



MEMO

To: Mayor and City Council Members

From: Phil Green, IT Director

Date: April 17, 2024

RE: April Monthly Report

The following are accomplishments from April.

1. AT&T has finished all the fiber work and will now start the 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 have evaluated alternatives and it's an IOS issue. We will stay with our current, free, solution.
3. We had the camera upgrade approved to replace old surveillance cameras city-wide. However, the selected vendor did not allow us to buy from them, so we had to start all over with two different vendor quotes. Resubmitted with new prices for May 15th meeting.
4. Asked for approval of Chamber AV system upgrade and met with SwagIT! They will start to install late May.
5. 69 Tickets opened for the month, and 64 of those closed. Top contributors PD. No tickets are waiting for customer response or contractor fulfillment.