To: Mayor and City Council Members

From: Heath Ferguson, IT Department Manager

Date: August 18, 2021

RE: **July Monthly Report - Department Projects and Ticket Update**

June 2021

July 10th- August 10th, 2021

- Completed installation of Fleet boxes to all City Vehicles and have started the process of training users for email alerts and service schedules.

- Weaver Technologies network overhaul has progressed after July 27th sit down meeting. Status is we have compiled a list of equipment and plan for ordering and roll out. Completion of project dependent on product availability, and coordination with Weaver engineers, estimated completion early October.

- Long term project of trouble shooting Watch Guard redactive software, problem seems to be partly limitations of software, training, and bugs. Currently awaiting a special update being created by tier 2 to resolve certain issues.

- Continued work with Qwally in preparation of going live. Meeting scheduled for 8-10-2021 to discuss final go live date and roll out and to decide if further presentations to City officials is needed

- Purchased 10 additional MDC (Police laptop) detachable keyboards for in-car and out of car operation.

- Awaiting completion of quotes for additional PC purchases.

- Researching long term changes for Council Chamber presentation tools and software.

- From the dates of 7-10- to 8-10-2021 we have completed 113 technical support tickets. Details available if requested.