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INFORMATION TECHNOLOGY SERVICES – Brent Hurst, Director

IT

- Coordination continues with the Public Works departments to complete additional module installations on the new website.
- Work continues on routine website updates.
- Continued assistance with the Lebanon Fire District on their website upgrade.
- Assisted the Lebanon Fire District with creating and implementing a new phone tree for public use.
- The budgeted SCADA upgrade project continues.
- Staff assisted with Zoom & YouTube Santiam Travel Station (STS) meetings for City Council, Parks, Trees, and Trails, and other staff meetings as requested.
- Assist Public Works and Finance with monthly lock-off process.
- Continuing to work on audio\video bids for City Council chambers move to the library.
- Toured the City of Silverton's City Council chambers.
- Weekly and monthly security and vulnerability patches were completed.
- Staff addressed multiple other routine break-fix issues, equipment replacements, and maintenance renewals for IT.

GIS

- City Parks Web Map updates completed.
- Attended the Mid-Willamette Valley Council of Governments GIS meeting.
- Sanitary Sewer Field Update and Web Map Coordination
- Enterprise GIS version upgrade has been completed
- Continued Meter Reconciliation and Field Update Coordination
- Coordinated with multiple departments to complete routine updates on mapping servers.
- Continued GIS/Utility Billing meter reconciliation both virtually and on site.
- Continued web map updates with coordination of GIS and Community Development departments.
- Continued work on the Water Quality Dashboard to be incorporated into the new City web site project in 2024.
- Coordinated new address updates with Community Development and Linn County GIS.
- The monthly tax lot updates from Linn County were completed.
- Installed new map boards in City buildings to reflect latest aerial photography.

Summary

During the past month, IT and GIS closed over 250 tickets or work orders. This includes system generated tickets that needed analysis and resolution in addition to end user requests for help.