

INFORMATION SHARING REPORT December 14, 2020

Santa's Elves at Work:

The 5th Annual Foster Children's Christmas Luncheon hosted by Punta Gorda Police Officer Joe Angelini took place at the First United Methodist Church. Mayor Matthews, Vice-Mayor Carey, Councilmember Prafke and Councilmember Cummings joined Santa and volunteers from the First United Methodist Church and the Children's Network of Southwest Florida in helping make the holidays a little brighter for the children in foster care.



Service Awards:

Thank you for 5 years of service to the City of Punta Gorda Sammy Sorrentino and Mike Robinson. Your dedication to the residents of Punta Gorda makes a positive impact on the City.



Interesting Tidbits (IT) Tips: One Identity Password Manager-Reminder!

If you have not registered for One Identity Password Manager follow this link using your current log in password – [Password Manager](#).

Once you have registered your account, you will be able to use this software to:

- Receive an email notification before your password is set to expire
You will receive a reminder 12 days prior to your password expiring
 1. Open the Self-Service site home page
 2. Enter your network username (not email address)
 3. Select the Manage My Passwords task
 4. Follow the instructions in the wizard
- Update your network password
- Reset forgotten password when away from the office on extended absence
- Unlock your locked out account
- Your AS400 (Naviline) and network passwords should sync when changed

Only register city issued mobile devices – Personal wireless devices should not be registered. If you are experiencing difficulties registering for the first time, please contact the Information Technology Help Desk at ext.3333

SkyNet System

Although the IT Help Desk team enjoys speaking with our co-workers, the fastest and most convenient way to get assistance from IT is using our SkyNet Service Desk. This allows you to submit your request for assistance into the SkyNet system. Once your concern is entered a ticket is generated that allows both you and IT staff to view updates about the status of your ticket. Keep in mind that if you receive an email asking you for more information to complete the process you need to go back into SkyNet Service Desk and add the information to the ticket. Also, many common problems and questions have detailed instructions available in the Knowledge base section of SkyNet. Announcements regarding outages and upgrades to City systems are also located in SkyNet. The quick reference guide below shows how easy it is to use the SkyNet Help Desk Ticketing System.

Skynet Quick Reference Guide

(A) SKYNET - The city's Information Technology ticketing system used to report technology issues.

- Link to Skynet Ticketing System – <http://Skynet.mis.gov>

(B) My Devices - List of all devices assigned to you.

(C) Knowledge Base - IT related documents/Learning

(D) NEED HELP? Report it! - Click to open and report your issue to the IT Help Desk. Always provide details around your issues and screen shots if available. Below you will find the list of your open tickets and with the current status. You can easily access any of your pending tickets from here and respond with additional information.

Outages – Refer to Announcements for current known outages.

Information Technology Help Desk Contact Number – Ext 3333
Hours of Operation – 7:30 am – 4:30 pm

The screenshot shows the SkyNet Service Desk interface. At the top, there is a navigation bar with 'Home', 'My Devices', 'Service Desk', and 'Knowledge Base'. A 'Quick Actions' section contains a 'Need Help? Report It' button. Below this is a 'TICKETS' section with a table of open tickets. A 'Knowledge Base' section is also visible. On the right side, there are 'Announcements' and 'Helpful Links'. Callouts A, B, C, and D are placed on the interface to correspond to the guide. Arrows point from the text 'Outages', 'Your Open Tickets', and 'Learn' to their respective locations on the screenshot.

Number	Title	Status
TICK9100	Spraying Tool for Risk Review	Closed
TICK9106	Scanner Won't Launch	Closed
TICK9102	Mobile Device Requirements	Closed
TICK9101	Mobile Device Requirements	Closed
TICK9100	Mobile Device Requirements	Closed