



Information Technology Services
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INFORMATION TECHNOLOGY SERVICES – Brent Hurst, Director

IT

- Coordinated and got all services back online after global CrowdStrike service outage.
- Coordination continues with the Public Works departments to complete additional module installations on the new website.
- Continued assistance with the Lebanon Fire District on their website upgrade.
- 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.
- 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

- Attended the annual ESRI User Conference user sessions remotely.
- Continued the hydrant meter coordination with Community Development and Water Crew staff to identify meter locations, identify attributes, and coordinate updates with Finance staff.
- Work continues on the OHA Lead and Copper Survey coordination with Public Works.
- Coordination continues with LPD to update maps and common locations to report to service calls more effectively.
- Completed request from contractor and Planning Department to update topographic layers of City maps.
- Completed the newest version of the National Night Out map per request.
- Coordinated with Linn Count GIS members to update the hours of operation for local cooling centers in Lebanon.
- 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.