



INFORMATION TECHNOLOGY

Finance and Debt Committee

May 26, 2022

Introductions

Anne Bennett – Director of IT

Jenny Jaqua – Customer Service Commissioner

Matt Mackowiak – End User Support Manager

Guest:

Jason McCoy – End User Support Supervisor

Agenda

- Report Summary Highlights
 - PC Replacements (Matt)
 - End User Support Supervisor (Matt/Jason)
 - Intern Program (Matt)
 - IT Project Manager (Anne)
 - Questions on Report (Anne)
- Engage Toledo Metrics
 - Metrics to date (Jenny)

PC Replacement Program Update



Phase 1 Replacement Plan (Recap from November 2021)

PC Replacement

- Replace Windows 7 computers
- Replace Windows 10 computers that are older than 5 years
- Windows 7 Devices to be replaced: 195
- Windows 10: 5 Years and older to be replaced: 661

Phase 1 Replacement Plan (Current)

PC Replacement

- Replace Windows 7 computers – Approximately 108 remaining in environment
- IT ordered 200 computers (150 laptops/50 desktops to replace remaining Windows 7 computers)
- Laptops arrived Monday, May 23, 2022 in IT.
- Will utilize IT staff and Summer interns to assist in imaging and deploying computers to eliminate Windows 7 from COT environment.
- Departments with majority of these computers are Finance and Building Inspection. Departments have been contacted that these computers will be replaced first.
- Once these computers are replaced focus will shift to Windows 10 computers that are 5 years and older (Approximately 650 devices).
- This rollout should begin by end of third quarter after discussion regarding each department's computer needs for next order.

Scheduled Replacements

We must continue to improve/replace so we don't fall behind in security and reliability.

This will require funding each year. This new model of replacement allows for planning of expenses and appropriate timing from a technical perspective.

Phase 2 (2023 - 2025)

- Meet with department to discuss inventory results and plan replacements
- Each department enters into a five-year replacement cycle

Phase 3 (2026+)

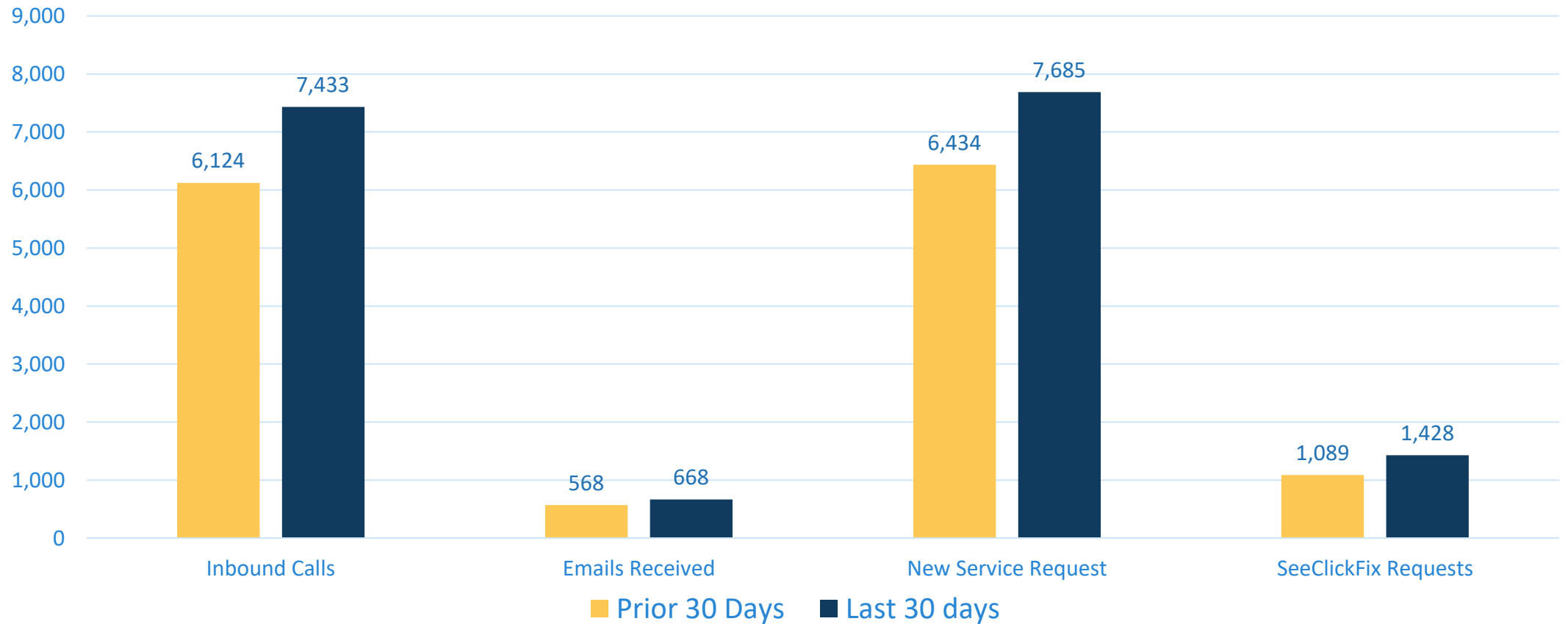
- Maintain a five-year replacement cycle

While all of this is happening, we still need to replace computers off cycle for incidents such as a bad hard drive, etc., swap out batteries and provide ancillary accessories as needed.



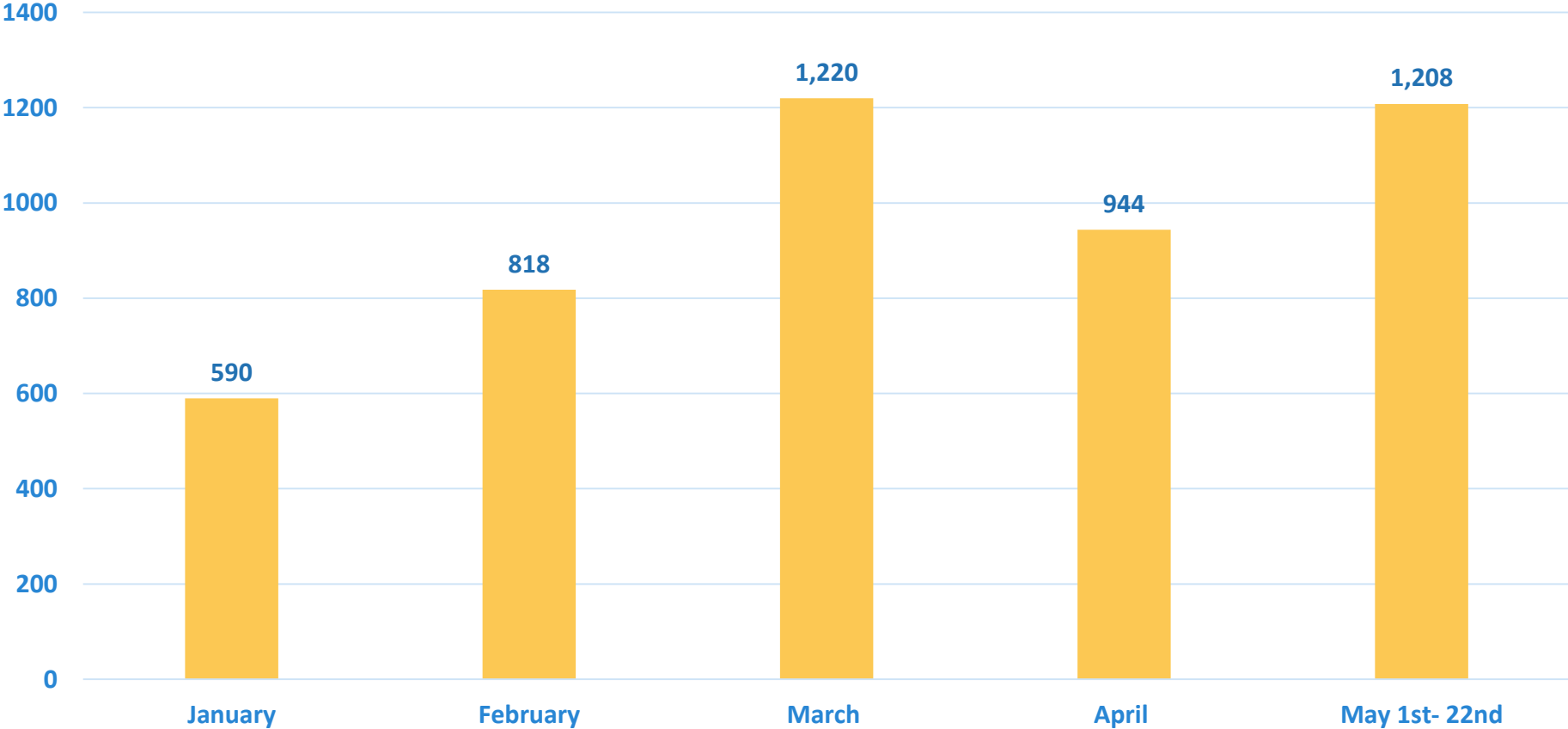
Engage Toledo Metrics

Engage Toledo Activity- Last 30 Days vs Prior 30 Days



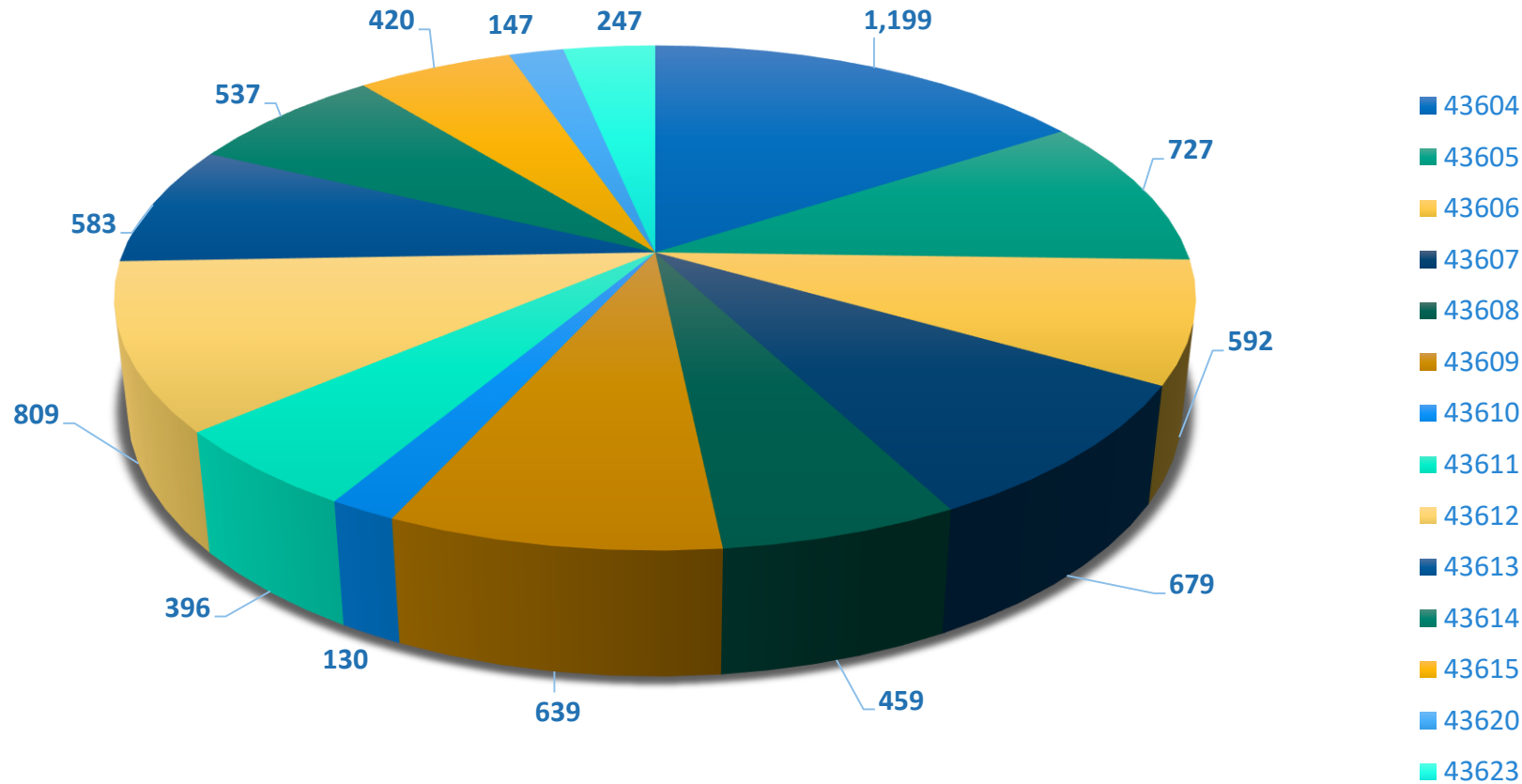
Resident Self-Reporting Requests for City Services YTD, 2022 (SeeClickFix)

Highlights



Request for City Services by Zip Code

– May, 2022

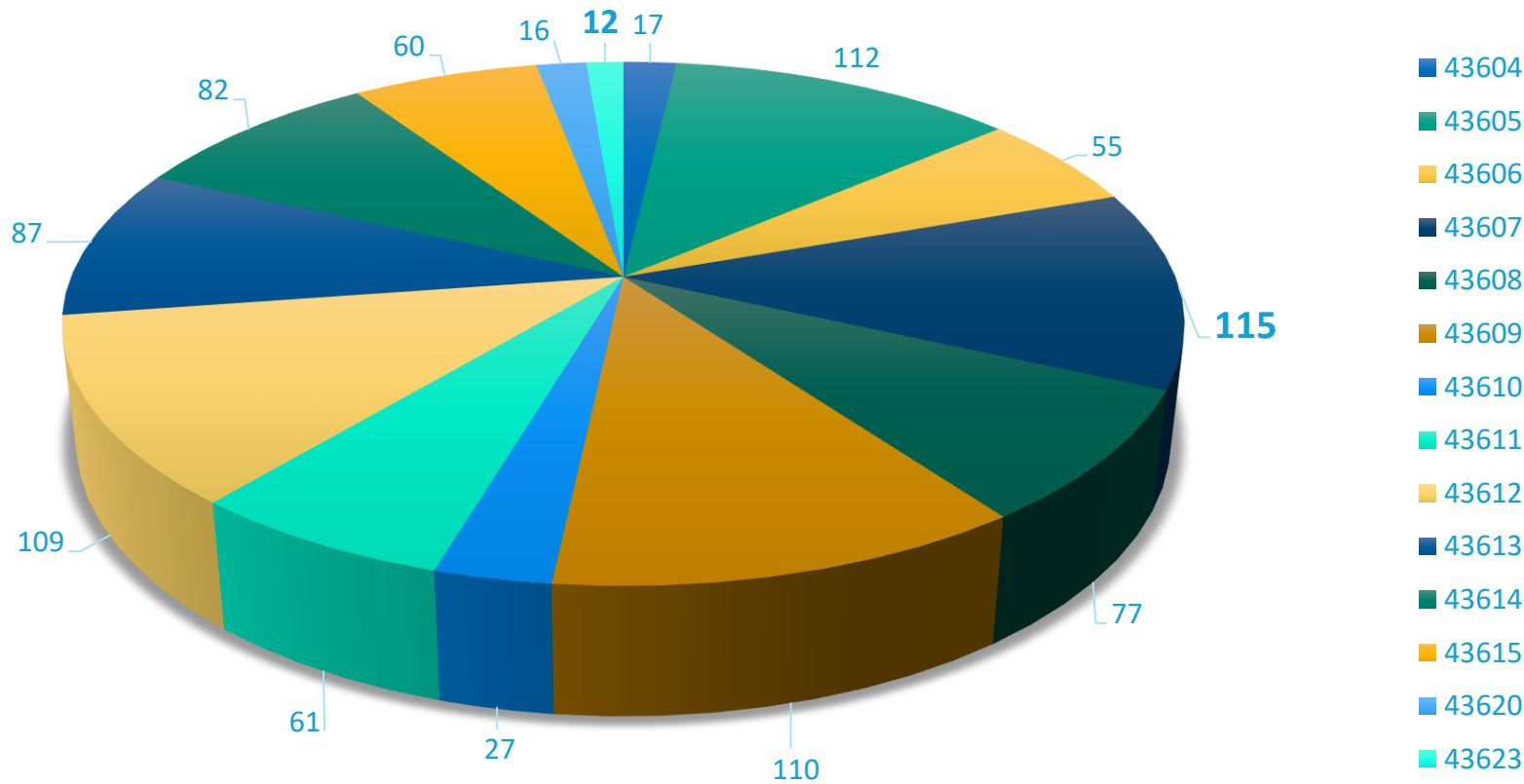


Highlights

- 1,199 new service requests were created from residents in the **43604** zip code alone (District 4)
- 130 new service requests were created from residents in the **43610** zip code (District 4)
- 940 new service requests citywide were for **High Grass Concerns**
- 784 new service requests citywide were for **Structure Concerns**
- 533 new service requests citywide were for **Street Potholes**

High Grass Concerns By Zip Code

Last 30 Days



Highlights

- **940** requests for High Grass have been entered in the last 30 days
- Of those requests, **325** have a pending work order or are on a mowing schedule
- **166** requests have been investigated by Code Compliance
- **107** requests made had already been reported or have pending orders
- The largest number of high grass concerns have come from 43607 (Council District 4) with **115** new service requests
- 43623 zip code had the lowest number of new service requests, with only **12**



Thank you.

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