

Task ID	Project Name	End User/ Point of Contact	Department	Category	Sub- Category	Tags	User Rank	IT Rank	RIITE	RIITE + AGE	Delegate	External Ticket	Estimated Time	Actual Time	Add Date	Start Date	Target Date	Completed Date	Last Updated	Status	Next Step
CCIT-2022-2338	FullCourt citation integration	Todd Matthews	DPD	Administration	Software	Integration	6	5	30	30	CLC		1	1	10/3/2022			10/3/2022	10/3/2022	6 Complete	Talk with Letabeth and Chief about email from vendor. Inform of next steps needed to proceed. Download software. Install on 4 position computers in dispatch. Test under user context.
CCIT-2022-2341	Install PowerPhone	Ashley Byerly	JCC	Help Desk	Software	Installation	8	8	64	64	CLC		1	1	10/3/2022			10/3/2022	10/3/2022	6 Complete	
CCIT-2022-2342	Research Veeam licensing upgrades for City	Mary Nicol	COD	Administration	Software		6	5	30	30	CLC		0.5	0.5	10/3/2022			10/3/2022	10/3/2022	6 Complete	Continue research for City. Find information and send Mary part numbers to get quote from CDW-G.
CCIT-2022-2353	Problems Getting into NICE	Ashley Byerly	JCC	Application	NICE		8	7	56	111.5	JLL		1	0	10/4/2022			10/4/2022	10/4/2022	5 Pending	
CCIT-2022-2354	Setup 'Projects' SharePoint	JD Cox	COD	Sys Admin	SharePoint		8	4	32	32	JLL		1	0.3	10/4/2022	10/5/2022		10/5/2022	10/5/2022	6 Complete	> Created the "Projects" SharePoint and gave Directors access - JLL;
CCIT-2022-2358	Setup Supervisor Office Phone	Alex Boespflug	JCC	Sys Admin	Phones		10	6	60	60	JLL		1	0.8	10/4/2022	10/4/2022		10/4/2022	10/4/2022	6 Complete	> Setup a phone (1202 from the IT closet in SO) for the supervisors to use. The extension is 1066 and the DID is 307-624-1066. - JLL;
CCIT-2022-2359	Reboot Fuel Master	Mary Nicol	COD	Sys Admin	Server	Reboot	6	5	30	29.5	JLL		0.5	0	10/4/2022			10/5/2022	10/5/2022	9 Canceled	
CCIT-2022-2361	NAWAS Phone Has Loud "Dial-Tone" When On Hook	Justin Lane	JCC	Help Desk	NAWAS		9	7	63	118.5	JLL		0.5	0	10/4/2022			10/4/2022	10/4/2022	5 Pending	
CCIT-2022-2365	Workstation BSOD in Shop	Bob	COD	Help Desk	Hardware		6	5	30	30	JLL		2	2	10/4/2022	10/5/2022		11/10/2022	11/10/2022	6 Complete	
CCIT-2022-2366	Amber Warning Light On Hard Drive	Justin Lane	JCC	Sys Admin	Server		6	5	30	30	JLL		2	0.5	10/4/2022	10/5/2022		11/10/2022	11/10/2022	6 Complete	
CCIT-2022-2369	Tablet Recommendation For Meters	John Stearns	COD	Administration	Procurement		8	4	32	77	JLL		0.5	0	10/5/2022			10/5/2022	10/5/2022	5 Pending	
CCIT-2022-2370	Assistance removing memeber from Press group	Todd Byerly	DPD	Sys Admin	Email	Microsoft 365 group	6	5	30	30	CLC		0.1	0.1	10/5/2022			10/5/2022	10/5/2022	6 Complete	Removed requested member from group.
CCIT-2022-2373	Locked Out Of Flex	Racheal Johnson	JCC	Flex	Access		5	9	45	45	JLL		0.5	0.2	10/5/2022	10/5/2022		10/5/2022	10/5/2022	6 Complete	> Racheal was able to log in after a reboot. Her account was not locked - JLL;
CCIT-2022-2374	Locked Out Of Flex	Ryan Russel	JCC	Flex	Access		5	9	45	45	JLL		0.5	0.1	10/5/2022	10/5/2022		10/5/2022	10/5/2022	6 Complete	> Account locked after a AD password change. Logged into Flex and unlocked Ryan's account - JLL;
CCIT-2022-2379	Setup SharePoint For JCC	Alex Boespflug	JCC	Sys Admin	SharePoint		5	4	20	63.75	JLL		0.5	0	10/6/2022			10/6/2022	10/6/2022	5 Pending	
CCIT-2022-2380	Reset Office 365 Password	Shelby Leman	JCC	Help Desk	SaaS		10	8	80	80	JLL		0.3	0.1	10/6/2022			10/6/2022	10/6/2022	6 Complete	> Reset S Leman's password to the standard password - JLL;
CCIT-2022-2383	Check COD Domain Registration with VCN	Justin Lane	COD	Administration	Web Site		10	9	90	90	JLL		0.5	0.3	10/6/2022	10/6/2022		10/6/2022	10/6/2022	6 Complete	> Chris & I determined that the domain is good until 2030! - JLL;
CCIT-2022-2384	Cleanup Email Licensing	Chris Caskey	COD	Sys Admin	Email		9	7	63	115.5	CLC		1	0	10/6/2022			10/6/2022	10/6/2022	5 Pending	
CCIT-2022-2388	COD Computer Inventory	Chris Caskey	COD	Administration	Inventory		7	4	28	71.75	JLL		6	2.5	10/6/2022	10/6/2022		10/6/2022	10/6/2022	1 In Progress	> Collected information from public works this afternoon - 2022-10-06 - JLL;
CCIT-2022-2391	Computer Crashed	Teya Hineman	DPD	Help Desk	Hardware		9	9	81	81	CCIT		2	0.5	10/7/2022	10/7/2022		11/2/2022	11/2/2022	6 Complete	Check system logs, CPU appears to be failing. Ask Teya to move printer off of tower. -Justin and I inserted the new CPU, got the old one shipped out. CMA
CCIT-2022-2392	Create PW Shop SaaS Account	Chris Caskey	COD	Sys Admin	SaaS		6	8	48	48	JLL		0.5	0.5	10/7/2022			11/10/2022	11/10/2022	6 Complete	
CCIT-2022-2393	Create PW Shop AD Account	Chris Caskey	COD	Sys Admin	AD		6	8	48	48	JLL		0.5	0.5	10/7/2022			11/10/2022	11/10/2022	6 Complete	
CCIT-2022-2394	Map H Drive On Tablet	Todd Byerly	DPD	Help Desk	Assistance		5	7	35	77.5	JLL		0.5	0	10/7/2022			10/7/2022	10/7/2022	5 Pending	
CCIT-2022-2395	Correct Vehicle Maintenance Record	Janice Crays	CCSO	Flex	Correction		5	9	45	87.5	JLL		0.5	0	10/7/2022			10/7/2022	10/7/2022	5 Pending	
CCIT-2022-2396	Fix JCC Supervisor Phone Call Plan and SIP ID	Alex Boespflug	JCC	Sys Admin	Phones		10	7	70	121	JLL		0.5	0	10/7/2022			10/7/2022	10/7/2022	5 Pending	
CCIT-2022-2397	Keyboards for Water Treatment	Josh Oberlander	COD	Help Desk	Assistance		7	6	42	84.5	CLC		1	0	10/7/2022			10/7/2022	10/7/2022	5 Pending	
CCIT-2022-2398	Printer for Water Treatment	Josh Oberlander	COD	Help Desk	Printer		7	6	42	84.5	CLC		1	0	10/7/2022			10/7/2022	10/7/2022	5 Pending	
CCIT-2022-2399	MHCC/VCN Onsite @ JJC	Justin Lane	JCC	Administration	Meeting		8	4	32	32	JLL		0.5	1	10/7/2022		10/13/2022	10/18/2022	10/18/2022	6 Complete	
CCIT-2022-2411	Investigate outside lighting schedule	Jared Sanders	JCC	Sys Admin	IoT	Lighting	6	5	30	30	CLC		0.1	0.1	10/10/2022			10/10/2022	10/10/2022	6 Complete	Concern that schedule wasn't working. Check profiles, inform Jared that 45 min before sunset till 45 min after sunrise was schedule. Verify on Sensorview
CCIT-2022-2434	Setup New Durango In WGV	Teya Hineman	DPD	Application	WGV		8	7	56	99.5	JLL		1	0	10/12/2022	10/12/2022		10/12/2022	10/12/2022	1 In Progress	
CCIT-2022-2435	Change Primary Email to Shelby Leman	Shelby Leman	JCC	Sys Admin	Email		10	4	40	40	JLL		0.5	0.2	10/12/2022	10/12/2022		11/10/2022	11/10/2022	6 Complete	> Changed Shelby's login and primary email to shelby.leman@ccjcc.us. - JLL;
CCIT-2022-2457	Add members to Projects SharePoint	JD Cox	COD	Sys Admin	SharePoint	Members	6	5	30	30	CLC		0.5	0.5	10/14/2022			10/14/2022	10/14/2022	6 Complete	Added requested list to Projects Group for access to SharePoint site.
CCIT-2022-2458	Add monitor to war room	Mary Nicol	COD	Help Desk	Hardware	Installation	6	5	30	30	CLC		0.5	1	10/14/2022			10/14/2022	10/14/2022	6 Complete	Install monitor, DP, HDMI, and miniDP to HDMI adapter. Verify operation with JD's Surface tablet.
CCIT-2022-2470	COD Directors Meeting	Chris Caskey	COD	Administration	Meeting		6	5	30	30	CLC		1.5	1.5	10/18/2022			10/17/2022	10/18/2022	6 Complete	External entities asked to meet.
CCIT-2022-2471	Map COMDOC drive	Clara Chaffin	COD	Sys Admin	File share	drive	6	5	30	30	CLC		0.1	0.1	10/18/2022			10/17/2022	10/18/2022	6 Complete	Map COMDOC drive to i: for Clara
CCIT-2022-2472	Add AD user to local admins	Clara Chaffin	COD	Sys Admin	User	access	6	5	30	30	CLC		0.1	0.1	10/18/2022			10/17/2022	10/18/2022	6 Complete	Add Clara to local admin group on her tablet
CCIT-2022-2473	Move files to new SSD	John Harbarger	COD	Help Desk	Hardware		8	8	64	64	CLC		2	2	10/18/2022			10/18/2022	10/18/2022	6 Complete	Found John's drive to be the make/model that have experienced 2 failures YTD. Copied files to new SSD, test, OK.
CCIT-2022-2475	Walk JHarbarger through sign in	John Harbarger	COD	Help Desk	OS	access	8	8	64	64	CLC		0.1	0.1	10/18/2022			10/18/2022	10/18/2022	6 Complete	Remind John of his user name and how to chose "Other User" to log in after I had checked machine.
CCIT-2022-2482	Can't Install TapCast	Clara Chaffin	COD	Help Desk	Software		5	7	35	35	CCIT		0.5	0.3	10/19/2022	10/19/2022		10/19/2022	10/26/2022	6 Complete	> Installed TapCast and made Clara an admin - JLL;
CCIT-2022-2497	Position 2 - InputDirector Won't Connect to ECW	Erika Herrmann	JCC	Help Desk	Software		10	8	80	80	JLL		0.5	0.1	10/24/2022	10/24/2022		10/24/2022	10/24/2022	6 Complete	
CCIT-2022-2517	Verify COD VMware Licensing	Chris Caskey	COD	Sys Admin	Data Center		8	8	64	64	JLL		0.5	0.3	10/26/2022			11/10/2022	11/10/2022	6 Complete	
CCIT-2022-2518	CJISSECPOL Review	Justin Lane	JCC	Administration	Research	CJIS	6	5	30	45	JLL		0.5	0	10/26/2022			10/26/2022	10/26/2022	5 Pending	
CCIT-2022-2527	Check DPD L Numbers In StateLink	Alex Boespflug	JCC	Flex	StateLink		8	8	64	81.5	JLL		0.5	0	10/27/2022			10/27/2022	10/27/2022	5 Pending	
CCIT-2022-2536	Install O365 applications on laptop	Chaz Schumacher	COD	Help Desk	Software	Install	6	5	30	30	CLC		0.5	0.5	10/28/2022			10/28/2022	10/28/2022	6 Complete	ask user to login to office.com. Install desktop applications.
CCIT-2022-2538	FullCourt software update	Letabeth Wagers	DPD	Sys Admin	Software	patch	8	8	64	77	CLC		2	0	10/28/2022			10/28/2022	10/28/2022	5 Pending	