Awaiting In	Michael McGee Geo-Fencing
2941	10/19/2024 11:50	On Hold	Office Phone
2942	10/19/2024 11:54	Resolved	Tablet not finding Rectrac/want to download outlook
2945	10/21/2024 9:32	Resolved	EnerGov not responding
2946	10/21/2024 10:48	Resolved	Second Computer Screen
2947	10/21/2024 11:59	Resolved	Remove Notification
2950	10/22/2024 11:28	Resolved	Screen Casting
2951	10/23/2024 10:22	Resolved	scanner issues
2952	10/23/2024 11:04	Resolved	Adobe
2953	10/23/2024 14:23	Resolved	Receptionist Desk Printer
2954	10/23/2024 15:38	Resolved	CAPTCHA validation fail
2955	10/24/2024 10:31	Resolved	Employee Termination
2956	10/24/2024 11:33	Awaiting In	New World Adminsitration login
2961	10/28/2024 12:53	Resolved	New Hire
2962	10/29/2024 11:43	Resolved	Provenzano, Nicholas
2965	10/29/2024 16:44	Resolved	Computer #D20188
2966	10/30/2024 8:10	Resolved	Laptop for 10/31/2024

Category	Subcategory	Assignee Name
Permissions/Access		Jean Jean-Baptiste
Applications	Laserfiche	Yves Rosena
Broken/Not Working		Gregory Osorio
		Jean Jean-Baptiste
User Account Management		Yves Rosena
Applications		Yves Rosena
Hardware	Laptop	Gregory Osorio
Broken/Not Working		Gregory Osorio
Applications		Gregory Osorio
Permissions/Access		Kress Estime
Applications		Kress Estime
Hardware	Laptop	Gregory Osorio
Hardware	Laptop	Georges Bayard
Permissions/Access		Yves Rosena
Applications	Adobe Acrobat	Kress Estime
Applications	Email	Kress Estime
Applications	Email	Yves Rosena
Hardware	Laptop	Jean Jean-Baptiste
Networking		Yves Rosena
Applications	New World ERP	Kress Estime
Permissions/Access	Door access	Kress Estime
Permissions/Access	Network drives	Jean Jean-Baptiste
Applications		Kress Estime
Applications		Gregory Osorio
Applications	Microsoft Office	Kress Estime
Broken/Not Working		Jean Jean-Baptiste
96		Jean Jean-Baptiste
Hardware		Yves Rosena
Applications	New World ERP	Kress Estime
Broken/Not Working		Yves Rosena
Networking		Gregory Osorio
Applications	RecTrac	Kress Estime
Applications		Gregory Osorio
Hardware	Desktop	Gregory Osorio
User Account Management		Yves Rosena
Hardware	Desktop	Gregory Osorio
Broken/Not Working		Gregory Osorio
Applications	Adobe Acrobat	Yves Rosena
Hardware		Gregory Osorio
Permissions/Access		Yves Rosena
Permissions/Access		Gregory Osorio
Applications	New World ERP	Kress Estime
Applications		Gregory Osorio
User Account Management		Kress Estime
Applications	Adobe Acrobat	Gregory Osorio
Hardware	Laptop	Gregory Osorio

Requester	Department
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Michael Wilson <MWilson@greenacresfl.gov>	Public Works
Pavielle Clemons <pclemons@greenacresfl.gov>	Administration / Human Resources

Administration / City Manager	0
Administration / City Clerk	2
Administration / Communications	0
Administration / Econ Dev	0
Administration / Human Resources	6
Development & Neighborhood Services	1
DNS / Building	0
DNS / Code Enforcement	3
DNS / Director	8
DNS / Planning	2

Administration	8
Community & Recreation Services	4
Development & Neighborhood Services	14
Finance	6
Fire Rescue	6
Information Technology	2
IT	0
Public Works	3
Purchasing	1
Youth Programs	6
Total	50

1113

36

1149

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43.3672 90,203.71