Information Technology
Activity Report
1 July – 31 December 07

590 Service Requests were closed

By Department:

	Email	**Hardware**	**Network**	**New Setup**	**Phone**	**Print**	**Server**	**Software**	**Training**
Administration	7	11	4	1	1	3	9	5	1
City Clerk	2	4				1	2	5	
Eng & PW	32	31	15	7	3	10	21	23	1
Finance	4	6		1			1	2	
Fire	3	2	1				1	2	
Parks	2	3	18	1	8	3	3	6	
Library	4	2						1	1
P & Z	10	25	8	8	3		4	14	
Billing	1	7						1	
PS & EMS	6	45	7	2		4	4	9	1

By Application/Function:

	Email	**Hardware**	**Network**	**New Setup**	**Print**	**Server**	**Software**	**Updates**
ArcGIS	1	1	2	1			6	2
Blackberry Server	5	3	1	1			4	2
Exchange	12	2	1				2	4
Cityworks			2				3	2
New World			1				15	
Class							10	2
Govern	1	2	1		1	1	12	1
SCADA								
WiFi		4	6					
Phone System		25						
Security		2					4	
Misc		1						