INFORMATION SHARING REPORT
August 3, 2020

Citizens Academy:

Urban Design hosted their session of the Citizens' Academy at City Hall in the City Council Chambers. The session covered a variety of topics related to Building, Zoning and Code Compliance within the City. This session was part of an eight-week program designed to provide and interactive forum where one can learn first-hand how the local government is structured, managed, and operated.

Public Works hosted their session of 2020 Citizens Academy at Cooper Street campus. Director Rick Kenney gave a brief description of Departments functions and various roles of each division. Participants were given a tour of the Public Works Campus along with demonstrations by Engineering, Right-of-way, Sanitation and Canal Maintenance. Engineering showed off their new GPS device. Right-of-way showed participants how the vactor truck operates, how to fill a pot hole and how a stop bar is installed. Sanitation emptied a dumpster and answered questions regarding trash removal. Canal Maintenance showed participants how a seawall panel is made and displayed the machine used in resident's yards.

The Citizens Academy has successfully completed its tenth consecutive session. The 2020 Session had 35 participants. All of which were very interested and interacted with the different departments during each session. A majority of the participants indicated they now have a much better understanding of how city government works and a greater appreciation for the people who make it work!

Congratulations
Citizen's Academy
Graduates of 2020!

IT Items:

1. Regular Maintenance Window
    a. IT will be setting aside the 2nd Saturday of each month from 6am – 4pm as a regular maintenance window. Any work on IT systems that would require downtime or service interruption will be scheduled for this day whenever possible. Notices will be posted in SkyNet if something is schedule for a maintenance window.

2. System Reboot Policy
    a. IT will be automatically rebooting (during off hours) any computer that has not been properly rebooted for a period of 7 days. This will happen without notice to the user of the computer during a time that it is not in use. This ensures that any updates or security fixes are implemented in a timely manner and it will improve the computers performance.

3. Teleworking
    a. To track going out and returning from teleworking it will be necessary for a Supervisor to put a ticket into SkyNet with attached forms showing HR approval. It will take IT a minimum of 48 hours to prepare equipment so please a lot for that time when planning telework. Likewise, a ticket should be entered when the employee returns to work.
    b. This is intended for employees that are going to be teleworking for more than 2 days.
    c. The ticket should indicate if the employee is taking City equipment out with them, if they are using their home computer, or if they need to have equipment assigned to them in order to telework. IT will update the ticket with the asset numbers of equipment used.   A completed IT Telework Addendum should be attached to the ticket.
    d. If the teleworking employee was given equipment by IT that does not belong to the department a form signed by Supervisor should be attached to the ticket acknowledging what equipment was take or returned.

4. After Hours Support
    a. To reach IT after hours, call:
        i. Alicia Oates - CAD/RMS/Naviline/General Support
            (941)628-0157 (Cell)
            (941)575-5012 (City phone – Forwarded)

        ii. Doug Joherl - Network/User Access/ Email/Security/Shared Drives/General Support
            (941)628-0848 (Cell)
            (941)575-3355 (City Phone – Forwarded)

-   Please put a ticket into the SkyNet system prior to calling (if possible) so that they have a ticket number to refer to.
-   After hours calls should be limited to issues that interfere with the ability to work. All other issues should be entered on a ticket that will be addressed next business day.
-   Calls that do not receive an immediate answer should be returned by IT within 2 hours. If not, please call again.