



MEMO

To: Mayor and City Council Members
From: Heath Ferguson, IT Department Manager
Date: July 21, 2021
RE: **Department Projects and Ticket Update**

June 2021

June 11th- July 10th, 2021

- Completed roll out of new cell phones for Police department to models that include the cell phone aggregation that will provide better signal during times of crisis. During storm Uri we encountered issues where cell phone reception had dropped in our area because of cell towers going down, after working with Verizon rep we found that many of our Police department phones were of a model that did not include aggregation, after research of phone model replacement orders were placed and now all police are carrying new phone models with screen and case protectors.
- Started project with Weaver Technologies to plan network overhaul to allow for further building interconnected networking and to establish all networking equipment such as switches, wireless AP's and routers to be unified with one manufacturer. Current status is Weaver will be performing a on site survey of all buildings on July 27th and from there we will enter the planning phase for purchase and deployment of equipment. Completion of project dependent on product availability, and coordination with Weaver engineers, estimated time 2 months.
- Resolved issue at City garage with internet connection after removal of scada system for move to new building. Internet to building is resolved and working with all devices used in garage.
- Working with WatchGuard on 3 issues with hard drives in police vehicles and also update software to be pushed to all vehicles to bring to most current version. Watchguard currently is experiencing a 3-4week delay on shipment of replacements because of inventory shortage on their end.



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- Ticket with WatchGuard for 7-14-2021 to address issues experienced with redactive software when editing police camera footage.
- Working with Qwally on website SSL certificate in Azure and connection and TXT record and CNAME additions to our godaddy account in preparation of going live. Attended meetings with Debbie, Council Member Anne Weir and Lydia as well as development team from Qwally for testing and design purposes.
- Ongoing issue with gate to Gregg St entrance to Public works, have identified that issue is not software or badge system related but working in tandem with Lance and construction company on resolution.
- Starting deployment of FLEET to rest of City Vehicles, originally this product was only used by the Police Department but was so successful it was decided to include all City Vehicles including public works. The FLEET system tracks service records, check engine lights (with notifications if one comes on), GPS, driving and user data. Estimated completion of project from Today 7-12-2021 is two to three weeks depending on vehicle availability.
- From the dates of 6-11- to 7-11-2021 we have completed 72 technical support tickets. Details available if requested.