

INFORMATION SHARING REPORT

April 5, 2021

Welcome:

Jeffrey Grady is the newest Dispatcher to join the City of Punta Gorda family!



Way to Go:

Michala Auton shared the following, “I would like to say a huge thank you to Al and Doc for retrieving my phone from a storm drain Friday Morning! After being completely submerged in water all night it’s still works!! It’s good to know that there are still good people in this world!! THANK YOU GUYS SO MUCH!!” Thank you Al and Doc for all you do to make the City of Punta Gorda a great place to live, work and visit!

Celebrate:

The City Clerk’s Office celebrated and thanked Perri Turner for her 20 years of service with the City. Cake and flowers were in order for this special occasion. Perri is an invaluable and highly thought of member of our team and is a great asset to the City. Congratulations Perri!



Public Works congratulates William Jones Jr., with Parks and Grounds division on celebrating your 25 year service anniversary with the City of Punta Gorda. Your contribution to the City is greatly appreciated and your dedication to the residents makes a positive impact on the City!



I.T. Tidbits:

SKYNET – End Users Self-help Tools

KNOWLEDGE BASE (KB) - The Knowledge Base is an ever-growing IT tool.

Within our Skynet ticketing system, users have the option to utilize the self-help Knowledge Base articles to resolve issues. Here employees can locate self-help articles, and solutions to frequently encountered issues. The Knowledge Base should be the first place to look for a way to resolve self-help issues you may encounter.

Use the Knowledge Base search bar to locate existing articles. Use a KEY search word related to your issue, such as “scanner”. The article will populate a list of associated articles if the article exists. IT is actively working on continually improving this self-help tool for employees.

Log onto Skynet <https://k1000.mis.gov/>

Enter your search>Press enter>

Knowledge Base

Scanner

Knowledge Base > Knowledge Base Articles

Knowledge Base Articles

ID	Title	Category	Platform
KB:00331	Unable to use scanner	Scanner	Optiview

If you are looking for something specific and unable to locate it, please submit a Skynet ticket with your request.