

Task ID	Project Name	End User/ Point of Contact	Department	Category	Sub-Category	Tags	User Rank	IT Rank	RIITE	Delegate	Estimated Time	Actual Time	Add Date	Start Date	Target Date	Completed Date	Last Updated	Status	Next Step
CCIT-2022-1579	Flex Password Resets	Ashley Byerly	JCC	Flex			9	9	81	JLL	1	0	7/5/2022				7/5/2022	5 Pending	
CCIT-2022-1581	Possible Liquid Damage to Desktop	Todd Byerly	DPD	Help Desk	Assistance		5	5	25	JLL	1	0.8	7/5/2022	7/5/2022		7/7/2022	7/7/2022	6 Complete	> I powered back up the workstation and it behaved much better. I was able to determine that the keyboard was partly dead. I replaced from our stock. - JLL;
CCIT-2022-1583	Monitors On Right Hand Most Desktop Are Black	Todd Byerly	DPD	Help Desk	Hardware		5	6	30	JLL	0.5	0.4	7/5/2022	7/5/2022		7/13/2022	7/13/2022	6 Complete	> Went to replace the monitor today and it was functioning just fine. I expect a deep power cycle straightened it out. - JLL;
CCIT-2022-1596	Management Control Agreements	Alex Boespflug	JCC	Administration			6	4	24	JLL	0.5	0.5	7/7/2022	7/7/2022		7/7/2022	7/7/2022	6 Complete	> I was at Joint Comms so I gave Alex our titles. We also discussed other individuals with control agreements and where or not they needed access. - JLL;
CCIT-2022-1611	New File Share for City	JD Cox	COD	Sys Admin	Server		8	5	40	JLL	0.5	6.6	7/8/2022	7/11/2022		7/25/2022	7/25/2022	6 Complete	> Setup SharePoint and worked through that process. Made go-by for City to follow. Adjusted permissions to the site. - JLL;
CCIT-2022-1613	R Toman - Full Access to WGV	Todd Byerly	DPD	Application	WGV		5	7	35	CLC	0.5	0.4	7/7/2022			7/14/2022	7/14/2022	6 Complete	Matched R Toman access in AD to C Holler
CCIT-2022-1614	R Toman - Flex Permissions	Todd Byerly	DPD	Flex	Access		5	8	40	CLC	0.5	0.4	7/7/2022			7/14/2022	7/14/2022	6 Complete	Matched R Toman access in AD to C Holler
CCIT-2022-1615	R Toman - Key Card Access	Todd Byerly	DPD	Sys Admin	Access		5	7	35	CLC	0.5	0.2	7/7/2022			7/13/2022	7/13/2022	6 Complete	Setup up devices, pending system sync 7/13 PM
CCIT-2022-1616	A Cowardin - Key Card Access	Todd Byerly	DPD	Sys Admin	Access		5	7	35	CLC	0.5	0.2	7/7/2022			7/13/2022	7/13/2022	6 Complete	Setup up devices, pending system sync 7/13 PM
CCIT-2022-1620	Issues with Microsoft To Do Launching	JD Cox	COD	Help Desk	Assistance		4	7	28	JLL	0.5	0.2	7/12/2022	7/12/2022		7/12/2022	7/12/2022	6 Complete	
CCIT-2022-1621	Mapped Drives Not Showing On Laptop	JD Cox	COD	Help Desk	Assistance		4	7	28	JLL	0.5	0.1	7/12/2022	7/12/2022		7/12/2022	7/25/2022	6 Complete	
CCIT-2022-1631	Media Summary Report training	Todd Byerly	DPD	Administration	Reporting		10	7	70	CLC	0.5	0.67				7/13/2022	7/13/2022	6 Complete	Go over report with Todd B, and Todd M
CCIT-2022-1632	Setup new DPD user - Katy Howard	Teya Hineman	DPD	Sys Admin	User		7	6	42	CLC	2	1	7/13/2022	7/13/2022		7/14/2022	7/14/2022	6 Complete	CLC-Setup keycard access in shared space and Premisys. Setup email and AD user information. Send email to Teya.
CCIT-2022-1637	Scan email attachment	Chaz Schumacher	COD	Help Desk	Security	Scanning	7	6	42	CLC	0.2	0.3	7/13/2022			7/13/2022	7/13/2022	6 Complete	Download file and upload to VirusTotal for analysis. Clean. Inform Chaz.
CCIT-2022-1638	Apply updates and reboot DPD-COURT	Chris Caskey	COD	Sys Admin	Patch	Reboot	8	5	40	CLC	0.5	1	7/13/2022			7/14/2022	7/14/2022	6 Complete	Applied patches, rebooted, logged in to check server status.
CCIT-2022-1653	OpenFox Connection Issues	Casey Miller	JCC	Application	OpenFox		6	5	30	JLL	0.5	0.5	7/15/2022	7/15/2022		7/15/2022	7/15/2022	1 In Progress	
CCIT-2022-1654	Flex Connection Issues	Vere Cooper	JCC	Flex	Network		6	5	30	JLL	0.5	0.5	7/15/2022	7/15/2022		7/16/2022	7/25/2022	6 Complete	> Darktrace had blocked the workstation due to Domain Fluxing - JLL;
CCIT-2022-1655	Domain Fluxing	Vere Cooper	JCC	Security	Darktrace	Incident	6	5	30	JLL	1	0	7/15/2022			7/15/2022	7/15/2022	5 Pending	
CCIT-2022-1656	Access to G Schwarz Email	Justin Lane	COD	Sys Admin	Email		6	5	30	JLL	0.5	0	7/15/2022			7/15/2022	7/15/2022	5 Pending	
CCIT-2022-1657	Access to CoD ConnectWise	Justin Lane	COD	Application	ConnectWise		6	5	30	JLL	0.5	0	7/15/2022			7/15/2022	7/15/2022	5 Pending	
CCIT-2022-1658	Setup Domain Admins for CCIT	Justin Lane	COD	Sys Admin	Access		6	5	30	JLL	0.5	0.3	7/15/2022	7/25/2022		7/25/2022	7/25/2022	6 Complete	> Setup users for Chris and I and assigned them to Domain and Enterprise Admins - JLL;
CCIT-2022-1659	Setup VCSA Users for CCIT	Justin Lane	COD	Sys Admin	Access		6	5	30	JLL	0.5	0	7/15/2022			7/15/2022	7/15/2022	5 Pending	
CCIT-2022-1660	COD Domain Not Syncing	Justin Lane	COD	Sys Admin	Domain		6	5	30	JLL	2	0	7/15/2022	7/15/2022		7/15/2022	7/15/2022	1 In Progress	
CCIT-2022-1667	Access to H Drive in Sergeant's Office	Rudy Toman	DPD	Help Desk	Assistance		5	8	40	JLL	0.5	0.8	7/15/2022	7/26/2022		7/26/2022	7/26/2022	6 Complete	> Mapped the H drive for Rudy - JLL;
CCIT-2022-1668	Setup COD-DC3 at JJC	Justin Lane	COD	Sys Admin	Servers		8	7	56	JLL	1	1.1	7/15/2022	7/15/2022		7/25/2022	7/25/2022	6 Complete	> Setup new server at JJC and promoted to DC. Verified that it can replicate to COD-DC1 - JLL;
CCIT-2022-1669	Strip DPD video, add logo and move to USB jumpdrive	Todd Byerly	DPD	Help Desk	Video		6	5	30	CLC	2	2	7/11/2022			7/15/2022	7/15/2022	6 Complete	Find video, render with DPD patch logo, render, copy to jump drive for Chief Byerly, deliver.
CCIT-2022-1672	Install updates and reboot DPD-FILE	Chris Caskey	DPD	Sys Admin	Server	Patching	9	9	81	CLC	1	1.5	7/15/2022			7/15/2022	7/18/2022	6 Complete	Installed updates, rebooted, installed additional updates. Verify server functional. Good.
CCIT-2022-1682	VPN access for City remote work	Mary Nicol	COD	Sys Admin	Remote	Access	8	7	56	CLC	2	1.2	7/18/2022	7/18/2022		7/18/2022	7/18/2022	1 In Progress	Start conversation about who and what needs accessed remotely.
CCIT-2022-1683	Reboot COD-APP	Mary Nicol	COD	Sys Admin	Server	Reboot, Updates	8	7	56	CLC	1	1.5	7/18/2022			7/18/2022	7/18/2022	6 Complete	Mary to install updates and inform us when they are done for reboot outside core hours.
CCIT-2022-1693	Setup temp admin access for J.D. to install software on tablet	JD Cox	COD	Sys Admin	Access	User	8	7	56	CLC	0.2	0.2	7/19/2022			7/19/2022	7/19/2022	6 Complete	Setup new Admin user to expire EOD. Send encrypted email with information.
CCIT-2022-1695	MDT for R Nixon	Todd Matthews	DPD	Help Desk	Setup	MDT	5	7	35	JLL	0.5	0.4	7/19/2022	7/19/2022		7/19/2022	7/19/2022	6 Complete	> Setup a tablet for Roy. Updated digiTicket. - JLL;
CCIT-2022-1696	Phone for R Nixon	Teya Hineman	DPD	Help Desk	Setup	Phone	5	7	35	JLL	0.5	0.4	7/19/2022	7/19/2022		7/19/2022	7/19/2022	6 Complete	> Installed Duo on the phone and linked to Roy's account - JLL;
CCIT-2022-1702	Reset Local account password on GIS Server	Chris Caskey	JCC	Help Desk	User	Password	7	6	42	CLC	0.2	0.2				7/20/2022	7/20/2022	6 Complete	Reset password for Motorola SDS local user account on GIS Server
CCIT-2022-1706	Fax Machine Not Receiving	Ashley Byerly	JCC	Help Desk	Fax		10	9	90	JLL	1	0	7/20/2022	7/20/2022		7/20/2022	7/20/2022	1 In Progress	
CCIT-2022-1710	Software Installation help	JD Cox	COD	Help Desk	Software	installation	7	6	42	CLC	0.2	0.25	7/21/2022			7/21/2022	7/21/2022	6 Complete	Walked through UAC elevation required for installation.
CCIT-2022-1711	Create new user for City Attorney usage	JD Cox	COD	Sys Admin	User		7	6	42	CLC	0.5	0.5	7/21/2022			7/21/2022	7/21/2022	6 Complete	Created user, set user for sharepoint access, create forward for new account.
CCIT-2022-1712	Add user to Sharepoint site	JD Cox	COD	Sys Admin	Email	user	8	7	56	CLC	0.25	0.25	7/21/2022			7/21/2022	7/21/2022	6 Complete	Added user and emailed instructions.
CCIT-2022-1716	Change new city attorney email address	JD Cox	COD	Help Desk	Email		7	6	42	CLC	0.1	0.1	7/22/2022			7/22/2022	7/22/2022	6 Complete	
CCIT-2022-1720	Email Password Reset	Vere Cooper	JCC	Help Desk	Email		6	5	30	JLL	0.5	0	7/22/2022			7/22/2022	7/22/2022	5 Pending	
CCIT-2022-1723	Unit 223 Printer Issues	Rudy Toman	DPD	Help Desk	Printer		8	8	64	JLL	0.5	0	7/22/2022			7/22/2022	7/22/2022	5 Pending	
CCIT-2022-1724	Phone Number of Other Cell Phone	Teya Hineman	DPD	Help Desk	Assistance		4	7	28	JLL	0.5	0.2	7/22/2022	7/22/2022		7/22/2022	7/25/2022	6 Complete	> Collected the cell phone number and delivered to Teya - JLL;
CCIT-2022-1737	Troubleshoot WAN Connectivity between DPD and COD	Justin Lane	COD	Network Admin			8	8	64	JLL	1	2.67	7/25/2022	7/25/2022		7/25/2022	7/25/2022	6 Complete	> I discovered while trying to setup COD-DC3 at the Justice Center that the Justice Center could not reach City Hall. After investigating this I found that it is an ARP issue on the JJC core switch stack. The core stack is unable to complete ARP entries for the City Hall WWAN gateway of 10.0.1.5. I tried manually setting the ARP entry for 10.0.1.5 to the correct value and was still unable to reach from JJC to City Hall. I was able to get connectivity by updating the routing for 172.30.101.0/24 to point to 10.0.1.1 (Courtthouse) instead of 10.0.1.5 (City Hall). - JLL;
CCIT-2022-1738	COWS service errors	Mary Nicol	COD	Sys Admin	Server	Reboot	8	8	64	CLC	0.5	0.25	7/25/2022			7/25/2022	7/25/2022	6 Complete	Reset COWS service. Test connection. Mary emailed back stating server was working again.
CCIT-2022-1745	Check Katie Howard OAuth Grant	Justin Lane	DPD	Security	Review		9	9	81	JLL	0.5	0.3	7/26/2022	7/26/2022		7/27/2022	7/27/2022	6 Complete	> Determined that this was Katie granting access to email from a mail app - JLL;
CCIT-2022-1747	Meet with Clara and Chaz about email licensing	Clara Chaffin	COD	Administration	Meeting	Licensing, Email	8	5	40	CLC	0.5	0.75	7/26/2022			7/26/2022	7/26/2022	6 Complete	Meet and discuss email/O365 license options, equipment for Chaz
CCIT-2022-1748	Setup up "Student" account for Clara and Chaz	Clara Chaffin	COD	Sys Admin	Email	User account	6	8	48	CLC	0.2	0.2	7/26/2022			7/26/2022	7/26/2022	6 Complete	Setup delegation for both users to student account.
CCIT-2022-1749	Investigate pricing for City	Clara Chaffin	COD	Administration	Purchasing		6	7	42	CLC	0.5	0.5	7/26/2022			7/26/2022	7/26/2022	6 Complete	Find pricing for laptop/surface pro/keyboards. Forward to Clara, Chaz, and Mary
CCIT-2022-1761	Investigate possibility of voicemail to email for City IPO	JD Cox	COD	Sys Admin	Phones	system	8	4	32	CLC	4	0.2	7/27/2022	7/27/2022		7/27/2022	7/27/2022	1 In Progress	
CCIT-2022-1763	Reset Vere's Email Password	Ashley Byerly	JCC	Help Desk	Email		6	5	30	JLL	0.5	0.2	7/27/2022	7/27/2022		7/29/2022	7/29/2022	6 Complete	
CCIT-2022-1766	COWS service errors	Mary Nicol	COD	Sys Admin	Server	services	9	9	81	CLC	0.2	0.2	7/28/2022			7/28/2022	7/28/2022	6 Complete	Could not connect to COD-APP. Bigger issue with Host 2. Once resolved, logged in and restarted COWS service. Email Mary
CCIT-2022-1767	vSphere host issues	Chris Caskey	COD	Sys Admin	Server		9	9	81	CCIT	1.5	1.5	7/28/2022			7/28/2022	7/28/2022	6 Complete	cod.host-2 issues. Call Justin in to help troubleshoot. Hard reboot host-2. vMotion COD-APP to host-2.
CCIT-2022-1768	Surface can't connect to J.(Planning) drive	Clara Chaffin	COD	Help Desk	File Server	connection	6	5	30	CLC	0.2	0.2	7/28/2022			7/28/2022	7/28/2022	6 Complete	Larger issues with hosts. Hard reboot COD-FILES after hosts both back up and running. Asked Clara ro reboot Surface and check connection.
CCIT-2022-1772	Assist With R Nixon Accessing Tablet	Luca Dowd	DPD	Help Desk	Assistance	Callout	5	8	40	JLL	0.5	0.5	7/22/2022	7/22/2022		7/29/2022	7/29/2022	6 Complete	> Assisted Luca and Roy with getting Roy signed into his tablet in his vehicle - JLL;
CCIT-2022-1773	Help with digiTicket Not Having Tickets	Roy Nixon	DPD	Application	digiTicket		7	8	56	JLL	0.5	0.4	7/25/2022	7/25/2022		7/25/2022	7/29/2022	6 Complete	> Helped Roy gain access to digiTicket web interface and assign more tickets for tablet - JLL;
CCIT-2022-1774	SharePoint Sync Not Working As Intended	Clara Chaffin	COD	Sys Admin	SharePoint		8	8	64	CCIT	4	3.5	7/29/2022	7/29/2022		7/29/2022	7/29/2022	6 Complete	Clara reported issues with a second device using SharePoint sync with OneDrive did not work. Files would open in read-only mode in Excel. Deleted files would reappear a few minutes after deletion. Chris researched the issue and found that it is a known issue with OneDrive and SharePoint sync. Chris and Justin discussed it this morning and found that sync is not required. Excel can open files from SharePoint directly with the correct account logged into the Office application. We are going to advise that sync only be used with a user's main workstation. Mobile devices should access via Sites in the open file workflow or via the web page
CCIT-2022-1775	NIBRS Permissions for DPD	Todd Matthews	DPD	Flex	Permissions		8	9	72	JLL	1	0	7/29/2022			7/29/2022	7/29/2022	5 Pending	
CCIT-2022-1776	Chief Fleton Access Card to DPD	Todd Byerly	DPD	Sys Admin	PremiSys		5	6	30	JLL	0.5	0	7/29/2022			7/29/2022	7/29/2022	5 Pending	
CCIT-2022-1777	New Staff - Havana Cortez	Ashley Byerly	JCC	Help Desk	Setup		5	7	35	JLL	1	0	7/29/2022			7/29/2022	7/29/2022	5 Pending	