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MINUTES
CITY COUNCIL CITIZEN'S FORUM
CITY COUNCIL OF THE CITY OF YUMA, ARIZONA
CITY COUNCIL CHAMBERS - YUMA CITY HALL
ONE CITY PLAZA, YUMA, ARIZONA
November 15, 2016
5:30 p.m.

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CALL TO ORDER

      Mayor Nicholls called the City Council Citizen's Forum to order at 5:31 p.m.

Councilmembers Present:	Shelton, Knight, Craft, Miller, Wright and Mayor Nicholls
Councilmembers Absent:	Thomas
Staffmembers Present:	City Administrator, Gregory K. Wilkinson
	Chief Information Officer, Jim Hamersley
	Various department heads or their representatives
	City Attorney, Steven W. Moore
	City Clerk, Lynda Bushong

I.   There were no speakers scheduled at this time.

Mayor Nicholls recessed the meeting at 5:32 p.m. and reconvened at the Information Technology Services Department on the 2nd floor of City Hall at 5:34 p.m. All those noted above were in attendance.

II.   **INFORMATION SYSTEM OVERVIEW**

Hamersley briefed City Council on the layout and responsibilities of Information Technology Services (ITS) and gave introduction to the following ITS team members who presented an overview of their specific tasks:

- **Megan Ochoa**, Service Desk Specialist, presented an overview of the Service Desk, making note of the various cameras that are monitored.
- **Anne Helland**, Senior Service Desk Specialist, went over Service Desk Management and how the work orders are received and processed.
- **Adriane Vasquez**, Senior Service Desk Specialist, informed City Council how the Service Desk keeps computers updated and monitors for virus ware throughout the City. She explained the specific monitor screens within the Service Desk area and what they represent.
- **Aza Landini**, Technical Support Assistant, spoke about how the Service Desk processes trouble calls and why cross training is necessary across the board for the Service Desk team.
- **Wes Faul**, Assistant ITS Director-Applications, provided a project overview and noted the teams involved, their caseloads, and specifics to the projects.
- **Jordan White**, Security & Compliance Analyst, presented on the security compliance video monitoring and current statistics of technology security using the recent Lake Havasu City security breach incident as an example.

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- **Brian Brady**, Geographic Information System (GIS) Administrator, informed City Council about the mapping science of the GIS Division. He noted that they support many mobile-based technologies County wide, including Computer Aided Dispatch and 911.
- **Chris Wood**, Assistant ITS Director – Infrastructure, and **Ty Cook**, Senior Systems Administrator, showed City Council the ITS Data Center, explained the current equipment and spoke about how the size of technology equipment has evolved over the years. They noted that a portion of the City's infrastructure supports the entire southwest region.

III.   ADJOURNMENT/EXECUTIVE SESSION

Mayor Nicholls adjourned the meeting at 5:57 p.m. No executive session was held.

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Lynda L. Bushong, City Clerk

APPROVED:

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Douglas J. Nicholls, Mayor