Punta Gorda
Florida's Harborside Hometown

INFORMATION SHARING REPORT
March 9, 2020

Staff Member Anniversaries

Congratulations to John Smith (Smitty) celebrating 20 years with the City of Punta Gorda.
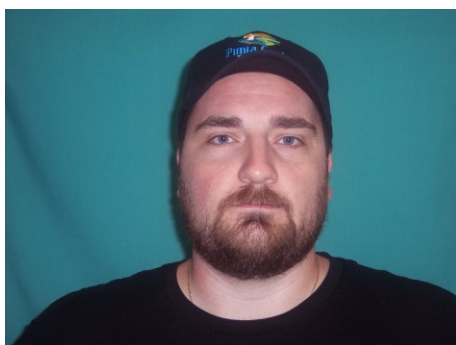
Communications Supervisor Audrey Denis received her 15 year service award and Records Specialist Carol Mohaupt received her 30 year service award at the City Council meeting this week. Congratulations and thank you for your dedicated service to this community!

Congratulations to Public Works Director Rick Keeney celebrating 40 years of service to the City of Punta Gorda

New Hire

Welcome aboard Gerald Mills, Treatment Plant Operator B, Waste Water Treatment Plant

Information Technology Updates

Training offerings

IT maintains a training tool called SkillSets Online to provide computer-based training on a wide variety of IT and Non-IT topics. To use this tool requires signing out a "Library Card" to gain access to the classes which can be used for two weeks to take any trainings. The card can then be renewed as necessary if courses take longer. This request should be sent to your supervisor who will then contact IT through a SkyNet ticket to approve the access.

The list of courses is long and covers a very wide variety of IT and Non-IT topics and can be found at https://skillsetsonline.com/online-courses . If you have interests in training on most any topic you can contact IT and we can help determine what is available through the City's access.
GIS training library is available through ESRI. If you have interests in taking online GIS trainings contact Todd Helt in IT at x3388.

In addition to these opportunities web-based training is available on Naviline through Central Square. Most classes fall under our training subscription with Central Square and have no cost associated with them. For schedules and information contact Alicia Oates at x5012.

Help Desk Tickets
FY2020
As of 3/5/2020

By Status	
Closed	974
In Progress	146
Waiting on Third Party	21
Waiting Overdue	13
Assigned	12
Waiting on Customer	11
New	1
Waiting on Inventory	1
Reopened	1
Need More Info	1
Grand Total	1181

IT Action Register

IT Projects FY2020 Action Register	Comments	Status
From FY2019		
Public Records Request Tracking		*COMPLETE*
ADA Projects	SiteImprove – CC – Text2Speech	finalizing IT Transition Plan and pricing options
Upland Work Flow	Training and projects	Vendor in process of migrating data
Finance Budget and CIP workflows	schedule Upland training	
Wireless Access points for Utilities		on hold until after R/O plant opens
Conference Room Projectors	CHA 3rd Floor Done	Procurement Conference Room under Review
Traffic Monitoring Solution	under review in PW	*COMPLETE*
Canon Scanners		*COMPLETE*
Security Awareness Training		Scheduled for June 2020
FY2020		
Replace Code Red with Everbridge		*COMPLETE*
Public Safety OSSI Upgrade		*COMPLETE*
MCT	*Visual to OSSI*	*COMPLETE*
Naviline Upgrade	HTML 5	*COMPLETE*
Upgrade Fire Department Firehouse		in progress-waiting on vendor for final quotes
Implement improvements to Virtual Desktop Initiative (VDI)		equipment and licenses in process of being ordered
Continue enterprise GIS implementation		Users group meeting monthly - progress on several apps
Upgrade of City meeting management software to Granicus		on hold until Electronic Timekeeping is well under way
Electronic Timekeeping		Started implementation planning with vendor
Public Safety OSSI Forms	May replace with OSSI Business Analysis	waiting on quote
Continue computer replacement initiative		FY2020 replacement equipment on order
Other Tasks		
Replace Symantec End Point Protection with CarbonBlack TDR		finalizing quote waiting on appropriation of funds
Replace Varonis with Metalogix		finalizing quote waiting on appropriation of funds
Support Facility Security Upgrades		Waiting for City vendor selection
Review and update IT SOPs		In progress
Intel AMT		In progress
IT Service List		
MetroE fiber from Cooper to CHA	To complete network loop [option] $$$$	extremely expensive - reviewing other alternatives