



MEMO

To: Mayor and City Council Members

From: Phil Green, IT Director

Date: March 20, 2024

RE: February Monthly Report

The following are accomplishments from December.

1. AT&T has finished all fiber work and now will start network installation and configuration when they get our signed agreement.
2. We have engaged tech support for the Mobile Device Manager location issues. No resolution as of yet. Still no resolution. We are evaluating alternative management platforms.
3. 56 Tickets opened for the month, and 51 of those closed. Top contributors PD. No tickets are waiting for customer response or contractor fulfillment.