



INFORMATION TECHNOLOGY/GIS MONTHLY REPORT
ACTIVITIES JANUARY 2020

During the month of January, we worked at the Library to install a new service offered to the public called Princh. This program allows patrons to print from their mobile devices and pay for the prints by credit card. This gives community members an easier means to send/purchase personal print jobs at the Library.

We worked with the Library to get the information off to the State Library for a pilot program that would report network activity to the State. The device that we should receive next month will connect to the library network which will run an assessment tool called WhoFi, a wi-fi monitoring service that gathers anonymous usage data and provides analytics. We see speed tests and WhoFi's session counts as a potentially winning combo for understanding how library networks are used and for collecting uniform data on the Public Library Survey.

Setup Active Directory Sync with Knowbe4 so we can send out more training to our users. This will allow us to always have an updated list of users especially when we have new users, they will be added to the training list automatically. We have set up a Controller/Monitoring System for our Wireless Bridges. This new controller will allow us to respond faster to issues that may arrive with our Wireless bridges that provide network connection in more remote locations in which we cannot have a physical connection. We have installed and setup System Center Configuration Manager. This application has many functions that we are still learning about. However, the 1st Phase of using this program is to first get an asset list of all our Windows Machines and then learn how to push apps to client machines. We Setup a new help desk / Remote assistance system that we will be using going forward. Our old one that we used went to a pay per device model and was too expensive.

We started a Varonis Risk Assessment with a company that specializes in keeping data secure. We will have another meeting with them in February to discuss their findings and possible cost.

Attended weekly calls for the Chase Lockbox. We've changed gears now that Caselle won't work with the lockbox. We will be using a different method moving forward as Caselle could not produce the data in a format that would work for Chase.

Meet with Sensus and Business Services to attend training and discuss tower and equipment options. We are looking at options to upgrade the first TGB tower with more powerful equipment that will allow business services to utilize turning off 10 new water meters. We are waiting on a quote to see what the cost will be.

Had a conference call with CivicPlus our web site provider to discuss CivicEngage, Web mobile app and redesign of our website. We will be eligible to upgrade our website in December. The City of Safford website now has a link to ClearGov which has enabled the City to offer greater transparency into how the City is utilizing funds to provide services.