



INFORMATION TECHNOLOGY/GIS
REPORT

MONTHLY

ACTIVITIES NOVEMBER

2018

During the month of November, the IT department spent a substantial amount of time working in and with Caselle. We worked with Caselle to update the databases after hours on our servers prior to training. Trainers/ implementors were on site to migrate over data and finalize the conversion to Caselle. The main focus was on Accounting and Utility Billing to get them up and running. Assignments were made to each member of the IT department to attend multiple trainings that were scheduled at the same time in two different buildings. We assisted with setting up login credentials and granting access to Caselle based on job title. While Caselle was on site there were a lot of fixes that need to be implemented. One of the major issues that we worked with Business Services with is a miss read of the Sensus meter system and the reads being reported to Caselle for billing. Caselle builds a template that is utilized to match up the reads from Sensus so that the bills can be generated. The bills were not generating correctly due to Caselle not being able to read the information generated by Sensus. Caselle was unable to figure out why it was working on some meters but not all of them. Bills needed to be generated so Julie and her staff ran the November bills through DataNow while Caselle continued to work on the issue. Upon further investigation Caselle determined Caselle was referencing the meter number but needed to reference the location code for the meters to read correctly. Julie relayed this information to Caselle and they were able to pull the reads and will be ready to run bills through Caselle next month.

The IT department received a call from the Public Works department in regard to kids vandalizing the City Hall Annex steps and the light decorations around the property. We were asked if we could install some cameras to help stop or help catch the culprits involved. With the help of the Electric department we were able to setup and install four cameras semi temporarily around the building. So far the cameras have made a difference.