

CITY OF NOME FY25 – Q1 REPORT

Managed Services Transition

Starting in June, we began the process of removing all LMJ managed services processes and installing AngelCom's monitoring/assistance programs. We ran into some difficulty with this transition, as many machines were unable to be located/offline. The City list of in-service machines has been updated to reflect who the current users are, as well as their general location for future management. As of 07/06/24 all machines have completed the update process and are under AngelCom control. ProofPoint control has also been transferred from LMJ to AngelCom.

City Hall Move

Since I was brought on at the start of June, I have been working with Bill and AngelCom to configure temporary workstations for City employees to make the move as smooth as possible. I have also been working with the City Clerk to prepare the Foster room for future Council Meetings. As of July 3, we began moving employees over to the Richard Foster Building, there were a few technical issues but were resolved same day. On July 8, the remaining employees were moved to the Public Safety building, with no issues. As of July 10th all employees have successfully completed the move and are fully back in service. Two additional work stations have been set up on September 13th, at the Library for Finance's Nickie and Peter who are in town for two weeks.

ArticCom Radio Project

In June, we began the implementation of the new radio project. A new pole was erected in Icy View on August 12 where a new repeater was installed. ArticCom's team led by Joey Acosta flew in to install the new radio system. Derek Loung from Zetron, who is the provider of the Max Dispatch Software flew in to train Communication Officers on the new consoles. Derek also provided training to IT on troubleshooting and customizing on the Administrative backend for the Max Dispatch Software. New radios, a repeater, new consoles and portable radios have been deployed.

NPD Accreditation

I have been working with Austin Martino to ensure IT policies are compliant with Accreditation Standards. We have provided documentation of our Computer Access Forms and Internet Use Policies, as well as all of our security measures in place to protect confidential data from being exposed.

Replacement Machines

Back in April we put in an order with LMJ to purchase 6 new machines to replace aged out devices. 2 PC Desktops, and 4 laptops were ordered. There were many delays, and we did not get a hold of the machines until early August, where it was turned over to AngelCom. After AngelCom finished configuring the machines to install their management software and customized the machines to each user's needs they have been begun deployment.