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**Posted Date:** June 6, 2018

**Solicitation No.:** RFP180300DLK

**Solicitation Name:** Information Technology Outsourcing Services

**Subject:** Addendum Number 3

The following represents clarification, additions, deletions, and/or modifications to the above referenced bid. This addendum shall hereafter be regarded as part of the solicitation. Items not referenced herein remain unchanged, including the response date. Words, phrases or sentences with a strikethrough represent deletions to the original solicitation. Underlined words and bolded, phrases or sentences represent additions to the original solicitation.

- ATTACHMENT: 3A – Information Technology Twelve-Month Service History Report**  
**3B – Information Technology List of Applications**  
**3C – Information Technology Online Availability and Response Time**

1.	Is Microsoft System Center Configuration Manager (SCCM) currently being used to deploy software? If not, how is this accomplished?
<b>Answer</b>	<b>The County uses ManageSoft.</b>
2.	Exhibit 1b – Submittal Checklist Tab, Cell 17B refers to forms 1 through 13. Based on Q&A, we are only able to identify Forms 1 through 9. Please clarify instructions or provide forms 10 through 13.
<b>Answer</b>	<b>We apologize for the confusion, please follow the list of forms as referred to in the RFP page 65. This is the list of forms to be submitted.</b>
3.	Exhibit 1b – MSA Comply Tab. The instructions ask for compliance with the RFP (not the MSA); we infer this is a typo. Please clarify.
<b>Answer</b>	<b>This is not a typo. The RFP requires that no change to the MSA will be accepted, however if there are certain conditions that you cannot agree to, please list them here.</b>
4.	But considering the questions and response interval for RFP180300DLK closes out only a week before bidder responses are due, IBM respectfully requests the response deadline be extended a two weeks (2) in order for bidders to develop the best possible solution for Lee County.

Answer	<p><b>As we stated in Addendum Two, Question 16, due to the schedule for board review and transition time, we cannot accommodate any extensions to the response.</b></p>
5.	<p>Page 38 - Section 38.2.2.4</p> <p>‘Service Provider will be responsible for the management of network-related contracts on the County’s behalf (including renewals)’</p> <p>Can you please clarify this statement? Is the county only looking for management of the contracts (e.g. when they expire, etc) or is the proposer to take over procurement of the maintenance contracts?</p>
Answer	<p><b>The incoming Service Provider is expected to take over the management of all current contracts. The incoming Service Provider will be asked to support the County in any technology-related procurements undertaken by the County.</b></p> <p><b>Note, this answer is the same for Questions 5, 6, 7, 9, 10</b></p>
6.	<p>Page 39 - Section 38.2.3.1</p> <p>‘Service Provider will be responsible for the management of server and operating system-related contracts on the County’s behalf (including renewals)’</p> <p>Can you please clarify this statement? Is the county only looking for management of the contracts (e.g. when they expire, etc) or is the proposer to take over procurement of the maintenance contracts?</p>
Answer	<p><b>The incoming Service Provider is expected to take over the management of all current contracts. The incoming Service Provider will be asked to support the County in any technology-related procurements undertaken by the County.</b></p> <p><b>Note, this answer is the same for Questions 5, 6, 7, 9, 10</b></p>
7.	<p>Page 40 - Section 38.2.4.4</p> <p>‘Service Provider will be responsible for the management of data backup-related contracts on the County’s behalf (including renewals)’</p> <p>Can you please clarify this statement? Is the county only looking for management of the contracts (e.g. when they expire, etc) or is the proposer to take over procurement of the maintenance contracts?</p>
Answer	<p><b>The incoming Service Provider is expected to take over the management of all current contracts. The incoming Service Provider will be asked to support the County in any technology-related procurements undertaken by the County.</b></p> <p><b>Note, this answer is the same for Questions 5, 6, 7, 9, 10</b></p>

8.	Page 40 Section 38.2.5 Email Services  What platform does the county use for Email?
<b>Answer</b>	<b>The County uses MS Exchange 2013.</b>

9.	Page 41 Section 38.2.5.4  ‘Service Provider will be responsible for the management of Electronic Email-related contracts on the County’s behalf (including renewals)’ Can you please clarify this statement? Is the county only looking for management of the contracts (e.g. when they expire, etc) or is the proposer to take over procurement of the maintenance contracts?
<b>Answer</b>	<b>The incoming Service Provider is expected to take over the management of all current contracts. The incoming Service Provider will be asked to support the County in any technology-related procurements undertaken by the County.</b>  <b>Note, this answer is the same for Questions 5, 6, 7, 9, 10</b>

10.	Page 43 Section 38.3.2.4  ‘Service Provider will be responsible for the management of Cybersecurity-related contracts on the County’s behalf (including renewals)’  Can you please clarify this statement? Is the county only looking for management of the contracts (e.g. when they expire, etc) or is the proposer to take over procurement of the maintenance contracts?
<b>Answer</b>	<b>The incoming Service Provider is expected to take over the management of all current contracts. The incoming Service Provider will be asked to support the County in any technology-related procurements undertaken by the County.</b>  <b>Note, this answer is the same for Questions 5, 6, 7, 9, 10</b>

11.	Page 43 Section 38.3.2.4  ‘Service Provider will provide the tools necessary to perform routine security vulnerability testing’  Can you please outline your current process and procedure for vulnerability testing? What is tested and how frequently?
<b>Answer</b>	<b>The County contracts with a third-party vendor to complete the vulnerability assessment as needed.</b>

12.	Does the county have any CJIS certification requirements for the proposer’s personnel?
<b>Answer</b>	<b>No.</b>

13	<p>Tower   Subtower: IT Governance and Management   Asset License &amp; Contract Management RFP180300 IT Sourcing - Section 38.1.7 - Subtower 1F Asset License &amp; Contract Management</p> <p>Is there any Software Asset management solution in Lee County's current environment? If yes, please provide the name of the tool being used to perform the SAM operations.</p>
<b>Answer</b>	<b>No.</b>
14	<p>Tower   Subtower: IT Governance and Management   Asset License &amp; Contract Management RFP180300 IT Sourcing - Section 38.1.7 - Subtower 1F Asset License &amp; Contract Management</p> <p>What are the discovery tools being used for End User Assets and DC Assets respectively in Lee County environment?</p>
<b>Answer</b>	<b>ManageSoft, EOP, WSUS, EMS</b>
15	<p>Tower   Subtower: IT Governance and Management   Asset License &amp; Contract Management RFP180300 IT Sourcing - Section 38.1.7 - Subtower 1F Asset License &amp; Contract Management</p> <p>Does Lee County have VDI in the environment? Is the Service Provider responsible for managing the VDI environment? If yes, please provide details around the number of virtual desktops and the number of users using them</p>
<b>Answer</b>	<b>No.</b>
16	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation LC Exhibit 7 - Tower 3 Cybersecurity (R and R,SLA) - R&amp;R - 3.B Cybersecurity Program Management</p> <p>Is there an existing Cybersecurity Management Framework (CMF) in place in the Lee County IT environment?</p>
<b>Answer</b>	<b>Existing Cybersecurity framework are incorporated within the existing service towers. The Service Provider will work with the County in identification and development of a more formal cybersecurity framework.</b>
17	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>What is the current security event correlation tool (SIEM) in place for carrying out the security event monitoring of the existing infrastructure? Also share the EPS and Make/Model/Count</p>

<b>Answer</b>	<b>No. The Service Provider will identify impacts to the SLA performance and will work with Lee County to define a long term solution.”</b>
18	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>Is there any tool used for doing the Vulnerability assessments of the infrastructure environment? If yes, please provide details of the tool. If not, is the Service Provider expected to bring in a tool?</p>
<b>Answer</b>	<b>No, we contracted a third party vendor to complete the vulnerability assessment. [See question 11 for a related answer]</b>
19	<p>Tower   Subtower: Infrastructure Services   Email Services RFP180300 IT Sourcing - Section 38.2.5 - Subtower 2D Email Services</p> <p>Please share the count of Mail Gateways devices deployed in the existing environment.</p>
<b>Answer</b>	<b>Three, 2 in EOC and one in the DR site</b>
20	<p>Tower   Subtower: Infrastructure Services   Email Services RFP180300 IT Sourcing - Section 38.2.5 - Subtower 2D Email Services</p> <p>Please share the count of mailboxes for which the Mail Gateway solution is deployed.</p>
<b>Answer</b>	<b>4245 – standard mailboxes</b> <b>387 – distribution list email boxes</b> <b>206 – resource mailboxes</b> <b>615 – contact mailboxes</b> <b>224 – shared mailboxes</b>
21	<p>Tower   Subtower: Infrastructure Services   Network Services LC Exhibit 6 - Tower 2 Infra Services (R and R,SLA,Inv) - R&amp;R - 2.A Network Services</p> <p>Please provide details of the multi factor authentication solution deployed in existing environment and the number of users for whom the solution is deployed</p>
<b>Answer</b>	<b>Not applicable.</b>

22	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>Please mention if there is any Proxy &amp; URL/Web filtering solution to monitor/prevent the HTTP/HTTPS virus/malware attacks. Please share the Make/Model/Version and location wise split of Proxy &amp; URL Filtering devices as well as number of users utilizing the deployed solution in the existing environment.</p>
<b>Answer</b>	<b>OpenDNS (Umbrella Insights) - 2800 seats &amp; Squidguard (Library Youth computers only ~250)</b>

23	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>Please provide a count of Live IPs/Hosts (Internal &amp; external) to be scanned i.e internal &amp; internet facing and its frequency.</p>
<b>Answer</b>	<b>Yearly, complete external range and 50-75 internal IPs</b>

24	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>There is no mention of any VPN devices in scope? Is there any scope for VPN device management and if yes, please provide details of number and location of devices utilized for VPN</p>
<b>Answer</b>	<b>Yes, we use Cisco Anyconnect for remote users and vendors. The Vendor will be required to support the VPN environment as needed”</b>

25	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>We understand that Lee County utilizes McAfee as endpoint security solution. We would want to understand: a. Please provide the number of Endpoints deployed with the AV b. Is there a different endpoint security solution being used for servers or the same McAfee suite is being used. Please share the number of servers and list of AV modules.</p>
<b>Answer</b>	<b>McAfee is used for computers and servers. McAfee Gold Business Support 24x7. 2950 seats.</b>

26	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation General</p> <p>Please confirm if there is any Database security tool in place. If yes, please provide the name.</p>
<b>Answer</b>	<b>There is not tool in place. We rely on the security within SQL Server and our network.</b>

27	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation RFP180300 IT Sourcing- Section 38.3.2 - Subtower 3A Cybersecurity Controls, eDiscovery &amp; Litigation</p> <p>For eDiscovery, please elaborate on the support required from the Service Provider? What are the other teams involved from Lee County in eDiscovery support</p>
<b>Answer</b>	<b>Assist with Public Record Requests as needed. Requests are handled by the IT department and coordinated with the subject department.</b>

28	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation LC Exhibit 7 - Tower 3 Cybersecurity (R and R,SLA) - R&amp;R - 3.B Cybersecurity Program Management</p> <p>The Service Provider understands that it is responsible for supporting Lee County to ensure compliance with industry regulations (PCI, HIPAA, etc.) as required by the County. Are there any other compliance and regulatory requirements to be met by LC?</p>
<b>Answer</b>	<b>No, only PCI and HIPAA</b>

29	<p>Tower   Subtower: Cybersecurity Services   Cybersecurity Controls, eDiscovery &amp; Litigation LC Exhibit 7 - Tower 3 Cybersecurity (R and R,SLA) - R&amp;R - 3.A Cybersecurity Controls</p> <p>Please provide details of the following tools? A) Identity Access Management B) Log Management Can the Service Provider leverage these tools if already existing or is the Service Provider expected to bring in new tools if required?</p>
<b>Answer</b>	<b>Active Directory, AD Audit</b>  <b>These tools are a part of the current environment.</b>

30	<p>Tower   Subtower: Telecommunication Services   Fiber Infrastructure Services/ Telecom Systems Management RFP180300 IT Sourcing - Section 38.4.3 Telecommunication Systems Management</p> <p>The Service Provider understands that the monitoring and management of the entire telephony platform is in scope. Please validate. What will be the Service provider responsibility in the inflight project of migration from Legacy to VOIP.</p>
<b>Answer</b>	<b>Service Provider will assist and manage the implementation of the new system.</b>

31	<p>Tower   Subtower: Telecommunication Services   Fiber Infrastructure Services/ Telecom Systems Management RFP180300 IT Sourcing - Section 38.4.3 Telecommunication Systems Management</p> <p>The Service Provider understands that the Transport Services for voice and video (SIP services and PSTN/leased lines) are not in scope of this RFP. Please validate.</p>
<b>Answer</b>	<b>The management of the fiber and data network are in scope of the Services Provider. Any break/fix of the fiber network is contracted by the County to a 3rd party. The Service Provider will be responsible for coordinating and for providing oversight of the work performed by this 3rd party contractor.</b>

32	<p>Tower   Subtower: Telecommunication Services   Fiber Infrastructure Services/ Telecom Systems Management RFP180300 IT Sourcing - Section 38.4.3 Telecommunication Systems Management</p> <p>Is the Service Provider responsible for providing telephony equipment disposal services or it only needs to coordinate work with existing vendor?</p>
<b>Answer</b>	<b>The Service Provider will not dispose of the equipment directly. The Service Provider will coordinate work with the existing vendor only.</b>

33	<p>Tower   Subtower: Telecommunication Services   Fiber Infrastructure Services/ Telecom Systems Management RFP180300 IT Sourcing - Section 38.4.3 Telecommunication Systems Management</p> <p>Is the breakfix/onsite support of telephony equipment in scope of this RFP or the Service provider needs to leverage existing partner for the same?</p>
<b>Answer</b>	<b>Break/fix telephone support is in scope of this RFP. County has the contract and ATOS leverages to provide support similar to the arrangement with Cisco SmartNet contract or the fiber network contract.</b>

34	<p>Tower   Subtower: Telecommunication Services   Fiber Infrastructure Services/ Telecom Systems Management RFP180300 IT Sourcing - Section 38.4.3 Telecommunication Systems Management</p> <p>Please confirm if contact center services are in scope of this RFP. Also provide details on whether the Contact center platform is on Avaya (Nortel) or Cisco platform.</p>
<b>Answer</b>	<b>Yes, contact centers are in scope. Both Avaya and Cisco.</b>
35	<p>Tower   Subtower: Application Services   Application Deployment Services LC Exhibit 9 - Tower 5 App Svcs (R and R,SLA,Inv) - R&amp;R - 5.B App Deployment Svcs</p> <p>The Service Provider understands that the Release and Deployments of applications is in scope of this RFP. A) Please List the Tools used for deployments in prod and Non - prod environments. B) How many Release and Deployments occur in a year? C) Major vs Minor releases in a year</p>
<b>Answer</b>	<b>It depends on the application. Most applications have at least 1 new release per year. ManageSoft is used to deploy applications to the desktops.</b>
36	<p>Tower   Subtower: Application Services   Application Development Services RFP180300 IT Sourcing - 38.5.4. Subtower 5C: Application Development Services</p> <p>How many new applications on an average are developed from the scratch in a given year? Please provide the details in the following format:</p> <ul style="list-style-type: none"> <li>* Total application count developed or under development from last one year.</li> <li>* Average time taken (months) to complete the development of one application and how many FTE were deployed to complete the work.</li> <li>* Technology Stack:</li> <li>* Number of application under development stage and expected timelines (date) to complete</li> <li>* Avg. number of interfaces developed in each of these applications.</li> <li>* Technology stack in which new development is expected to take place: &lt;Count of Application&gt;, &lt;technology&gt;, &lt;expected number of interfaces&gt;, &lt;complexity of application&gt;</li> </ul>
<b>Answer</b>	<b>~ 5 per year. 3-6 months depending on the complexity. Currently 1 FTE per app.</b>

37	<p>Tower   Subtower: Application Services   Application Development Services RFP180300 IT Sourcing - 38.5.4. Subtower 5C: Application Development Services</p> <p>Enhancements: Please provide the dump of enhancements carried out in last one year and FTEs involved in completing these enhancements.</p> <p>Most of the time enhancements are carried out in sequential manner or multiple enhancements at given time?</p>
<b>Answer</b>	<b>Please review the Addendum 3A – Apps Tickets 12 months for this information.</b>

38	<p>Tower   Subtower: Application Services   Application Development Services RFP180300 IT Sourcing - 38.5.4. Subtower 5C: Application Development Services</p> <p>Can County consider vendor to take up development projects under separate SOW with pricing changed based on SOW work? This will help County to have vendor resources aligned on need basis?</p>
<b>Answer</b>	<b>No.</b>

39	<p>Tower   Subtower: Application Services   Application Maintenance and Support Services LC Exhibit 9 - Tower 5 App Svcs (R and R,SLA,Inv) - R&amp;R - 5.A App Maint Support Services</p> <p>The Service Provider understands that the Application Support Services is in scope of this RFP and there is a list of 94 (COTS +in-house) applications provided. Please provide the following details for these Applications :</p> <p>A) Technologies Involved - Language/OS. B) Underlying Middleware / Database. C) Criticality of the Application - Business Critical or Not. D) Any Metal Categorization like - Gold/Silver/Bronze E) Bifurcation of the applications in terms of COTS/TOTS/Custom</p>
<b>Answer</b>	<b>The applications list is provided under the service tower exhibits. The application detailed info included in this addendum should serve as additional information to the exhibits already provided. Please refer to Addendum 3B, Apps Detailed Info.pdf, as well as Tab “Inv – 5.A.1. App Portfolio” in Exhibit 9</b>

40	<p>Tower   Subtower: Application Services   Application Maintenance and Support Services  LC Exhibit 9 - Tower 5 App Svcs (R and R,SLA,Inv) - R&amp;R - 5.A App Maint Support Services</p> <p>How is the Application Availability, Performance &amp; Capacity Monitoring currently being done?</p>
<b>Answer</b>	<p><b>The Service Provider will identify impacts to the SLA performance and will work with Lee County to define a long term solution  Please refer to Addendum 3C – Online Availability and Response Time. pdf</b></p>

41	<p>Tower   Subtower: Application Services   Application Maintenance and Support Services  RFP180300 IT Sourcing - Section 38.5.2 - Subtower 5A Application Maintenance and Support Services</p> <p>What is the current team size managing the application maintenance and support services?  Please provide the team size against each of the 94 applications COTS/in-house.</p> <p>If there is a separate team to carry out installation, upgrade or for any maintenance work under application maintenance and support services then please provide the count as well. This includes ITG staff/Service Provider or any other technical staff.</p>
<b>Answer</b>	<p><b>7 FTEs to provide application support. Yes, working in conjunction with End User Service Tower teams, the Application team is responsible for all installations, upgrades and maintenance work related to these applications.</b></p>

42	<p>Tower   Subtower: Application Services   Application Maintenance and Support Services  38.5.2. Subtower 5A: Application Maintenance and Support Services</p> <p>Please provide application-wise service tasks/incident count for the past 12 months. If service tasks/incident dump can be provided containing below and some more details then please provide. Please exclude any confidential or sensitive data in the dump.</p> <ul style="list-style-type: none"> <li>* Application Name</li> <li>* Opening/ closing date (Month-Year)</li> <li>* Severity/Priority (P1, P2, P3, P4)</li> <li>* Description</li> <li>* Incident Category (Nature of issue)</li> <li>* Open/Closed</li> </ul>
<b>Answer</b>	<p><b>Please refer to Addendum 3A, Apps Tickets 12 months for this information. All incidents in this addendum are closed.</b></p>

43	<p>Tower   Subtower: Application Services   Web Site Management &amp; Support Services  LC Exhibit 9 - Tower 5 App Svcs (R and R,SLA,Inv) - R&amp;R - 5.E Web Mgmt Support Services</p> <p>The Service Provider understands that Middleware Support is in scope within the Application support services. IIS is one of the middlewares present in the environment.  Could you please provide the complete list of all the middleware / Integrations technologies along with their instance counts and versions that needs to be supported as part of this RFP.</p>
<b>Answer</b>	<p><b>The applications list is provided under the service tower exhibits. The application detailed info included in this addendum should serve as additional information to the exhibits already provided.</b>  <b>You may also refer to Addendum 3B, Apps Detailed Info.pdf, as well as Tab “Inv – 5.A.1. App Portfolio” in Exhibit 9</b></p>

44	<p>Tower   Subtower: Application Services   Web Site Management &amp; Support Services  LC Exhibit 9 - Tower 5 App Svcs (R and R,SLA,Inv) - R&amp;R - 5.E Web Mgmt Support Services</p> <p>"Perform pre-approved service request analysis, programming, testing and implementation for County web site". Please confirm if this will be considered as part of BAU or projects.</p>
<b>Answer</b>	<p><b>Assuming that BAU means “Business as Usual,” website efforts are both a mix of daily work and projects.</b></p>

45	<p>Tower   Subtower: End User Technology Services   End User Device Support Services  LC Exhibit 2 - County Locations and Future Questionnaire</p> <p>Please provide for each of the locations mentioned in the LC Exhibit 2 - County Locations and Future Questionnaire, how are these location being serviced today - by a dispatch partner or a dedicated resource ?</p>
<b>Answer</b>	<p><b>All the locations are services by dedicated resources that are members of the Service Provider’s team</b></p>

46	<p>Tower   Subtower: End User Technology Services   End User Device Support Services  RFP180300 IT Sourcing - Section 38.6.3 Subtower 6B End User Device Support Services</p> <p>What is the tool used for patching of desktop software and operating systems?  Service Provider assumes that it can leverage this tool for software deployment and patching</p>
<b>Answer</b>	<p><b>WSUS and EPO</b></p>

47	<p>Tower   Subtower: End User Technology Services   End User Device Support Services RFP180300 IT Sourcing - Section 38.6.3. Subtower 6B End User Device Support Services</p> <p>Is there any Mobile Device Management solution existing in Lee County Environment to manage Mobile devices? If yes, please provide the name of the tool.</p>
<b>Answer</b>	<b>No. WSUS and EPO</b>
48	<p>Tower   Subtower: End User Technology Services   End User Device Support Services RFP180300 IT Sourcing - Section 38.6.3. Subtower 6B End User Device Support Services</p> <p>Service Provider understands that there are 45-50 VIPs at Lee County. Please provide the location(s) where these are located. What is the differentiated end user support expected for VIP users?</p>
<b>Answer</b>	<b>Where VIP is taken to mean an executive or director for the County, most of the VIPs are located in the downtown area. There is at least 1 VIP per department (including remote locations). Faster response time is expected for VIPs.</b>
49	<p>Tower   Subtower: End User Technology Services   End User Device Support Services RFP180300 IT Sourcing - Section 38.6.3. Subtower 6B End User Device Support Services</p> <p>What are the critical locations/sites for Lee County out of all the locations listed in LC Exhibit 2 - County Locations and Future Questionnaire - Tab Location - Future Services</p>
<b>Answer</b>	<b>Addendum Two, Question 6 explained that all staff are located in downtown Fort Myers. Libraries are supported under this effort and as are located throughout the County however, no support staff remain on-site full time at those locations. The locations are: County Administration, Old Courthouse, Public Works, Emergency Operations Center, County Admin East</b>

50	<p>Tower   Subtower: End User Technology Services   Service Desk RFP180300 IT Sourcing - Section 38.6.2.2 - Subtower 6A Service Desk</p> <p>As per RFP guidelines, Service Provider assumes the following ITSM modules to be Implemented as part of ITSM solution. Please validate and confirm:</p> <ol style="list-style-type: none"> <li>1. Incident Management</li> <li>2. Problem Management</li> <li>3. Change Management</li> <li>4. Service Level Management</li> <li>5. Service Request Management</li> <li>6. Knowledge Management</li> <li>7. Hardware Asset Management</li> <li>8. CMDB</li> </ol>
<b>Answer</b>	<b>Yes.</b>

51	<p>Tower   Subtower: End User Technology Services   Service Desk RFP180300 IT Sourcing - Section 38.6.2.2 - Subtower 6A: Service Desk</p> <p>Please share the number of ITIL users (fulfillers) currently existing in the current ServiceNow Instance?</p>
<b>Answer</b>	<b>ServiceNow system is licensed and hosted by the current service provider. The County does not own the ServiceNow licenses</b>

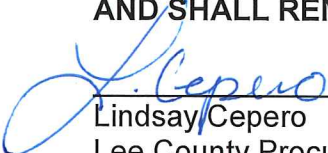
52	<p>Tower   Subtower: End User Technology Services   Service Desk RFP180300 IT Sourcing - Section 38.6.2.2 - Subtower 6A: Service Desk</p> <p>Is the Service Provider expected to propose Infrastructure Discovery solution to enrich the CMDB or is Lee County already using a Data center discovery solution which can be integrated with CMDB?</p>
<b>Answer</b>	<b>There is no CMDB currently in use</b>

53	<p>Tower   Subtower: All Towers   Tools</p> <p>NA</p> <p>The Service Provider would like to know details of tools present currently in the Lee County environment for following functions-</p> <ul style="list-style-type: none"> <li>A) Server fault and Performance monitoring</li> <li>B) Database fault and performance monitoring</li> <li>C) Manager of Manager/ Event Correlation and Management</li> <li>D) IT Process Automation</li> <li>E) Capacity Planning</li> <li>F) Server Automation (Configuration and Compliance Mgmt.)</li> <li>G) Server Patching</li> <li>H) Unified Reporting</li> <li>I) Real time &amp; proactive monitoring of Avaya voice and Cisco voice devices</li> <li>J) Managing and tracking Unified Communication Network &amp; Telecom device estate</li> <li>K) Voice and Video fault and performance management tool</li> <li>L) Application Performance Monitoring</li> </ul> <p>Service Provider understands from assumptions mentioned in RFP180300 IT Sourcing, that if the above tools exist, the Service Provider can leverage these tools for operations.</p> <p>If they do not exist, the Service Provider can bring its own tools if required.</p>
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<p><b>Answer</b></p>	<p><b>If these tools listed below are deemed inadequate, the Service Provider will identify impacts to the SLA performance and will work with Lee County to define a long term solution.</b></p> <p><b>WSUS, VeeamOne, IPSentry, EPO, ADAudit, ManageSoft</b></p> <ul style="list-style-type: none"> <li>• <b>Centreon</b> <ul style="list-style-type: none"> <li>- <b>Nagios-based monitoring of network interfaces and servers. Alerting via email and SMS</b></li> </ul> </li> <li>• <b>Cacti</b> <ul style="list-style-type: none"> <li>- <b>Monitoring of bandwidth utilization on network interfaces (WAN and LAN). No alerting.</b></li> </ul> </li> <li>• <b>Cisco Prime Infrastructure</b> <ul style="list-style-type: none"> <li>- <b>Management of wired and wireless network devices (switches, routers, access points)</b></li> </ul> </li> <li>• <b>Collate</b> <ul style="list-style-type: none"> <li>- <b>IPAM software</b></li> </ul> </li> <li>• <b>Rancid</b> <ul style="list-style-type: none"> <li>- <b>Management of configuration files for routers and switches. Runs daily and collects diffs. Redundant for Cisco Prime Infrastructure, for configuration archiving.</b></li> </ul> </li> <li>• <b>Nfsen</b> <ul style="list-style-type: none"> <li>- <b>Cisco Netflow collector</b></li> </ul> </li> <li>• <b>ISC BIND</b> <ul style="list-style-type: none"> <li>- <b>DNS for internal and external domains (except MS AD)—four servers, one is a stealth primary not accessible externally</b></li> </ul> </li> <li>• <b>ISC DHCP</b> <ul style="list-style-type: none"> <li>- <b>DHCP server software (two servers)</b></li> </ul> </li> </ul>
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**BIDDER/PROPOSER IS ADVISED, YOU ARE REQUIRED TO ACKNOWLEDGE RECEIPT OF THIS ADDENDUM WHEN SUBMITTING A BID/PROPOSAL. FAILURE TO COMPLY WITH THIS REQUIREMENT MAY RESULT IN THE BIDDER/PROPOSER BEING CONSIDERED NON-RESPONSIVE.**

**ALL OTHER TERMS AND CONDITIONS OF THE SOLICITATION DOCUMENTS ARE AND SHALL REMAIN THE SAME.**

  
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Lindsay Cepero  
Lee County Procurement Management

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-04-27 16:46:21	Incident	2017-05-01 08:03:23	05-2017	Other	Email	Adobe Acrobat - opening at 200% Scale	4 - Low
2017-04-28 17:00:34	Incident	2017-05-01 11:24:38	05-2017	Web	Phone	WebConnect - Unable to Enter Employee ID	3 - Medium
2017-04-24 16:50:09	Incident	2017-05-02 07:16:47	05-2017	Other	Email	E1 can't be reached	3 - Medium
2017-04-25 16:03:38	Catalog Task	2017-05-02 08:47:17	05-2017	Access Request	Phone	(4/16/17) Account Request for Myranda Lindsey	3 - Medium
2017-05-01 16:46:47	Incident	2017-05-02 12:19:50	05-2017	Other	Phone	Envisionware - cannot start on all of the Pulbic Computers at FM Regional Library ***URGENT***	3 - Medium
2017-04-27 12:46:40	Incident	2017-05-02 16:01:20	05-2017	Other	Email	New Update? - "There is a Problem with Adobe Acrobat/Reader"	3 - Medium
2017-05-02 17:55:58	Incident	2017-05-03 07:51:57	05-2017	Other	Email	PC - Odyssey Running Very Slow	5 - Minimal
2017-05-01 09:28:42	Catalog Task	2017-05-03 09:58:25	05-2017	IMAC	Phone	Termination for Alice Farry	3 - Medium
2017-05-01 09:17:04	Catalog Task	2017-05-03 09:58:54	05-2017	IMAC	Phone	(4/29/17) Account Termination for Denford Miller	3 - Medium
2017-05-01 08:35:27	Catalog Task	2017-05-03 09:59:36	05-2017	IMAC	Phone	Termination for Howard Wegis	3 - Medium
2017-05-01 17:01:09	Catalog Task	2017-05-03 10:00:12	05-2017	IMAC	Phone	EOD 5/1/17 Account Termination for Ken Young	3 - Medium
2017-05-02 11:24:40	Incident	2017-05-03 11:05:18	05-2017	Other	Email	Adobe - Editing issue	3 - Medium
2017-05-03 07:11:42	Incident	2017-05-03 11:50:51	05-2017	SharePointIntranet	Phone	Hydrological Monitoring web page - message Only Secured Content Is Displayed	3 - Medium
2017-05-03 08:44:23	Incident	2017-05-03 11:52:03	05-2017	Web	Phone	Web Site - not loading/flashing/'please wait'	3 - Medium
2017-04-24 11:49:24	Catalog Task	2017-05-03 14:05:44	05-2017	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-04-27 13:23:05	Catalog Task	2017-05-04 08:54:05	05-2017	Access Request	Phone	New Account Request for Kym Kibbe	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-02 16:52:18	Incident	2017-05-04 09:27:18	05-2017	Other	Email	PC - Not Connecting to the PC Reservation System	3 - Medium
2017-05-01 10:09:30	Catalog Task	2017-05-04 11:38:57	05-2017	IMAC	Phone	AiM - Update access	3 - Medium
2017-05-04 10:54:28	Catalog Task	2017-05-04 11:41:35	05-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-04-10 16:54:08	Incident	2017-05-05 08:35:23	05-2017	Kwiktag	Email	Liza Rollins is unable to access the kwiktag server	3 - Medium
2017-01-18 14:12:06	Catalog Task	2017-05-10 11:30:31	05-2017	Access Request	Phone	Provide Requested Service	3 - Medium
2017-03-30 10:46:33	Catalog Task	2017-05-10 11:38:09	05-2017	Access Request	Phone	Existing user access request - Faustino Morales	3 - Medium
2017-04-25 13:16:45	Catalog Task	2017-05-10 11:51:15	05-2017	IMAC	Phone	Kwiktag - Change permissions/Send Credentials	3 - Medium
2017-05-01 16:31:28	Catalog Task	2017-05-10 11:56:08	05-2017	Access Request	Phone	New Account Request for Kayla Britton	3 - Medium
2017-05-08 11:03:40	Catalog Task	2017-05-10 13:50:59	05-2017	IMAC	Phone	Account Termination for Nancy Cason	3 - Medium
2017-05-08 10:40:13	Catalog Task	2017-05-10 13:51:34	05-2017	IMAC	Phone	Termination for Chelsea Pigott	3 - Medium
2017-05-05 14:16:16	Catalog Task	2017-05-10 15:07:31	05-2017	Password Reset / Unlock	Phone	AD - Password Reset / Unlock Account	3 - Medium
2016-11-07 08:53:09	Incident	2017-05-11 08:58:34	05-2017	AIM	Phone	Aim Email - won't open certain Emails	3 - Medium
2017-05-04 13:24:31	Catalog Task	2017-05-12 08:40:54	05-2017	Access Request	Phone	New Account Request for Daniel Munt	3 - Medium
2017-05-11 10:27:49	Catalog Task	2017-05-12 08:43:07	05-2017	IMAC	Phone	HR Kwiktag - access request	3 - Medium
2017-05-04 12:36:07	Incident	2017-05-12 09:27:34	05-2017	Other	Self-service	Adobe RdrCEF has stopped working.	3 - Medium
2017-05-10 15:59:23	Catalog Task	2017-05-12 10:29:15	05-2017	IMAC	Phone	Account Termination for Daniel Benson	3 - Medium
2017-05-10 12:16:58	Catalog Task	2017-05-12 10:29:43	05-2017	IMAC	Phone	Account Termination for Christopher Peters	3 - Medium
2017-05-11 09:42:16	Catalog Task	2017-05-12 10:30:13	05-2017	IMAC	Phone	Account Termination for Ryan Finn	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-11 13:18:33	Catalog Task	2017-05-12 10:30:49	05-2017	IMAC	Phone	Account Termination for Breehan Wilkins	3 - Medium
2017-05-11 18:22:42	Catalog Task	2017-05-12 10:31:12	05-2017	IMAC	Phone	Account Termination for Jason Dalton	3 - Medium
2017-05-11 09:49:23	Catalog Task	2017-05-12 10:31:51	05-2017	IMAC	Phone	Account Termination for Marc Pelletier	3 - Medium
2017-05-10 15:52:30	Catalog Task	2017-05-12 10:32:44	05-2017	IMAC	Phone	Account Termination for Carolyn Weaver	3 - Medium
2017-05-15 12:42:20	Incident	2017-05-16 08:55:24	05-2017	Kwiktag	Email	Files sent to Kwiktag, not showing up in Cabinet	3 - Medium
2017-05-15 13:07:42	Catalog Task	2017-05-17 15:31:14	05-2017	IMAC	Phone	Account Termination for Jonathon Gener	3 - Medium
2017-05-15 14:44:50	Catalog Task	2017-05-17 15:31:42	05-2017	IMAC	Phone	Account Termination for Jenifer Raben	3 - Medium
2017-05-16 14:11:21	Catalog Task	2017-05-17 15:32:13	05-2017	IMAC	Phone	Account Termination for John Kalarovich	3 - Medium
2017-05-16 08:45:05	Catalog Task	2017-05-17 15:34:09	05-2017	IMAC	Phone	Account Termination for Paul Merino	3 - Medium
2017-05-16 12:49:52	Incident	2017-05-17 16:25:25	05-2017	CountyWebsite	Self-service	Lee County Web page not working on public computers	3 - Medium
2017-04-03 06:42:30	Catalog Task	2017-05-18 09:04:20	05-2017	Access Request	Phone	New Account Request for Anthony Rodriguez	3 - Medium
2017-05-18 07:34:33	Catalog Task	2017-05-18 09:41:49	05-2017	IMAC	Phone	Termination for Lyntoria Thomas	3 - Medium
2017-05-18 09:58:20	Catalog Task	2017-05-18 10:25:29	05-2017	IMAC	Phone	Termination for John Siekmann	3 - Medium
2017-05-18 09:44:19	Catalog Task	2017-05-18 10:25:56	05-2017	IMAC	Phone	Termination for Daniel Carvalho	3 - Medium
2017-05-11 13:55:38	Incident	2017-05-18 11:18:53	05-2017	Other	Self-service	Adobe Pro	3 - Medium
2017-04-04 09:30:56	Incident	2017-05-18 13:34:32	05-2017	CountyWebsite	Phone	Lee County Tax Collectors website - spinning and cannot access using IE	3 - Medium
2017-04-25 11:13:12	Incident	2017-05-18 13:36:54	05-2017	Other	Email	Clerks OBIEE Site - cannot be accessed	4 - Low
2017-05-16 11:53:50	Incident	2017-05-18 13:43:44	05-2017	Outlook	Email	Outlook Error on FM Reference Desk 3200	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-04-28 16:03:01	Incident	2017-05-18 13:45:31	05-2017	Other	Phone	Nuuo Client - Unable to Log In	3 - Medium
2017-05-16 08:29:03	Catalog Task	2017-05-18 13:54:17	05-2017	IMAC	Phone	Adoptable Pets Section of web site not loading	3 - Medium
2017-05-17 12:28:09	Incident	2017-05-18 14:22:36	05-2017	CountyWebsite	Phone	'www.leegov.com' - "Page Cannot be Displayed"	3 - Medium
2017-05-16 09:37:15	Incident	2017-05-18 14:24:35	05-2017	CountyWebsite	Email	Problem with internet Website	4 - Low
2017-05-10 11:53:17	Incident	2017-05-18 14:27:34	05-2017	Other	Phone	Adobe - Asking for payment	3 - Medium
2017-05-08 12:29:03	Incident	2017-05-18 14:37:52	05-2017	Other	Email	Chameleon Logon Issues - "Database Error during connection"	3 - Medium
2017-05-02 09:50:58	Incident	2017-05-18 15:18:30	05-2017	SharePointIntranet	Email	Word Application - on LC Sharepoint	3 - Medium
2017-05-12 09:04:41	Incident	2017-05-19 08:32:02	05-2017	Other	Email	online payment	3 - Medium
2017-05-09 16:32:44	Incident	2017-05-19 08:33:41	05-2017	Other	Email	Online Payment - see the attached error message	3 - Medium
2017-05-12 12:38:20	Catalog Task	2017-05-22 08:58:41	05-2017	IMAC	Phone	ccess to Kwik Tag	3 - Medium
2017-05-12 09:40:28	Incident	2017-05-22 09:00:00	05-2017	Tidemark	Phone	Tidemark - cant sign in	3 - Medium
2017-05-22 09:31:07	Incident	2017-05-22 15:10:37	05-2017	Other	Phone	Time card issues	3 - Medium
2017-05-22 15:18:40	Catalog Task	2017-05-23 11:44:25	05-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-05-22 11:59:01	Catalog Task	2017-05-23 14:09:02	05-2017	IMAC	Phone	Account Termination for Yeleni Lopez Torres	3 - Medium
2017-05-19 15:26:35	Catalog Task	2017-05-23 14:09:39	05-2017	IMAC	Phone	Account Termination for Shannon Singleton	3 - Medium
2017-05-18 15:01:21	Catalog Task	2017-05-23 14:10:13	05-2017	IMAC	Phone	Account Termination for Robert Orsini	3 - Medium
2017-05-24 07:47:10	Catalog Task	2017-05-24 13:43:48	05-2017	Password Reset / Unlock	Phone	Kronos Password Reset / Unlock Account	3 - Medium
2017-05-11 15:06:35	Catalog Task	2017-05-24 16:26:03	05-2017	Access Request	Phone	(5/24/17) New Account Request for Cassandra Gomez	3 - Medium
2017-05-11 15:17:55	Catalog Task	2017-05-24 16:31:14	05-2017	Access Request	Phone	(5/24/17) New Account Request for Charmel Peele	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-22 14:00:52	Catalog Task	2017-05-24 16:42:48	05-2017	Access Request	Phone	New Account Request for Jonathan Diamond	3 - Medium
2017-05-25 10:26:40	Catalog Task	2017-05-25 12:03:34	05-2017	IMAC	Phone	County Website - Update	3 - Medium
2017-05-20 11:28:39	Incident	2017-05-26 08:22:44	05-2017	Other	Phone	Adobe Flash - not updating	5 - Minimal
2017-05-17 11:50:59	Incident	2017-05-26 10:56:57	05-2017	Other	Phone	the user is able to move email fro one folder to other	5 - Minimal
2017-05-22 11:54:15	Incident	2017-05-26 10:58:58	05-2017	Other	Email	Pop up message **SEE ATTACHMENT**	3 - Medium
2017-05-25 13:02:55	Catalog Task	2017-05-26 11:13:45	05-2017	IMAC	Phone	Account Termination for Cheryl Karwowski	3 - Medium
2017-05-23 14:42:15	Catalog Task	2017-05-26 11:14:19	05-2017	IMAC	Phone	Termination for Neysa Borkert	3 - Medium
2017-05-23 14:33:14	Catalog Task	2017-05-26 11:14:45	05-2017	IMAC	Phone	Termination for Neysa Borkert	3 - Medium
2017-05-22 11:20:17	Incident	2017-05-26 11:17:36	05-2017	Kwiktag	Email	Kwik tag - user no longer able to access Kwik Tag through "print to" or "send to"	3 - Medium
2017-05-12 14:22:05	Catalog Task	2017-05-26 11:21:40	05-2017	Access Request	Phone	(5/12/17) New Account Request for Holly Woods-Hill	3 - Medium
2017-05-12 14:35:19	Catalog Task	2017-05-26 11:24:26	05-2017	Access Request	Phone	(5/11/17) New Account Request for Doug Schwenker	3 - Medium
2017-05-16 15:33:40	Catalog Task	2017-05-26 14:56:15	05-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-05-25 13:07:42	Catalog Task	2017-05-26 15:57:30	05-2017	IMAC	Phone	KwikTag - unable to log on	3 - Medium
2017-05-26 09:59:01	Incident	2017-05-30 14:37:45	05-2017	Other	Email	Error message opening clerk document	3 - Medium
2017-06-01 13:26:41	Catalog Task	2017-06-01 13:34:57	06-2017	IMAC	Phone	Termination for Lisa Lee	3 - Medium
2017-05-31 14:50:42	Catalog Task	2017-06-01 13:36:02	06-2017	IMAC	Phone	Termination for Stephanie Marino	3 - Medium
2017-05-31 16:43:13	Catalog Task	2017-06-01 13:37:51	06-2017	IMAC	Phone	Account Termination for Mary Nye	3 - Medium
2017-06-02 09:34:56	Incident	2017-06-02 09:37:47	06-2017	Other	Phone	please install quick books	5 - Minimal

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-01 09:55:28	Incident	2017-06-02 11:28:09	06-2017	Tidemark	Email	Error Message in Tidemark Advantage	3 - Medium
2017-06-02 13:24:21	Catalog Task	2017-06-02 14:18:35	06-2017	IMAC	Phone	Termination for John Boling	3 - Medium
2017-06-02 13:08:24	Catalog Task	2017-06-02 14:19:11	06-2017	IMAC	Phone	Termination for Anthony Crawford	3 - Medium
2017-06-02 12:31:22	Catalog Task	2017-06-02 14:19:43	06-2017	IMAC	Phone	Termination for Terrence Sullivan	3 - Medium
2017-06-02 09:47:48	Catalog Task	2017-06-02 14:48:26	06-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-06-01 12:10:38	Catalog Task	2017-06-02 14:54:08	06-2017	Access Request	Phone	New Account Request for Casey Cox	3 - Medium
2017-05-30 09:43:50	Incident	2017-06-02 15:50:48	06-2017	Other	Email	Adobe - Error Message	3 - Medium
2017-05-18 09:16:42	Incident	2017-06-03 11:32:40	06-2017	Other	Self-service	Lucity 15.5 Error Code 500	3 - Medium
2017-05-11 15:27:09	Catalog Task	2017-06-06 09:10:56	06-2017	Access Request	Phone	(5/24/17) New Access Request for Michael Laskowski	3 - Medium
2017-05-15 13:08:59	Catalog Task	2017-06-06 09:21:15	06-2017	Access Request	Phone	Provide Requested Service	3 - Medium
2017-05-16 15:24:14	Catalog Task	2017-06-06 09:24:43	06-2017	IMAC	Phone	IMAC	3 - Medium
2017-05-25 12:16:54	Catalog Task	2017-06-06 09:26:45	06-2017	Access Request	Phone	Re-Hire Account Request for Romaine Salgado	3 - Medium
2017-06-02 18:35:48	Incident	2017-06-06 11:05:18	06-2017	Web	Email	Website - Acreage Discrepancy	3 - Medium
2017-06-06 10:31:53	Incident	2017-06-06 11:17:36	06-2017	Other	Email	Chrome Browser - unable to print documents or use flash player	3 - Medium
2017-06-06 08:46:38	Incident	2017-06-06 11:51:00	06-2017	Other	Email	Microsoft Office 2016 Training - login	3 - Medium
2017-06-06 14:11:03	Incident	2017-06-06 14:13:49	06-2017	Other	Phone	install itune for 2 computers	5 - Minimal
2017-05-31 14:58:06	Catalog Task	2017-06-06 14:34:41	06-2017	Service Request Query	Phone	Please send this bluesheet that is in Ashley Fesperman's Sir	3 - Medium
2017-06-01 09:16:01	Catalog Task	2017-06-06 14:36:13	06-2017	Access Request	Phone	New Account Request for Israel Guardarramo Hernandez	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-05 09:36:16	Catalog Task	2017-06-06 14:38:08	06-2017	IMAC	Phone	KwikTag - Access to Development Review in DCD Cabinet for Cassie Gomez	3 - Medium
2017-05-30 16:36:24	Catalog Task	2017-06-06 15:00:58	06-2017	IMAC	Phone	AIM - New Access for Michelle M. Miller	3 - Medium
2017-06-06 08:09:41	Catalog Task	2017-06-06 16:29:52	06-2017	IMAC	Phone	Payroll - Access for Craig Bell	3 - Medium
2017-06-05 10:20:54	Incident	2017-06-06 16:41:00	06-2017	Kronos	Self-service	Kronos Information cross linked	3 - Medium
2017-06-07 10:56:54	Incident	2017-06-07 11:04:50	06-2017	Other	Phone	install software for user	5 - Minimal
2017-06-07 13:32:56	Incident	2017-06-07 14:17:38	06-2017	Kronos	Phone	Kronos - sort still showing Natural Resources/not Library so cannot do payroll	3 - Medium
2017-06-05 10:46:18	Catalog Task	2017-06-07 15:31:24	06-2017	IMAC	Phone	Termination for Renee Hagan	3 - Medium
2017-06-07 10:55:35	Catalog Task	2017-06-07 15:31:55	06-2017	IMAC	Phone	Termination for Suzanne Spana	3 - Medium
2017-05-25 12:21:19	Incident	2017-06-07 15:45:02	06-2017	Kwiktag	Email	Kwiktag - Audio files are exceeding size to post to kwiktag web drawer	3 - Medium
2017-05-24 14:42:10	Catalog Task	2017-06-07 15:51:57	06-2017	IMAC	Phone	Lee County Website - Please change name to Laurie Lancaster where ever listing 'Giarrusso'	3 - Medium
2017-06-05 16:27:53	Incident	2017-06-08 08:10:49	06-2017	Other	Email	Missing Option - Pin Programs to Start Menu or Task Bar	3 - Medium
2017-05-24 15:07:52	Catalog Task	2017-06-08 09:34:11	06-2017	IMAC	Phone	Name Change - in multiple Applications	3 - Medium
2017-06-05 12:34:10	Catalog Task	2017-06-08 09:48:11	06-2017	Access Request	Phone	New Account Request for Celeste Houston	3 - Medium
2017-06-06 08:28:37	Catalog Task	2017-06-08 09:50:44	06-2017	Access Request	Phone	New Account Request for Andrew Riggs	3 - Medium
2017-05-30 12:12:03	Catalog Task	2017-06-08 10:03:47	06-2017	Access Request	Phone	New Account Request for Richard Traczyk	3 - Medium
2017-06-07 13:21:35	Catalog Task	2017-06-08 10:06:11	06-2017	Access Request	Phone	New Account Request for Leanne Olson	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-07 13:42:19	Catalog Task	2017-06-08 10:07:13	06-2017	Access Request	Phone	New Account Request for Tyler Busbee	3 - Medium
2017-06-07 14:47:36	Catalog Task	2017-06-08 10:09:12	06-2017	Access Request	Phone	New Account Request for Linda Estrella Monroy Sarmiento	3 - Medium
2017-06-08 09:45:33	Catalog Task	2017-06-08 10:13:44	06-2017	Access Request	Phone	New Account Request for Jesse Young	3 - Medium
2017-06-08 09:58:31	Catalog Task	2017-06-08 10:16:05	06-2017	Access Request	Phone	New Account Request for Keri Perkins	3 - Medium
2017-06-01 15:21:00	Incident	2017-06-08 13:45:20	06-2017	Other	Self-service	Suzanna Popoca	3 - Medium
2017-05-24 11:27:55	Incident	2017-06-08 15:50:42	06-2017	Other	Phone	Perfect Law - Unable to Open	5 - Minimal
2017-06-02 12:28:13	Incident	2017-06-08 15:52:23	06-2017	Other	Email	Perfectlaw AIM issue	3 - Medium
2017-06-01 11:41:45	Incident	2017-06-09 08:12:47	06-2017	Other	Email	Print station password	3 - Medium
2017-05-31 15:34:20	Incident	2017-06-09 08:58:07	06-2017	Other	Phone	Website - can not access Public Website to add Calendar events	4 - Low
2017-06-03 11:44:44	Incident	2017-06-09 10:38:39	06-2017	Other	Phone	Patron computer - website blocked for the Weather Channel	3 - Medium
2017-06-08 10:16:00	Catalog Task	2017-06-09 11:54:31	06-2017	Access Request	Phone	New Account Request for Kevin Faehnle	3 - Medium
2017-06-08 11:18:27	Catalog Task	2017-06-09 11:55:53	06-2017	Access Request	Phone	New Account Request for Christopher Stanford IV	3 - Medium
2017-04-12 14:36:39	Catalog Task	2017-06-09 12:05:36	06-2017	Access Request	Phone	New Account Request for Michael Taylor	3 - Medium
2017-06-02 09:11:31	Incident	2017-06-09 12:43:47	06-2017	Other	Phone	Leave Request Form	3 - Medium
2017-06-05 14:16:59	Catalog Task	2017-06-09 12:48:44	06-2017	Access Request	Phone	New Account Request for Robert Gibilisco	3 - Medium
2017-06-08 16:09:52	Catalog Task	2017-06-09 15:38:12	06-2017	IMAC	Phone	Account Termination for Patricia Davis	3 - Medium
2017-06-09 09:09:28	Catalog Task	2017-06-09 15:38:46	06-2017	IMAC	Phone	Termination for Johnny Greene	3 - Medium
2017-05-31 10:13:31	Catalog Task	2017-06-12 09:23:31	06-2017	IMAC	Phone	Redirect Request - to send Leelibrary.net/AR to <a href="http://www.leegov.com/library/kids/ar">http://www.leegov.com/library/kids/ar</a>	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-09 11:48:26	Catalog Task	2017-06-12 09:26:03	06-2017	IMAC	Phone	Intranet - file restore request	3 - Medium
2017-06-09 12:42:14	Catalog Task	2017-06-12 11:27:16	06-2017	Access Request	Phone	New Account Request for Julie Bensel	3 - Medium
2017-06-09 14:21:35	Catalog Task	2017-06-12 11:28:20	06-2017	Access Request	Phone	New Account Request for Jonathan Souther	3 - Medium
2017-06-12 13:18:12	Catalog Task	2017-06-12 14:01:16	06-2017	IMAC	Phone	New Employee Access for AIM	3 - Medium
2017-06-13 09:03:08	Catalog Task	2017-06-13 09:22:45	06-2017	Access Request	Phone	New Account Request for Michelle Huckeba	3 - Medium
2017-05-24 22:36:59	Incident	2017-06-13 09:25:04	06-2017	Kwiktag	Email	Need to export Kwiktag data into the latest version of an Excel spreadsheet.	3 - Medium
2017-05-09 09:37:36	Incident	2017-06-13 09:39:24	06-2017	GIS	Email	GIS Error: "Operations has been cancelled due to..."	3 - Medium
2017-05-31 16:42:58	Catalog Task	2017-06-13 11:56:37	06-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-06-12 08:21:34	Catalog Task	2017-06-13 14:10:25	06-2017	IMAC	Phone	Termination for James Buck	3 - Medium
2017-06-12 08:48:39	Catalog Task	2017-06-13 14:10:58	06-2017	IMAC	Phone	Termination for Jessica Mroz	3 - Medium
2017-06-12 09:32:15	Catalog Task	2017-06-13 14:11:20	06-2017	IMAC	Phone	Account Termination for Yvette Loera	3 - Medium
2017-06-13 10:38:22	Catalog Task	2017-06-13 14:11:43	06-2017	IMAC	Phone	Account Termination for Kenneth Schumacher	3 - Medium
2017-06-13 11:04:28	Catalog Task	2017-06-13 14:12:10	06-2017	IMAC	Phone	Account Termination for Raeven Tidwell	3 - Medium
2017-06-13 11:11:52	Catalog Task	2017-06-13 14:12:38	06-2017	IMAC	Phone	Account Termination for Rosemary Reid	3 - Medium
2017-06-13 10:54:17	Catalog Task	2017-06-13 14:13:00	06-2017	IMAC	Phone	Account Termination for Alex Hibbein	3 - Medium
2017-06-14 08:36:45	Incident	2017-06-14 08:41:06	06-2017	Other	Phone	update registry for RouteMatch	5 - Minimal
2017-06-13 07:47:34	Incident	2017-06-14 11:32:47	06-2017	SharePointInternet	Self-service	SharePoint	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-05-25 15:48:17	Incident	2017-06-14 13:26:07	06-2017	SharePointIntranet	Email	SharePoint - Emails not being forwarded from CL Sharepoint Intranet site	3 - Medium
2017-06-13 14:49:54	Catalog Task	2017-06-15 10:03:54	06-2017	Access Request	Phone	New Account Request for Megan Harris	3 - Medium
2017-05-30 14:54:57	Catalog Task	2017-06-15 14:49:07	06-2017	IMAC	Phone	Name Change - Kwiktag and SIRE	3 - Medium
2017-06-07 10:07:39	Catalog Task	2017-06-15 14:55:51	06-2017	Access Request	Phone	New Account Request for Soyla Nunez-Blocker	3 - Medium
2017-06-15 09:18:21	Catalog Task	2017-06-15 15:38:08	06-2017	IMAC	Phone	Termination for Mark George	3 - Medium
2017-06-15 09:44:49	Catalog Task	2017-06-15 15:38:30	06-2017	IMAC	Phone	Termination for Thomas Green	3 - Medium
2017-06-15 09:56:56	Catalog Task	2017-06-15 15:38:59	06-2017	IMAC	Phone	Termination for Bradley Nault	3 - Medium
2017-06-15 10:14:33	Catalog Task	2017-06-15 15:39:24	06-2017	IMAC	Phone	Termination for Michael Gangloff	3 - Medium
2017-06-15 10:25:57	Catalog Task	2017-06-15 15:39:52	06-2017	IMAC	Phone	Termination for Troy Dabbondanza	3 - Medium
2017-06-15 12:07:09	Catalog Task	2017-06-15 15:40:20	06-2017	IMAC	Phone	Account Termination for Justin Burner	3 - Medium
2017-06-15 11:35:22	Catalog Task	2017-06-15 15:40:49	06-2017	IMAC	Phone	Account Termination for Elizabeth Humes	3 - Medium
2017-06-15 11:36:05	Catalog Task	2017-06-15 15:41:31	06-2017	IMAC	Phone	Termination for Jodi Goettemoeller	3 - Medium
2017-06-15 11:49:58	Catalog Task	2017-06-15 15:42:03	06-2017	IMAC	Phone	Account Termination for James "Skip" Franklin	3 - Medium
2017-06-15 12:19:15	Catalog Task	2017-06-15 15:42:27	06-2017	IMAC	Phone	Account Termination for Mike Blackman	3 - Medium
2017-06-15 12:12:39	Catalog Task	2017-06-15 15:42:59	06-2017	IMAC	Phone	Account Termination for Troy Trudo	3 - Medium
2017-06-15 09:40:03	Catalog Task	2017-06-16 11:25:25	06-2017	IMAC	Phone	KwikTag & ARM360 - Name change	3 - Medium
2017-06-16 09:57:28	Catalog Task	2017-06-16 11:27:30	06-2017	Access Request	Phone	New Account Request for Luis Mendez Santos	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-16 12:04:10	Incident	2017-06-16 12:49:20	06-2017	Other	Phone	Remote client cannot log into Citrix - "Cannot complete this Request"	3 - Medium
2017-06-15 15:40:02	Catalog Task	2017-06-16 15:48:34	06-2017	IMAC	Phone	Account Termination for Tiffany Collado	3 - Medium
2017-06-15 15:28:29	Catalog Task	2017-06-16 15:49:00	06-2017	IMAC	Phone	Account Termination for Amanda Carter	3 - Medium
2017-06-16 09:23:19	Catalog Task	2017-06-16 15:49:41	06-2017	IMAC	Phone	Termination for Derek Faust	3 - Medium
2017-06-16 14:21:36	Catalog Task	2017-06-16 15:50:15	06-2017	IMAC	Phone	Account Termination for Elizabeth Moff	3 - Medium
2017-05-23 12:27:36	Catalog Task	2017-06-19 15:34:36	06-2017	IMAC	Phone	CAIN - access request	3 - Medium
2017-06-15 17:11:04	Incident	2017-06-19 15:50:57	06-2017	Other	Phone	Fundbook - corrupt database	3 - Medium
2017-06-20 08:15:35	Incident	2017-06-20 08:33:14	06-2017	Other	Phone	PerfectLaw is not working this morning - "Unable to connect to Database" *URGENT Priority"	3 - Medium
2017-06-12 15:59:52	Incident	2017-06-20 09:12:54	06-2017	GIS	Email	Working in GIS mapping and use the streetview, Prompted to enable Java Scripts to see Google maps.	3 - Medium
2017-06-19 09:34:56	Incident	2017-06-21 08:50:14	06-2017	AIM	Phone	AIM Application - when logging in keeps recycling "Try Again"	3 - Medium
2017-06-21 10:07:02	Catalog Task	2017-06-21 10:43:20	06-2017	IMAC	Phone	Termination for Soyla Nunez-Blocker	3 - Medium
2017-06-22 09:40:34	Catalog Task	2017-06-22 15:56:57	06-2017	IMAC	Phone	Termination for Robert Farmer	3 - Medium
2017-06-22 08:50:16	Incident	2017-06-23 14:20:24	06-2017	Other	Phone	Alatec or EMS Manager Scheduling Application - cannot log in	3 - Medium
2017-06-23 13:13:29	Catalog Task	2017-06-23 15:41:57	06-2017	Access Request	Phone	New Account Request for Michelle Hockman	3 - Medium
2017-06-23 08:16:59	Incident	2017-06-23 15:50:06	06-2017	CountyWebsite	Phone	Web - Leegov.com is down	2 - High
2017-06-21 11:28:51	Incident	2017-06-26 07:02:26	06-2017	Other	Phone	install software for new user	5 - Minimal

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-23 15:38:03	Catalog Task	2017-06-26 09:11:06	06-2017	IMAC	Phone	Kwiktag - Access request - Robert Gibilisco	3 - Medium
2017-06-23 15:18:17	Catalog Task	2017-06-26 09:28:50	06-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-06-20 07:03:18	Incident	2017-06-26 09:32:03	06-2017	Kwiktag	Phone	kwik	3 - Medium
2017-06-19 12:47:02	Catalog Task	2017-06-26 09:35:15	06-2017	Access Request	Phone	New Account Request for Danielle Varnadoe	3 - Medium
2017-06-21 19:31:15	Incident	2017-06-26 13:37:38	06-2017	Other	Email	Webinars - Admin Log in Error/Update	3 - Medium
2017-06-27 08:13:15	Incident	2017-06-27 08:58:24	06-2017	AIM	Phone	Password Reset / Unlock Account Unsuccessful	3 - Medium
2017-06-23 08:11:25	Incident	2017-06-27 10:24:53	06-2017	Other	Phone	Printer - printing backwards	3 - Medium
2017-06-21 11:46:42	Incident	2017-06-27 11:19:47	06-2017	Other	Phone	install software for new user	5 - Minimal
2017-06-13 07:35:56	Incident	2017-06-27 13:16:33	06-2017	GIS	Email	Can't print from ARC GIS	5 - Minimal
2017-06-26 11:23:45	Incident	2017-06-27 15:37:00	06-2017	Kwiktag	Email	KwikTag - file opening in tif and disappearing with an error message	3 - Medium
2017-06-27 12:24:04	Catalog Task	2017-06-27 15:48:53	06-2017	IMAC	Phone	kwiktag - Cannot access Folders	3 - Medium
2017-06-27 14:26:27	Catalog Task	2017-06-27 15:49:38	06-2017	IMAC	Phone	Kwiktag - Cannot Login	3 - Medium
2017-06-28 08:17:58	Catalog Task	2017-06-28 08:41:53	06-2017	IMAC	Phone	Termination for Patrick Storck	3 - Medium
2017-06-26 10:23:33	Catalog Task	2017-06-28 08:42:20	06-2017	IMAC	Phone	Termination for Marian Valles	3 - Medium
2017-06-26 10:12:20	Catalog Task	2017-06-28 08:42:42	06-2017	IMAC	Phone	Termination for Summer Gee	3 - Medium
2017-06-26 17:38:22	Catalog Task	2017-06-28 08:43:06	06-2017	IMAC	Phone	Account Termination for Moira Larkin	3 - Medium
2017-06-23 08:38:48	Catalog Task	2017-06-28 08:43:32	06-2017	IMAC	Phone	Termination for Adam Bradford	3 - Medium
2017-06-26 10:37:04	Catalog Task	2017-06-28 08:43:51	06-2017	IMAC	Phone	Termination for Constance Petryszak	3 - Medium
2017-06-27 11:38:01	Catalog Task	2017-06-28 09:02:17	06-2017	IMAC	Phone	AIM password reset	3 - Medium
2017-06-26 17:13:07	Incident	2017-06-28 12:51:27	06-2017	Other	Phone	Datalink - updates	3 - Medium
2017-06-21 12:03:48	Incident	2017-06-28 13:32:29	06-2017	Other	Email	Route Match - Error	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-06-22 14:40:38	Incident	2017-06-29 15:03:00	06-2017	Other	Email	LeeGROWS - Error	3 - Medium
2017-06-30 11:11:45	Catalog Task	2017-06-30 15:45:55	06-2017	IMAC	Phone	Account Termination for Jorge Calvar	3 - Medium
2017-06-30 11:51:54	Catalog Task	2017-06-30 15:47:31	06-2017	IMAC	Phone	Account Termination for Angel Cruz	3 - Medium
2017-06-30 08:00:03	Catalog Task	2017-06-30 15:48:19	06-2017	IMAC	Phone	Termination for Judith Raye	3 - Medium
2017-06-30 11:55:51	Catalog Task	2017-06-30 15:49:08	06-2017	IMAC	Phone	Account Termination for Anthony Backhurst	3 - Medium
2017-06-28 10:55:18	Incident	2017-07-05 08:49:07	07-2017	Tidemark	Email	Applications - Running Slow	3 - Medium
2017-06-19 08:40:41	Incident	2017-07-05 09:05:51	07-2017	GIS	Phone	GIS Arc Editor - asking to load java	3 - Medium
2017-06-22 15:16:26	Incident	2017-07-05 14:37:01	07-2017	Other	Email	Windows Installer - Pop Up	3 - Medium
2017-07-05 14:27:43	Incident	2017-07-05 14:42:49	07-2017	Other	Email	Service Now - Log In	3 - Medium
2017-06-27 11:31:04	Incident	2017-07-05 14:57:31	07-2017	Other	Phone	Running Visio - trying to 'save as a .pdf' - "Not have "Enough Memory"	3 - Medium
2017-06-13 10:16:17	Incident	2017-07-05 15:14:32	07-2017	Tidemark	Email	Tidemark - errors launching and unable to open case documents	3 - Medium
2017-06-02 15:26:49	Incident	2017-07-05 15:30:14	07-2017	Other	Email	LeeSpins - Unable to Load	3 - Medium
2017-06-28 11:55:12	Incident	2017-07-06 07:54:34	07-2017	Other	Phone	RouteMatch on computer DLL3NBZ8Z1	3 - Medium
2017-06-28 09:38:52	Incident	2017-07-07 08:42:04	07-2017	Other	Phone	Tidemark - unable to print	3 - Medium
2017-07-03 16:33:15	Incident	2017-07-07 12:26:30	07-2017	Other	Phone	Trying to install RouteMatch - getting Mismatch error.	3 - Medium
2017-07-07 12:06:15	Incident	2017-07-07 13:55:38	07-2017	Other	Email	Problem opening electronic link to document - bookmarks not showing	3 - Medium
2017-07-05 12:32:39	Catalog Task	2017-07-07 15:00:17	07-2017	IMAC	Phone	Natural Resources drawers deleted and I need access to the Library.	3 - Medium
2017-07-03 11:02:31	Catalog Task	2017-07-07 15:21:58	07-2017	IMAC	Phone	Termination account for Robyn Florio	3 - Medium
2017-07-06 17:33:51	Catalog Task	2017-07-07 15:22:24	07-2017	IMAC	Phone	Account Termination for Ellen Friewald	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-06 08:14:52	Catalog Task	2017-07-07 15:22:45	07-2017	IMAC	Phone	Termination for Gabner Alcime	3 - Medium
2017-07-10 12:33:07	Catalog Task	2017-07-10 13:22:21	07-2017	IMAC	Phone	NovusAGENDA - invalid token contact admin message	3 - Medium
2017-07-10 12:35:39	Catalog Task	2017-07-10 13:23:18	07-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-07-11 08:43:14	Incident	2017-07-11 09:51:50	07-2017	SharePointInternet	Email	I get the working on it..... message when expanding the Annual project type.	3 - Medium
2017-07-07 15:22:33	Catalog Task	2017-07-11 13:44:07	07-2017	IMAC	Phone	Account Termination for Dawn Streeter	3 - Medium
2017-06-27 10:04:39	Catalog Task	2017-07-13 09:21:58	07-2017	Access Request	Phone	New Account Request for Alejandro Vargas	3 - Medium
2017-07-12 09:31:16	Catalog Task	2017-07-13 10:07:07	07-2017	IMAC	Phone	AIM Work Orders - access request	3 - Medium
2017-06-30 10:18:31	Catalog Task	2017-07-13 12:43:38	07-2017	IMAC	Phone	county website megamenu	3 - Medium
2017-07-13 13:39:05	Catalog Task	2017-07-14 09:06:58	07-2017	Access Request	Phone	New Account Request for Dana Taylor	3 - Medium
2017-06-19 09:39:14	Incident	2017-07-14 11:37:49	07-2017	Other	Email	JD Edwards Enterprise One - Need How-To 'Remove the reserve hold.'	3 - Medium
2017-07-13 16:55:51	Incident	2017-07-14 13:15:30	07-2017	Other	Email	AdobeConnect Webinar - Needs Connect Add-In	3 - Medium
2017-06-30 10:08:48	Catalog Task	2017-07-14 13:34:50	07-2017	IMAC	Phone	Library chatbot - changes	3 - Medium
2017-07-16 09:06:20	Incident	2017-07-16 09:10:01	07-2017	Other	Phone	LIMS - problems accessing the application in citrix	3 - Medium
2017-07-14 11:09:23	Incident	2017-07-18 08:05:09	07-2017	Other	Phone	Labsworks did not update	5 - Minimal
2017-07-18 08:19:20	Incident	2017-07-18 09:13:26	07-2017	Kronos	Phone	Change in Kronos	3 - Medium
2017-07-18 08:32:52	Incident	2017-07-18 09:26:21	07-2017	Kronos	Phone	Trouble with Kronos	3 - Medium
2017-07-18 08:10:32	Incident	2017-07-18 10:00:05	07-2017	Kronos	Phone	Kronos - employees will not populate	3 - Medium
2017-07-14 09:10:01	Incident	2017-07-18 11:54:17	07-2017	Kwiktag	Phone	I'm receiving this error today when I try to send documents to Kwiktag.	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-18 09:17:44	Incident	2017-07-18 15:22:23	07-2017	Kronos	Email	Can't run Kronos - Getting Java Plug-In message	3 - Medium
2017-07-17 16:38:57	Incident	2017-07-19 10:00:53	07-2017	Other	Phone	Greenshot Application - is locking up	3 - Medium
2017-07-18 08:33:19	Incident	2017-07-19 10:06:15	07-2017	Other	Phone	Can you please come to LCDAS I have two computers one computer ACO not able to access chameleon or sign in and the second computer appears not to have Chameleon	5 - Minimal
2017-07-17 15:54:44	Catalog Task	2017-07-19 15:15:12	07-2017	IMAC	Phone	Kronos Access - Jennifer Perry	3 - Medium
2017-07-19 11:06:11	Catalog Task	2017-07-19 15:59:13	07-2017	IMAC	Phone	Account Termination for Jacqueline Lilley-McCammon	3 - Medium
2017-07-17 15:30:29	Catalog Task	2017-07-19 15:59:38	07-2017	IMAC	Phone	Account Termination for Summer Gee	3 - Medium
2017-07-13 08:08:17	Catalog Task	2017-07-19 16:00:43	07-2017	IMAC	Phone	Account Termination for Jerry Camp	3 - Medium
2017-07-13 13:15:18	Catalog Task	2017-07-19 16:01:08	07-2017	IMAC	Phone	Termination for Patrick Lash	3 - Medium
2017-07-17 13:01:33	Catalog Task	2017-07-19 16:01:36	07-2017	IMAC	Phone	Account Termination for Iman Zekri	3 - Medium
2017-07-14 11:04:39	Incident	2017-07-20 09:37:27	07-2017	Kwiktag	Phone	Kwiktag - Department Information not showing	3 - Medium
2017-07-18 08:46:29	Incident	2017-07-20 09:46:12	07-2017	Kronos	Phone	Kronos Application - Employee list not filling in	3 - Medium
2017-07-20 11:06:42	Incident	2017-07-20 13:38:34	07-2017	Web	Email	Webconnect - cannot access	3 - Medium
2017-07-18 11:37:40	Incident	2017-07-20 13:46:21	07-2017	Web	Phone	Website Directory - Employees in wrong department	3 - Medium
2017-07-19 11:54:11	Catalog Task	2017-07-20 13:55:45	07-2017	Access Request	Phone	New Account Request for Kathleen Dougherty	3 - Medium
2017-07-19 18:25:37	Incident	2017-07-20 15:45:25	07-2017	Other	Email	ABC mouse shortcut icon on kids internet computers (5662-5663) [pfCase:394100, pfTicket:5398403]	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-20 20:56:04	Incident	2017-07-21 10:43:13	07-2017	Other	Email	RecTrac Computer - Installer Pop Up	3 - Medium
2017-07-20 06:57:57	Catalog Task	2017-07-21 14:43:27	07-2017	Password Reset / Unlock	Phone	Kronos - Account Credentials for Julie Bensel	3 - Medium
2017-07-24 09:06:20	Incident	2017-07-24 09:11:04	07-2017	Other	Phone	Cisco AnyConnect VPN - Not showing in Taskbar	3 - Medium
2017-07-24 14:33:08	Incident	2017-07-24 16:31:39	07-2017	Other	Email	E1 Issues	3 - Medium
2017-07-24 14:24:42	Incident	2017-07-25 07:56:55	07-2017	Other	Email	E1 - Unable to log in	3 - Medium
2017-07-24 14:22:31	Incident	2017-07-25 11:23:02	07-2017	Other	Email	E1 - Issues with new version	3 - Medium
2017-07-24 14:11:43	Catalog Task	2017-07-25 15:34:40	07-2017	IMAC	Phone	Account Termination for Dana Taylor	3 - Medium
2017-07-24 15:04:58	Catalog Task	2017-07-25 15:35:03	07-2017	IMAC	Phone	Account Termination for Wayne Bartz	3 - Medium
2017-07-24 15:13:05	Catalog Task	2017-07-25 15:35:30	07-2017	IMAC	Phone	Account Termination for James Hall	3 - Medium
2017-07-24 13:38:00	Incident	2017-07-25 15:45:50	07-2017	Other	Phone	Enterprise One 'E1' - calling about a known issue with E1 and Office 2016	3 - Medium
2017-07-17 12:15:40	Catalog Task	2017-07-25 16:02:16	07-2017	Access Request	Phone	New Account Request for Darren Breese	3 - Medium
2017-07-18 15:34:23	Catalog Task	2017-07-25 16:25:37	07-2017	IMAC	Phone	Access Request for AIM	3 - Medium
2017-06-29 17:48:33	Catalog Task	2017-07-25 16:28:39	07-2017	IMAC	Phone	KwikTags - Geoff Thomas	3 - Medium
2017-07-21 16:30:09	Catalog Task	2017-07-25 16:42:16	07-2017	IMAC	Phone	Request new account for AiM Asset Works (Facility MAX) program	3 - Medium
2017-07-25 07:57:38	Incident	2017-07-26 08:21:21	07-2017	Other	Phone	e1 - Cant sign on	3 - Medium
2017-07-19 11:22:04	Incident	2017-07-26 08:22:31	07-2017	Tidemark	Phone	Tidemark - will not open in Citrix	3 - Medium
2017-07-25 08:58:22	Incident	2017-07-26 09:35:21	07-2017	Other	Phone	JD Edwards E1 - Upgrade information	3 - Medium
2017-06-09 10:12:08	Catalog Task	2017-07-26 13:04:31	07-2017	Access Request	Phone	Please list all drawers for this user: Please mirror all drawers that Alise Flanjack uses.	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-24 07:59:08	Incident	2017-07-26 13:29:15	07-2017	Other	Phone	RecTrac - cant access household	3 - Medium
2017-07-19 07:29:19	Incident	2017-07-26 13:31:43	07-2017	Other	Phone	RecTrac Response	3 - Medium
2017-07-21 06:55:54	Catalog Task	2017-07-27 11:06:29	07-2017	Password Reset / Unlock	Phone	Password Reset / Unlock Account	3 - Medium
2017-07-24 14:56:00	Catalog Task	2017-07-27 13:51:35	07-2017	IMAC	Phone	Library Public Website - edit access request	3 - Medium
2017-07-25 09:45:53	Catalog Task	2017-07-27 13:52:37	07-2017	IMAC	Phone	Access for Kathleen Dougherty	3 - Medium
2017-05-01 10:38:26	Catalog Task	2017-07-27 14:04:48	07-2017	IMAC	Phone	changes to lee website - KB000010416	3 - Medium
2017-07-27 11:09:13	Incident	2017-07-27 14:48:16	07-2017	Other	Phone	JDEwards Application Froze - Now getting: "Record Locked by User"	3 - Medium
2017-07-27 17:17:46	Incident	2017-07-27 17:22:23	07-2017	Other	Phone	Citrix Issue - Mr. Covert was unable to log into Citrix from home	3 - Medium
2017-07-27 14:13:42	Incident	2017-07-28 09:52:36	07-2017	Other	Phone	Polaris and Polaris Web Application - having intermittent connection issues	3 - Medium
2017-07-27 13:28:53	Incident	2017-07-28 10:00:33	07-2017	Other	Phone	Circulation functions in Polaris	3 - Medium
2017-07-20 12:42:40	Incident	2017-07-28 10:12:21	07-2017	Kronos	Phone	Trying to Access Kronos from iPhone	3 - Medium
2017-07-25 08:54:05	Incident	2017-07-28 12:04:25	07-2017	Tidemark	Phone	Tidemark (in Citrix) - "Cannot start this Application"	3 - Medium
2017-07-26 08:55:11	Incident	2017-07-28 12:28:18	07-2017	Other	Email	E1 - ActiveX Control for Media Objects	3 - Medium
2017-07-26 10:56:42	Catalog Task	2017-07-28 16:02:16	07-2017	IMAC	Phone	Account Termination for Tony Bullock	3 - Medium
2017-07-27 08:39:09	Catalog Task	2017-07-28 16:02:51	07-2017	IMAC	Phone	Termination for Janet Quinn	3 - Medium
2017-07-27 17:29:21	Catalog Task	2017-07-28 16:03:16	07-2017	IMAC	Phone	Account Termination for Howard Spratlin	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-07-27 11:59:22	Catalog Task	2017-07-28 16:04:02	07-2017	IMAC	Phone	Termination for Erika Doupe	3 - Medium
2017-07-27 12:02:50	Catalog Task	2017-07-28 16:04:26	07-2017	IMAC	Phone	Account Termination for Anthony Palermo	3 - Medium
2017-07-27 12:17:59	Incident	2017-07-31 07:34:45	07-2017	Other	Phone	E1- Ticket Created	3 - Medium
2017-07-27 16:40:37	Incident	2017-07-31 09:35:19	07-2017	Other	Self-service	E1 9.2 not working	3 - Medium
2017-07-03 09:40:22	Incident	2017-08-01 09:42:20	08-2017	Kwiktag	Email	KwikTag - Daily Dispatch Reports Drawer	3 - Medium
2017-07-28 16:29:25	Incident	2017-08-01 11:39:26	08-2017	Other	Phone	JD Edwards Sign In error: "An unknown JAS sign in error occurred. "	3 - Medium
2017-07-12 15:43:43	Incident	2017-08-02 07:46:55	08-2017	Access	Phone	Access 2016 - unable to edit part of database: Sources.mdb.	3 - Medium
2017-08-01 14:57:23	Incident	2017-08-02 09:06:03	08-2017	Other	Email	Problem Loading Google Chrome - onto Code Enforcement Laptop.	3 - Medium
2017-07-18 09:04:30	Catalog Task	2017-08-02 09:46:16	08-2017	Access Request	Phone	New Account Request for Casey Marika	3 - Medium
2017-08-01 13:23:20	Incident	2017-08-02 10:29:34	08-2017	Other	Email	Tidemark Printing Error - Advantage .exe application error.	3 - Medium
2017-07-24 12:10:13	Catalog Task	2017-08-02 11:50:04	08-2017	Access Request	Phone	AiM - access	3 - Medium
2017-07-25 15:06:02	Catalog Task	2017-08-02 11:52:53	08-2017	Access Request	Phone	Modify for Raysa Rodriguez - Apps	3 - Medium
2017-08-02 11:37:35	Catalog Task	2017-08-02 16:02:28	08-2017	IMAC	Phone	Account Termination for Kathryn Ball (BALLKP)	3 - Medium
2017-08-02 14:30:55	Catalog Task	2017-08-02 16:03:04	08-2017	IMAC	Phone	Termination for Patricia Arnold	3 - Medium
2017-07-31 17:29:01	Catalog Task	2017-08-03 11:00:28	08-2017	Access Request	Phone	Existing User, Access Request - Schilling, Dora M	3 - Medium
2017-08-02 12:04:32	Incident	2017-08-04 13:20:32	08-2017	Other	Phone	Cant print in adobe reader	3 - Medium
2017-07-25 12:23:19	Incident	2017-08-04 13:21:55	08-2017	Other	Email	JD Edwards issue	3 - Medium
2017-08-03 16:05:43	Catalog Task	2017-08-04 14:17:22	08-2017	IMAC	Phone	Account Termination for Stefan Barnickel	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-02 15:59:25	Catalog Task	2017-08-04 14:17:45	08-2017	IMAC	Phone	Account Termination for David Mason	3 - Medium
2017-08-03 14:56:48	Catalog Task	2017-08-04 14:21:36	08-2017	IMAC	Phone	Account Termination for Michelle K. Leute	3 - Medium
2017-08-04 17:24:54	Incident	2017-08-04 17:27:14	08-2017	AccessDatabases	Phone	Test	3 - Medium
2017-08-04 15:32:37	Incident	2017-08-07 07:53:39	08-2017	Crystal	Email	: E1 order attachments	3 - Medium
2017-07-27 17:14:22	Incident	2017-08-07 10:40:44	08-2017	Web	Email	Works - Locked	3 - Medium
2017-08-03 10:11:32	Catalog Task	2017-08-08 09:34:26	08-2017	IMAC	Phone	Redirect request	3 - Medium
2017-08-02 14:38:40	Incident	2017-08-09 07:49:42	08-2017	Other	Self-service	Fix Windows Media Player for Francis.	3 - Medium
2016-12-16 14:53:51	Catalog Task	2017-08-09 08:24:46	08-2017	IMAC	Phone	Create an Access database for Richard Kolk 239-533-8147.	3 - Medium
2017-08-08 15:37:50	Incident	2017-08-09 09:28:48	08-2017	Kwiktag	Phone	Daily work is Scanned - but when pulling up the Scan it shows '0' Pages. <b>**HIGH Priority**</b>	3 - Medium
2017-08-04 16:46:43	Incident	2017-08-09 10:18:44	08-2017	Tidemark	Phone	Donna's Tidemark Advantage 3.5 has disappeared	3 - Medium
2017-06-14 13:55:00	Incident	2017-08-09 10:30:22	08-2017	Web	Email	LeeGov - Submit Button not Submitting	3 - Medium
2017-08-02 10:38:06	Catalog Task	2017-08-09 11:56:04	08-2017	Access Request	Phone	New Account Request for Debra Dupree	3 - Medium
2017-07-12 10:22:57	Incident	2017-08-09 15:09:15	08-2017	Other	Email	VPN not working - in maintenance office	3 - Medium
2017-08-08 09:22:11	Incident	2017-08-09 15:14:32	08-2017	Kwiktag	Email	KwikTag scanning issue	3 - Medium
2017-08-01 12:28:33	Incident	2017-08-09 15:34:41	08-2017	Web	Email	Webconnect - classes are not sending notification	3 - Medium
2017-08-08 15:14:33	Incident	2017-08-09 16:51:29	08-2017	Kwiktag	Self-service	Kwiktag not showing uploaded files	3 - Medium
2017-08-11 07:32:56	Catalog Task	2017-08-11 08:58:46	08-2017	Password Reset / Unlock	Phone	Kronos - Account Disabled - 85420	3 - Medium
2017-08-09 09:38:50	Incident	2017-08-11 08:59:45	08-2017	SharePointInternet	Phone	Sharepoint - PDF uploads	3 - Medium
2017-08-11 07:11:50	Incident	2017-08-11 09:40:56	08-2017	Other	Phone	Home Page is Missing - URGENT	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-02-08 09:52:27	Incident	2017-08-11 09:45:38	08-2017	Other	Email	eConnect - search tool not working for customers	3 - Medium
2017-08-07 12:37:06	Incident	2017-08-11 09:49:42	08-2017	N/A	Email	Error message trying to Upload a specific PDF in E1	3 - Medium
2017-07-17 11:10:26	Incident	2017-08-11 09:51:58	08-2017	Other	Email	SiteImprove - problem with potential misspellings	3 - Medium
2017-08-01 12:24:59	Incident	2017-08-11 09:54:08	08-2017	Tidemark	Email	Tidemark - stops and then requires password	3 - Medium
2017-08-08 16:37:35	Catalog Task	2017-08-11 10:28:36	08-2017	IMAC	Phone	Account Termination for Junco Nelson	3 - Medium
2017-08-07 14:13:34	Catalog Task	2017-08-11 10:29:14	08-2017	IMAC	Phone	Account Termination for Mario Curiel	3 - Medium
2017-07-19 09:11:59	Catalog Task	2017-08-11 15:30:32	08-2017	IMAC	Phone	KwikTag - update/change access to drawers	3 - Medium
2017-08-11 13:45:46	Incident	2017-08-11 16:35:42	08-2017	AIM	Phone	Signing into AIM - "Incorrect User name and Password"	3 - Medium
2017-08-07 13:45:35	Incident	2017-08-15 11:19:35	08-2017	Other	Phone	JDE - unable to complete journaling	3 - Medium
2017-08-14 11:03:53	Incident	2017-08-15 13:19:16	08-2017	Other	Phone	Application - Error when creating Case **ATTACHMENT**	3 - Medium
2017-08-14 11:07:34	Catalog Task	2017-08-15 13:41:02	08-2017	IMAC	Phone	Account Termination for Amy Murphy	3 - Medium
2017-08-15 11:21:10	Catalog Task	2017-08-15 13:41:39	08-2017	IMAC	Phone	Account Termination for Tyler Busbee	3 - Medium
2017-08-14 10:51:26	Catalog Task	2017-08-15 13:41:59	08-2017	IMAC	Phone	Account Termination for Michael Nemetz	3 - Medium
2017-08-14 10:56:43	Catalog Task	2017-08-15 13:42:20	08-2017	IMAC	Phone	Account Termination for Randal Goist	3 - Medium
2017-08-11 12:55:10	Catalog Task	2017-08-15 13:42:48	08-2017	IMAC	Phone	Account Termination for Tecia Burrison	3 - Medium
2017-08-15 11:12:45	Catalog Task	2017-08-15 13:43:12	08-2017	IMAC	Phone	Account Termination for Leanne Olson	3 - Medium
2017-08-08 12:19:04	Catalog Task	2017-08-15 14:08:01	08-2017	Password Reset / Unlock	Phone	AiM - Password Reset / Unlock Account	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-07 14:58:38	Catalog Task	2017-08-16 09:22:41	08-2017	IMAC	Phone	kwiktag - export to excel ***STATUS UPDATE*** Please Contact Mr. Schmid	3 - Medium
2017-08-15 14:51:20	Catalog Task	2017-08-16 10:29:24	08-2017	IMAC	Phone	Sharepoint - Library Hours Tracking spreadsheet under the Actions tab, need open with Windows Explorer restored	3 - Medium
2017-08-14 11:25:14	Catalog Task	2017-08-16 11:49:15	08-2017	IMAC	Phone	AIM - unable to log on	3 - Medium
2017-07-24 06:18:00	Incident	2017-08-16 13:39:35	08-2017	Other	Phone	IMMS - Issues	5 - Minimal
2017-08-15 12:54:00	Incident	2017-08-16 15:28:32	08-2017	Other	Email	JD Edwards login issue	3 - Medium
2017-08-17 07:50:44	Incident	2017-08-17 07:55:07	08-2017	Other	Phone	install Data Link on William Burdick computer	5 - Minimal
2017-04-03 17:15:36	Incident	2017-08-17 09:23:19	08-2017	Other	Phone	Polaris - down	3 - Medium
2017-08-17 09:26:19	Catalog Task	2017-08-17 15:39:30	08-2017	IMAC	Phone	Termination for Ronald Derouin	3 - Medium
2017-08-17 11:40:51	Catalog Task	2017-08-17 15:40:11	08-2017	IMAC	Phone	Termination for Clayton Montgomery	3 - Medium
2017-08-15 14:22:31	Incident	2017-08-18 09:07:47	08-2017	Kwiktag	Email	Kwiktag - Pop-up Issue	3 - Medium
2017-08-17 09:20:14	Incident	2017-08-18 11:45:28	08-2017	Web	Phone	VLC Media Player	3 - Medium
2017-08-14 15:31:09	Incident	2017-08-18 14:26:19	08-2017	Other	Phone	Tresspass Database - Error	3 - Medium
2017-07-27 16:05:07	Incident	2017-08-18 14:27:25	08-2017	Other	Email	Tresspass Database	3 - Medium
2017-08-18 11:31:38	Catalog Task	2017-08-18 15:46:25	08-2017	IMAC	Phone	Termination for Thomas Hutchinson	3 - Medium
2017-08-18 08:06:28	Catalog Task	2017-08-18 15:46:50	08-2017	IMAC	Phone	Termination for Kenyc McCoy	3 - Medium
2017-08-18 11:15:42	Catalog Task	2017-08-18 15:47:12	08-2017	IMAC	Phone	Termination for Joshua Bazara	3 - Medium
2017-08-18 13:47:04	Incident	2017-08-18 16:00:25	08-2017	Other	Email	Citrix - not working on i-pad	3 - Medium
2017-08-17 11:21:28	Incident	2017-08-18 20:02:54	08-2017	Other	Email	Envisionware server is down.	3 - Medium
2017-08-15 12:50:31	Catalog Task	2017-08-21 11:12:32	08-2017	Access Request	Phone	New Account Request for Thomas Derathe	3 - Medium
2017-08-16 14:26:15	Catalog Task	2017-08-21 11:18:43	08-2017	Access Request	Phone	New Account Request for MARY KAY DITCH	3 - Medium
2017-08-21 12:30:22	Incident	2017-08-21 13:01:22	08-2017	AccessDatabases	Email	Access 2003 vs.2007	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-21 17:59:45	Catalog Task	2017-08-23 09:15:31	08-2017	IMAC	Phone	Account Termination for Sarah N. Mirabal	3 - Medium
2017-08-21 09:35:27	Catalog Task	2017-08-23 09:15:48	08-2017	IMAC	Phone	Account Termination for Julia Dombrowski	3 - Medium
2017-08-21 15:47:40	Catalog Task	2017-08-23 09:16:13	08-2017	IMAC	Phone	Account Termination for John Spitzer	3 - Medium
2017-08-23 08:29:15	Catalog Task	2017-08-23 09:16:41	08-2017	IMAC	Phone	Account Termination for Marcos Godoy	3 - Medium
2017-08-21 16:31:30	Incident	2017-08-23 11:57:02	08-2017	Other	Email	Express Scribe Transcription software problems with pedals	3 - Medium
2017-08-23 09:37:06	Incident	2017-08-23 11:59:52	08-2017	Other	Phone	Business Manager	3 - Medium
2017-08-24 07:11:16	Incident	2017-08-24 07:20:35	08-2017	Other	Phone	Firewall notification	3 - Medium
2017-08-23 09:44:15	Incident	2017-08-24 13:35:38	08-2017	Database	Phone	geeting error on Data link	5 - Minimal
2017-08-23 09:05:02	Incident	2017-08-24 13:37:16	08-2017	Other	Email	Data link - ODBC Login pops up	3 - Medium
2017-08-14 10:41:17	Incident	2017-08-24 13:57:05	08-2017	Other	Self-service	Sched21 will not open on Hunter's new computer.	3 - Medium
2017-08-23 09:46:39	Incident	2017-08-24 14:20:36	08-2017	Kronos	Phone	Kronos - Locking up when trying to submit a leave request	3 - Medium
2017-08-17 10:17:51	Catalog Task	2017-08-24 16:19:43	08-2017	IMAC	Phone	Kiwktag access	3 - Medium
2017-08-18 15:49:41	Catalog Task	2017-08-24 16:29:26	08-2017	IMAC	Phone	Update KwikTag access	3 - Medium
2017-08-21 10:58:24	Catalog Task	2017-08-24 16:33:17	08-2017	IMAC	Phone	Kwiktag Drawer Access	3 - Medium
2017-08-15 09:05:08	Incident	2017-08-25 11:49:48	08-2017	Other	Email	Quickbooks Error - "Quickbooks has reached the maximum number of unregistered Hour."	3 - Medium
2017-06-02 11:24:53	Incident	2017-08-25 13:55:47	08-2017	Other	Email	Quickbooks is not working through Citrix. Keep receiving an error when trying to load.	3 - Medium
2017-08-24 16:11:30	Catalog Task	2017-08-25 15:03:27	08-2017	IMAC	Phone	Security Disable Request for Corey Ouellette	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-08-25 10:16:52	Catalog Task	2017-08-25 15:03:52	08-2017	IMAC	Phone	Account Termination for Idolkis Macaya	3 - Medium
2017-08-24 14:15:31	Catalog Task	2017-08-25 15:04:15	08-2017	IMAC	Phone	Account Termination Raymond Woods	3 - Medium
2017-08-24 18:01:10	Catalog Task	2017-08-25 15:04:38	08-2017	IMAC	Phone	Account Termination Olivia Webber	3 - Medium
2017-08-25 11:14:09	Catalog Task	2017-08-25 15:05:08	08-2017	IMAC	Phone	Account Termination for Lizenie Meza	3 - Medium
2017-08-21 15:31:09	Catalog Task	2017-08-28 09:14:53	08-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-08-25 09:20:24	Incident	2017-08-28 12:13:07	08-2017	Other	Phone	please install video camera software	5 - Minimal
2017-08-29 07:38:43	Incident	2017-08-29 07:42:08	08-2017	Other	Phone	install software for Doctors	5 - Minimal
2017-08-23 10:22:58	Incident	2017-08-29 10:27:04	08-2017	Kwiktag	Phone	Office Doks - print function no longer getting to import folder on server	3 - Medium
2017-08-16 10:27:30	Incident	2017-08-29 10:53:11	08-2017	Other	Email	Trespass - the "New Trespass" does reappear after saving the previous data	3 - Medium
2017-08-11 10:06:14	Incident	2017-08-29 11:25:04	08-2017	Access	Phone	Access Database	3 - Medium
2017-08-28 15:20:25	Catalog Task	2017-08-30 11:48:18	08-2017	IMAC	Phone	Account Termination for Gabriel Mitchell	3 - Medium
2017-08-28 11:03:24	Catalog Task	2017-08-30 11:48:41	08-2017	IMAC	Phone	Account Termination for Ronald Evans	3 - Medium
2017-08-24 16:28:29	Catalog Task	2017-08-31 09:43:44	08-2017	Access Request	Phone	(8/2/17) Modify Request for Lynn St Amant	3 - Medium
2017-08-31 07:33:27	Catalog Task	2017-08-31 09:51:01	08-2017	IMAC	Phone	Contact Updater - Create Super User	3 - Medium
2017-08-15 10:23:02	Incident	2017-08-31 13:18:00	08-2017	Other	Email	E1 - Unable to view items attached to entries during a GL Inquiry	3 - Medium
2017-08-29 08:25:13	Incident	2017-08-31 15:44:43	08-2017	Other	Self-service	RouteMatch locks up after exporting reports.	3 - Medium
2017-08-01 18:41:16	Catalog Task	2017-09-01 09:12:41	09-2017	IMAC	Phone	Sharepoint - Access	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-01 09:41:35	Incident	2017-09-01 13:48:31	09-2017	Kronos	Email	kronos - will not open due to java issue	3 - Medium
2017-09-04 10:42:47	Incident	2017-09-04 12:40:10	09-2017	Kronos	Phone	Kronos - database offline - Ongoing issue from the weekend	2 - High
2017-08-31 08:20:35	Catalog Task	2017-09-05 15:58:39	09-2017	IMAC	Phone	Account Termination for Kelley Schaefer	3 - Medium
2017-09-05 07:15:19	Catalog Task	2017-09-05 15:59:15	09-2017	IMAC	Phone	Termination for Josiah Arizmendi	3 - Medium
2017-09-06 09:14:52	Incident	2017-09-06 09:18:06	09-2017	Other	Phone	Data Link is getting an error message	5 - Minimal
2017-08-31 17:26:01	Incident	2017-09-06 13:03:29	09-2017	Other	Phone	Client has to Edit many Pictures - Since Office 2016 that function Missing	3 - Medium
2017-09-18 09:09:37	Incident	2017-09-18 11:13:15	09-2017	Other	Phone	PERMITTING ERROR MESSAGE	3 - Medium
2017-09-06 13:52:03	Incident	2017-09-18 13:56:06	09-2017	Other	Email	Application DataLink - getting error Message.	3 - Medium
2017-08-14 16:34:55	Incident	2017-09-18 15:58:31	09-2017	N/A	Email	Intranet - Persistent login box	3 - Medium
2017-09-19 12:44:55	Incident	2017-09-19 14:28:13	09-2017	Other	Email	Security camera not working	3 - Medium
2017-09-13 08:06:13	Catalog Task	2017-09-19 15:39:27	09-2017	IMAC	Phone	Account Termination for Sherri Malkinson	3 - Medium
2017-09-07 12:14:22	Catalog Task	2017-09-19 15:39:55	09-2017	IMAC	Phone	Account Termination for Christopher Schardt	3 - Medium
2017-09-18 17:00:01	Catalog Task	2017-09-19 15:40:21	09-2017	IMAC	Phone	Account Termination for Stephen G. Johnson	3 - Medium
2017-09-18 13:48:59	Catalog Task	2017-09-19 15:40:50	09-2017	IMAC	Phone	Account Termination for Bobby Flournah Jr	3 - Medium
2017-09-07 12:24:18	Catalog Task	2017-09-19 15:41:44	09-2017	IMAC	Phone	Account Termination for Jeffery Halcomb	3 - Medium
2017-09-19 08:25:42	Catalog Task	2017-09-19 15:42:16	09-2017	IMAC	Phone	Termination for Terri Crawford	3 - Medium
2017-09-19 13:47:36	Catalog Task	2017-09-19 15:51:28	09-2017	IMAC	Phone	Account Termination for Elaine Weissborn	3 - Medium
2017-09-19 13:52:53	Catalog Task	2017-09-19 15:51:56	09-2017	IMAC	Phone	Account Termination for Janet Calkins	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-19 14:42:53	Catalog Task	2017-09-19 15:52:24	09-2017	IMAC	Phone	Termination for Kyle Waltemyer	3 - Medium
2017-09-18 14:08:08	Incident	2017-09-20 14:27:15	09-2017	Other	Phone	activeX error in E1 (oracle)	3 - Medium
2017-09-18 09:15:21	Incident	2017-09-21 09:33:22	09-2017	Tidemark	Email	Tidemark csv error - Error creating "c:\tidemarkcvs\tmcase.cvs"	3 - Medium
2017-08-29 15:36:37	Catalog Task	2017-09-21 10:32:24	09-2017	Access Request	Phone	(9/14/17) Re-Hire Account Request for Chelsea A Pigott	3 - Medium
2017-08-29 11:35:49	Incident	2017-09-22 09:09:08	09-2017	Other	Phone	Lee County Citrix - unable to log onto.	3 - Medium
2017-09-20 09:40:49	Catalog Task	2017-09-22 15:52:20	09-2017	IMAC	Phone	Account Termination for Matthew Friedman	3 - Medium
2017-09-21 10:12:09	Catalog Task	2017-09-22 15:52:50	09-2017	IMAC	Phone	Termination for Andrew Hallihan	3 - Medium
2017-09-22 16:30:41	Incident	2017-09-23 15:21:36	09-2017	Kronos	Phone	Kronos Issue - getting Error Msgs. which prevent getting to Employees Time	3 - Medium
2017-09-25 10:23:49	Incident	2017-09-25 14:52:48	09-2017	Other	Email	ePLAN computer issues - Open Form Error	3 - Medium
2017-09-25 09:42:17	Incident	2017-09-25 14:55:05	09-2017	Tidemark	Phone	Computer - locked up and booted user - now unable to access application	3 - Medium
2017-08-18 09:35:00	Incident	2017-09-26 13:07:51	09-2017	Other	Phone	Logger Net - Unable to log in	3 - Medium
2017-09-23 17:13:00	Incident	2017-09-27 08:30:33	09-2017	Other	Phone	Polaris - crashing	3 - Medium
2017-09-28 07:07:51	Incident	2017-09-28 08:55:19	09-2017	Kwiktag	Phone	Kwiktag - connectivity	5 - Minimal
2017-09-22 08:49:15	Incident	2017-09-28 09:48:32	09-2017	Other	Email	Cannot Access Neogov - from Station 9558	3 - Medium
2017-09-22 15:47:58	Incident	2017-09-29 08:20:30	09-2017	Other	Phone	E-plan suddenly freezes, loses all work - happening too Often	3 - Medium
2017-08-29 15:54:56	Catalog Task	2017-09-29 08:58:54	09-2017	Access Request	Phone	(8/31/17) New Account Request for Claudia Roncoroni	3 - Medium
2017-09-28 11:21:41	Catalog Task	2017-09-29 09:52:48	09-2017	IMAC	Phone	Account Termination for Shane Bergmark	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-09-27 08:10:38	Catalog Task	2017-09-29 09:53:23	09-2017	IMAC	Phone	Account Termination for Danny Lockard	3 - Medium
2017-09-25 12:41:04	Catalog Task	2017-09-29 09:53:56	09-2017	IMAC	Phone	Account Termination for Cheryl Ann Miller	3 - Medium
2017-09-28 14:05:57	Catalog Task	2017-09-29 09:54:20	09-2017	IMAC	Phone	Account Termination for Arghero Koumparakis	3 - Medium
2017-09-28 15:10:12	Catalog Task	2017-09-29 09:54:45	09-2017	IMAC	Phone	Account Termination for Juliana Silva	3 - Medium
2017-09-28 10:31:39	Incident	2017-09-29 13:47:13	09-2017	Tidemark	Phone	New Employee does not have Tidemark installed for her FAX'es to come into	3 - Medium
2017-09-20 15:11:57	Catalog Task	2017-09-29 14:30:30	09-2017	IMAC	Phone	AIM Account - password reset	3 - Medium
2017-08-31 12:39:31	Catalog Task	2017-09-29 14:51:50	09-2017	Access Request	Phone	Existing User, Access Request - Thompson, Josh	3 - Medium
2017-09-18 16:04:15	Catalog Task	2017-09-29 14:58:28	09-2017	IMAC	Phone	Kwiktag - Account creation for Laurie Victory	3 - Medium
2017-09-28 12:09:22	Catalog Task	2017-09-29 14:59:18	09-2017	Access Request	Phone	New Account Request for Jessy Zukaitis	3 - Medium
2017-09-21 13:35:37	Catalog Task	2017-09-29 15:00:13	09-2017	Access Request	Phone	New Account Request for Zena Hamilton	3 - Medium
2017-03-21 11:17:29	Incident	2017-09-29 16:35:41	09-2017	Other	Phone	please add Fax to email option to our Printer SW-Q01-SAVINC4040	5 - Minimal
2017-09-28 18:04:53	Catalog Task	2017-10-02 11:21:49	10-2017	IMAC	Phone	Please assist Cindy Carter with her AIM logon credentials	3 - Medium
2017-10-02 08:46:34	Incident	2017-10-03 10:29:19	10-2017	Other	Phone	Cannot log into Polaris - Talking Books Library	3 - Medium
2017-10-02 11:54:32	Incident	2017-10-03 10:30:21	10-2017	Other	Phone	Polaris - Sign in issue	3 - Medium
2017-10-02 08:44:49	Incident	2017-10-03 11:51:29	10-2017	Other	Self-service	Polaris did not update. Giving error message.	3 - Medium
2017-10-02 12:13:03	Incident	2017-10-03 11:58:26	10-2017	Other	Email	Unable to log into Polaris - NF Station 7535	3 - Medium
2017-09-28 16:09:19	Incident	2017-10-03 12:03:03	10-2017	Other	Phone	Polaris - Unable to Access On One Specific Computer	3 - Medium
2017-09-29 19:59:40	Incident	2017-10-04 08:31:08	10-2017	Other	Phone	Citrix - error	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-02 12:38:04	Incident	2017-10-04 11:56:48	10-2017	Other	Email	Library 'Pacs' - little Icons are missing	3 - Medium
2017-10-02 12:15:10	Catalog Task	2017-10-06 10:23:17	10-2017	Access Request	Phone	New Account Request for Paola Trejos	3 - Medium
2017-10-03 10:52:35	Catalog Task	2017-10-06 10:28:59	10-2017	Access Request	Phone	New Account Request for John R Meyer	3 - Medium
2017-10-05 08:22:45	Catalog Task	2017-10-06 11:14:54	10-2017	IMAC	Phone	Kwiktag - Expand access for "SLANEFJ"	3 - Medium
2017-10-02 13:56:01	Catalog Task	2017-10-06 11:21:38	10-2017	IMAC	Phone	Account Termination for Keri Perkins	3 - Medium
2017-10-02 09:58:14	Catalog Task	2017-10-06 11:22:06	10-2017	IMAC	Phone	Account Termination for James McFee	3 - Medium
2017-10-02 12:15:04	Catalog Task	2017-10-06 11:22:32	10-2017	IMAC	Phone	Account Termination for Shaun Kalarovich	3 - Medium
2017-10-02 09:45:55	Catalog Task	2017-10-06 11:23:01	10-2017	IMAC	Phone	Account Termination for Fernando Zavala	3 - Medium
2017-10-06 08:57:46	Catalog Task	2017-10-06 11:23:41	10-2017	IMAC	Phone	Termination for Amie Lemire	3 - Medium
2017-10-03 17:12:26	Catalog Task	2017-10-06 11:29:09	10-2017	Access Request	Phone	Re-Hire Request for Jerry M Camp	3 - Medium
2017-10-05 11:03:38	Catalog Task	2017-10-06 11:29:32	10-2017	IMAC	Phone	Procurement Kwik Tag Files	3 - Medium
2017-10-05 11:07:16	Catalog Task	2017-10-06 11:31:07	10-2017	Access Request	Phone	(9/14/17) New Account Request for Jonathan W Garcia	3 - Medium
2017-10-06 13:31:15	Catalog Task	2017-10-09 09:44:14	10-2017	IMAC	Phone	Account Termination for Tracy DePasquale	3 - Medium
2017-10-06 14:40:30	Catalog Task	2017-10-09 09:44:50	10-2017	IMAC	Phone	Account Termination for Jane Guerrero	3 - Medium
2017-10-06 17:59:23	Catalog Task	2017-10-09 09:45:22	10-2017	IMAC	Phone	Account Termination for Brad Carpenter	3 - Medium
2017-10-06 16:36:28	Catalog Task	2017-10-09 09:45:42	10-2017	IMAC	Phone	Account Termination for Tim Kabel	3 - Medium
2017-10-06 15:24:41	Catalog Task	2017-10-09 09:46:27	10-2017	Access Request	Phone	Account Termination for Corris L. McIntosh, Jr.	3 - Medium
2017-10-04 16:53:00	Incident	2017-10-09 15:51:29	10-2017	Other	Email	Webpage - Error	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-09 10:17:13	Incident	2017-10-11 13:30:07	10-2017	Kwiktag	Phone	Kwiktag giving Scanning error Msg. - "Authentication with the Destination has Failed" *HIGH*	3 - Medium
2017-10-05 10:58:39	Incident	2017-10-12 10:40:48	10-2017	Other	Email	Unable to get leave request for employee	3 - Medium
2017-09-12 09:41:52	Incident	2017-10-12 11:26:28	10-2017	Other	Self-service	WasteWorks program is not accessible	3 - Medium
2017-10-09 12:14:50	Catalog Task	2017-10-12 17:06:22	10-2017	Access Request	Phone	(10/02/17) New Account Request for Gianna Reese	3 - Medium
2017-10-10 14:47:32	Catalog Task	2017-10-12 17:07:23	10-2017	Access Request	Phone	(10/12/17) New Account Request for Wayne A Schubert	3 - Medium
2017-10-11 10:36:37	Catalog Task	2017-10-12 17:07:59	10-2017	Access Request	Phone	(10/12/17) New Account Request for Richard M Stubbe	3 - Medium
2017-10-11 10:58:07	Catalog Task	2017-10-12 17:08:39	10-2017	Access Request	Phone	New Account Request for Kevin E Kipker	3 - Medium
2017-10-11 11:04:03	Catalog Task	2017-10-12 17:09:16	10-2017	Access Request	Phone	Re-Hire Account Request for Clyde L Deitz	3 - Medium
2017-10-11 16:18:40	Catalog Task	2017-10-12 17:09:50	10-2017	Access Request	Phone	New Account Request for Santiago Gonzalez	3 - Medium
2017-10-12 12:26:52	Catalog Task	2017-10-12 17:10:57	10-2017	Access Request	Phone	New Account Request for Haywood Cook	3 - Medium
2017-10-12 13:51:30	Catalog Task	2017-10-12 17:12:01	10-2017	Access Request	Phone	New Account Request for James C Greenwood	3 - Medium
2017-10-12 14:03:47	Catalog Task	2017-10-12 17:13:14	10-2017	Access Request	Phone	New Account Request for Dillion W Traurig	3 - Medium
2017-10-12 14:49:33	Catalog Task	2017-10-12 17:14:16	10-2017	Access Request	Phone	New Account Request for Andreali Moron	3 - Medium
2017-10-12 15:11:59	Catalog Task	2017-10-12 17:15:35	10-2017	Access Request	Phone	New Account Request for Janice Watson	3 - Medium
2017-10-13 07:48:09	Incident	2017-10-13 07:59:05	10-2017	Other	Phone	i can not print and scan to my folder	3 - Medium
2017-09-20 10:35:05	Incident	2017-10-13 09:58:55	10-2017	SharePointIntranet	Phone	My FMLA sharepoint documents will not open.	3 - Medium
2017-10-12 15:41:37	Incident	2017-10-13 10:42:26	10-2017	Other	Phone	Desktop - cannot print	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-13 07:46:57	Catalog Task	2017-10-13 14:19:43	10-2017	IMAC	Phone	Account Termination for Craig Angel	3 - Medium
2017-10-12 09:05:17	Catalog Task	2017-10-13 14:20:11	10-2017	IMAC	Phone	Account Termination for Michael Blackman	3 - Medium
2017-10-10 15:01:23	Catalog Task	2017-10-13 14:20:59	10-2017	IMAC	Phone	Account Termination for Margie Byers	3 - Medium
2017-10-12 08:37:35	Catalog Task	2017-10-13 14:22:04	10-2017	IMAC	Phone	Termination for Jill Brown	3 - Medium
2017-10-13 10:23:08	Catalog Task	2017-10-16 16:34:05	10-2017	Access Request	Phone	New Account Request for Alexia Mitchell	3 - Medium
2017-10-13 12:33:26	Catalog Task	2017-10-16 16:35:25	10-2017	Access Request	Phone	(10/16/17) New Account Request for William L Wagner	3 - Medium
2017-10-13 12:43:24	Catalog Task	2017-10-16 16:36:01	10-2017	Access Request	Phone	New Account Request for Jose R Vega	3 - Medium
2017-10-13 11:32:12	Catalog Task	2017-10-17 08:32:35	10-2017	IMAC	Phone	Kwiktag - Drawer access for Lisa Lauture	3 - Medium
2017-10-06 16:24:40	Catalog Task	2017-10-17 08:42:57	10-2017	Access Request	Phone	AIM access for William P Wood	3 - Medium
2017-10-18 15:10:11	Incident	2017-10-19 09:38:07	10-2017	Kwiktag	Phone	Kwiktag - cannot open file number 981445199	3 - Medium
2017-10-19 15:12:22	Catalog Task	2017-10-20 09:15:56	10-2017	IMAC	Phone	Kwiktag - Records	3 - Medium
2017-10-13 16:26:57	Incident	2017-10-20 09:26:25	10-2017	Other	Phone	Hachwims Program - cannot log into	3 - Medium
2017-10-13 10:54:18	Catalog Task	2017-10-20 11:28:35	10-2017	Access Request	Phone	New Account Request for Mark Sautter	3 - Medium
2017-10-13 12:32:46	Incident	2017-10-20 11:30:57	10-2017	Other	Email	Error Code 500 while working in Lucidity	3 - Medium
2017-10-20 10:45:24	Catalog Task	2017-10-20 14:31:47	10-2017	IMAC	Phone	Account Termination for Kevin Delaney	3 - Medium
2017-10-18 08:36:28	Catalog Task	2017-10-20 14:32:21	10-2017	IMAC	Phone	Account Termination for Jeovanni Tejada	3 - Medium
2017-10-17 08:52:17	Catalog Task	2017-10-20 14:32:46	10-2017	IMAC	Phone	Account Termination for David Sechrest	3 - Medium
2017-10-19 11:14:49	Catalog Task	2017-10-20 14:33:06	10-2017	IMAC	Phone	Account Termination for Ariel Bates	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-16 17:33:38	Incident	2017-10-23 09:42:56	10-2017	Other	Email	PerfectLaw - Unable to record settings	3 - Medium
2017-10-13 12:13:33	Catalog Task	2017-10-24 09:06:20	10-2017	Access Request	Phone	(10/12/17) New Account Request for Gary J Griffey	3 - Medium
2017-10-23 16:45:47	Catalog Task	2017-10-24 09:16:10	10-2017	Access Request	Phone	New Account Request for Darell M Nipper	3 - Medium
2017-10-12 14:08:40	Catalog Task	2017-10-24 10:21:57	10-2017	IMAC	Phone	Webconnect	3 - Medium
2017-10-19 13:29:30	Incident	2017-10-24 11:10:21	10-2017	Kronos	Self-service	Java plugin in failure when using Kronos	3 - Medium
2017-10-25 09:50:33	Catalog Task	2017-10-25 11:22:40	10-2017	Password Reset / Unlock	Phone	Kronos - password unlock/reset	3 - Medium
2017-09-26 12:49:02	Incident	2017-10-25 11:27:30	10-2017	SharePointInternet	Email	Sharepoint issues / Outlook - credentials popup issue	3 - Medium
2017-10-04 14:38:58	Incident	2017-10-25 11:29:48	10-2017	N/A	Email	Error when creating Leave Request	3 - Medium
2017-10-26 07:57:19	Incident	2017-10-26 08:04:05	10-2017	Other	Phone	can not print from photo program	5 - Minimal
2017-09-05 10:15:27	Catalog Task	2017-10-26 10:16:52	10-2017	IMAC	Phone	Query - Removing unneeded web pages	3 - Medium
2017-10-12 15:27:32	Catalog Task	2017-10-26 10:22:35	10-2017	Service Request Query	Phone	ITG Status Report is available on the intranet	3 - Medium
2017-10-17 10:21:38	Catalog Task	2017-10-26 10:23:44	10-2017	IMAC	Phone	Admin Rights to Cusic Team page on Extranet	3 - Medium
2017-10-24 14:20:37	Catalog Task	2017-10-26 10:29:23	10-2017	IMAC	Phone	VCB Staff Directory - Contact Updater on Leegov.com	3 - Medium
2017-08-11 11:23:36	Catalog Task	2017-10-26 10:31:20	10-2017	IMAC	Phone	Ticket request database	3 - Medium
2017-08-16 15:43:30	Incident	2017-10-26 10:34:36	10-2017	Other	Phone	Ranger Citations (Nancy Kilmartin)	3 - Medium
2017-10-25 16:58:27	Incident	2017-10-26 10:40:58	10-2017	Web	Email	Website - Access to manuals	3 - Medium
2017-10-25 16:49:18	Catalog Task	2017-10-26 10:53:45	10-2017	IMAC	Phone	Account Termination for Jeffery Bock	3 - Medium
2017-10-25 16:54:26	Catalog Task	2017-10-26 10:54:06	10-2017	IMAC	Phone	Account Termination Request for Ronald Penoyer	3 - Medium
2017-10-24 08:25:52	Catalog Task	2017-10-26 10:54:37	10-2017	IMAC	Phone	Account Termination for Joshua Holman	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-24 12:59:40	Catalog Task	2017-10-26 10:55:10	10-2017	IMAC	Phone	Account Termination for Cassie Gomez	3 - Medium
2017-10-27 10:55:41	Incident	2017-10-27 11:38:24	10-2017	Kwiktag	Self-service	Kwiktag	3 - Medium
2017-08-29 10:34:37	Catalog Task	2017-10-27 15:31:50	10-2017	IMAC	Phone	Provide Requested Service	3 - Medium
2017-04-17 02:07:34	Incident	2017-10-30 07:20:35	10-2017	Other	Phone	Citrix - Issues	5 - Minimal
2017-03-24 09:43:57	Incident	2017-10-30 08:32:40	10-2017	Other	Self-service	Little Green Button License Expire	3 - Medium
2017-10-27 10:17:14	Incident	2017-10-30 08:55:36	10-2017	Tidemark	Phone	Tidemark – Program is already running, cannot open.	3 - Medium
2017-10-30 08:07:12	Catalog Task	2017-10-30 09:04:25	10-2017	Password Reset / Unlock	Phone	Tidemark - Unlock Account	3 - Medium
2017-08-29 11:52:34	Catalog Task	2017-10-30 09:11:15	10-2017	IMAC	Phone	Update information in Tidemark/Eplan	3 - Medium
2017-10-16 13:07:26	Catalog Task	2017-10-30 09:27:16	10-2017	Access Request	Phone	Existing user account request - Sandra Bridges	3 - Medium
2017-10-24 14:27:55	Catalog Task	2017-10-30 09:28:53	10-2017	Access Request	Phone	New Account Request for Anthony Bellorin	3 - Medium
2017-10-24 14:48:54	Catalog Task	2017-10-30 09:29:37	10-2017	Access Request	Phone	New Account Request for Herbert Brown	3 - Medium
2017-10-24 15:06:03	Catalog Task	2017-10-30 09:30:28	10-2017	Access Request	Phone	New Account Request for Brett Hadu	3 - Medium
2017-10-24 16:13:01	Catalog Task	2017-10-30 09:32:01	10-2017	Access Request	Phone	(6/26/14) New Account Request for Mike R Castilla	3 - Medium
2017-10-24 16:30:46	Catalog Task	2017-10-30 09:33:05	10-2017	Access Request	Phone	(7/10/14) New Account Request for Greg K Cross	3 - Medium
2017-10-24 16:55:21	Catalog Task	2017-10-30 09:33:49	10-2017	Access Request	Phone	(7/6/17) New Account Request for Jeffrey L Shreiner	3 - Medium
2017-10-25 10:51:17	Catalog Task	2017-10-30 09:34:32	10-2017	Access Request	Phone	(12-13-2012) New Account Request for Toni D Potter	3 - Medium
2017-10-25 10:55:21	Catalog Task	2017-10-30 09:35:15	10-2017	Access Request	Phone	(7/6/17) New Account Request for Laura A Malicoate	3 - Medium
2017-10-25 11:02:40	Catalog Task	2017-10-30 09:35:57	10-2017	Access Request	Phone	(09-20-2012) New Account Request for Julie K Peterson	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-25 11:12:53	Catalog Task	2017-10-30 09:36:55	10-2017	Access Request	Phone	(06-08-2017) New Account Request for Anthony M Pasquali	3 - Medium
2017-10-25 11:22:39	Catalog Task	2017-10-30 09:37:43	10-2017	Access Request	Phone	(07-24-2014) New Account Request for Nathan C Ojibway	3 - Medium
2017-10-25 11:58:55	Catalog Task	2017-10-30 09:38:32	10-2017	Access Request	Phone	(10-27-2016) New Account Request for Ronald F Niebuhr	3 - Medium
2017-10-25 12:23:51	Catalog Task	2017-10-30 09:39:13	10-2017	Access Request	Phone	New Account Request for Caitlyn Eck	3 - Medium
2017-10-25 12:28:37	Catalog Task	2017-10-30 09:40:03	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Emily Ann Murphy	3 - Medium
2017-10-25 12:41:32	Catalog Task	2017-10-30 09:40:39	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Hayden P Meyers	3 - Medium
2017-10-25 12:42:27	Catalog Task	2017-10-30 09:41:15	10-2017	Access Request	Phone	New Account Request for James Mackey	3 - Medium
2017-10-25 13:15:50	Catalog Task	2017-10-30 09:42:03	10-2017	Access Request	Phone	(06-28-2012) New Account Request for Joseph H McDaniel	3 - Medium
2017-10-25 13:22:30	Catalog Task	2017-10-30 09:42:40	10-2017	Access Request	Phone	New Account Request for Giancarlo Romano	3 - Medium
2017-10-25 13:33:44	Catalog Task	2017-10-30 09:43:21	10-2017	Access Request	Phone	New Account Request for Ronald Geis	3 - Medium
2017-10-25 13:37:16	Catalog Task	2017-10-30 09:44:01	10-2017	Access Request	Phone	(05-16-2013) New Account Request for Joseph A McDaniel	3 - Medium
2017-10-25 13:46:42	Catalog Task	2017-10-30 09:46:17	10-2017	Access Request	Phone	New Account Request for Livan Perez	3 - Medium
2017-10-25 13:47:58	Catalog Task	2017-10-30 09:46:53	10-2017	Access Request	Phone	(05-24-2007) New Account Request for Debbie Martin	3 - Medium
2017-10-25 13:59:24	Catalog Task	2017-10-30 09:47:29	10-2017	Access Request	Phone	(05-28-2013) New Account Request for Aissa S Lee	3 - Medium
2017-10-25 14:00:51	Catalog Task	2017-10-30 09:48:02	10-2017	Access Request	Phone	New Account Request for Anthony Ficarro	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-25 14:12:48	Catalog Task	2017-10-30 09:48:37	10-2017	Access Request	Phone	(07-08-1999) New Account Request for Sandra MacDonald	3 - Medium
2017-10-25 14:13:36	Catalog Task	2017-10-30 09:49:10	10-2017	Access Request	Phone	New Account Request for Alexa Galewski	3 - Medium
2017-10-25 14:24:33	Catalog Task	2017-10-30 09:49:43	10-2017	Access Request	Phone	New Account Request for Haley Galewski	3 - Medium
2017-10-25 14:31:21	Catalog Task	2017-10-30 09:50:20	10-2017	Access Request	Phone	(10-12-2017) New Account Request for Robert A Kump	3 - Medium
2017-10-25 14:37:48	Catalog Task	2017-10-30 09:50:53	10-2017	Access Request	Phone	New Account Request for Michelle Hamstra	3 - Medium
2017-10-25 14:54:07	Catalog Task	2017-10-30 09:51:25	10-2017	Access Request	Phone	(06-27-2013) New Account Request for Ken Krivas	3 - Medium
2017-10-25 15:11:20	Catalog Task	2017-10-30 09:51:55	10-2017	Access Request	Phone	(09-20-2012) New Account Request for Richard E Hendrix	3 - Medium
2017-10-25 15:53:11	Catalog Task	2017-10-30 09:52:34	10-2017	Access Request	Phone	(02-15-2007) New Account Request for Richard Kermendy	3 - Medium
2017-10-25 16:07:35	Catalog Task	2017-10-30 09:53:11	10-2017	Access Request	Phone	(06-26-2014) New Account Request for Tyler R Kinney	3 - Medium
2017-10-25 17:04:54	Catalog Task	2017-10-30 09:53:37	10-2017	Access Request	Phone	(03-02-2017) New Account Request for Jose R Perez Pena	3 - Medium
2017-10-25 17:20:29	Catalog Task	2017-10-30 09:54:24	10-2017	Access Request	Phone	(03-02-2017) New Account Request for Julian Montealegre	3 - Medium
2017-10-25 17:44:38	Catalog Task	2017-10-30 09:55:00	10-2017	Access Request	Phone	(10/27/17) New Account Request for Francisco Reyes	3 - Medium
2017-10-25 17:54:36	Catalog Task	2017-10-30 09:55:37	10-2017	Access Request	Phone	(10/12/17) New Account Request for Daniel S Kasian	3 - Medium
2017-10-25 18:14:49	Catalog Task	2017-10-30 09:56:17	10-2017	Access Request	Phone	(8/31/17) New Account Request for Jared R Blake	3 - Medium
2017-10-26 18:05:54	Catalog Task	2017-10-30 09:57:22	10-2017	Access Request	Phone	New Account Request for Brian Foss	3 - Medium
2017-10-27 13:22:37	Catalog Task	2017-10-30 09:58:09	10-2017	Access Request	Phone	(10/12/17) New Account Request for Mark A Smolka	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-27 16:12:32	Catalog Task	2017-10-30 09:58:50	10-2017	Access Request	Phone	(10/26/17) New Account Request for Amy Cavanaugh	3 - Medium
2017-10-30 09:34:48	Catalog Task	2017-10-30 09:59:47	10-2017	Access Request	Phone	(11/28/16) New Account Request for Benjamin Rummans	3 - Medium
2017-06-07 09:27:38	Incident	2017-10-30 11:44:40	10-2017	Other	Phone	Lucity User	3 - Medium
2017-06-05 13:06:02	Incident	2017-10-30 12:03:16	10-2017	Other	Phone	Cannot use Citrix Applications from home - not accepting login	3 - Medium
2017-06-23 12:42:23	Incident	2017-10-30 13:34:27	10-2017	Other	Phone	Cant access NeoGov	3 - Medium
2017-10-30 12:05:25	Catalog Task	2017-10-31 08:15:53	10-2017	Access Request	Phone	New Account Request for Karen Sourek	3 - Medium
2017-10-30 12:08:12	Catalog Task	2017-10-31 08:16:54	10-2017	Access Request	Phone	New Account Request for Rosario Chellie	3 - Medium
2017-10-30 12:17:31	Catalog Task	2017-10-31 08:17:26	10-2017	Access Request	Phone	New Account Request for Emily Schnars	3 - Medium
2017-10-30 12:30:20	Catalog Task	2017-10-31 08:18:12	10-2017	Access Request	Phone	New Account Request for James A Williams	3 - Medium
2017-10-30 12:50:50	Catalog Task	2017-10-31 08:18:39	10-2017	Access Request	Phone	New Account Request for Wayne Sanfilippo	3 - Medium
2017-10-30 13:11:38	Catalog Task	2017-10-31 08:19:08	10-2017	Access Request	Phone	New Account Request for Shayla M Reighter	3 - Medium
2017-10-30 13:12:21	Catalog Task	2017-10-31 08:19:40	10-2017	Access Request	Phone	New Account Request for Peter Sisk	3 - Medium
2017-10-30 13:21:03	Catalog Task	2017-10-31 08:20:32	10-2017	Access Request	Phone	New Account Request for Nicole D Tyre	3 - Medium
2017-10-30 13:23:08	Catalog Task	2017-10-31 08:21:33	10-2017	Access Request	Phone	New Account Request for Jesse Sumasky	3 - Medium
2017-10-30 13:29:17	Catalog Task	2017-10-31 08:22:03	10-2017	Access Request	Phone	New Account Request for Roderick D Wilson	3 - Medium
2017-10-30 13:33:38	Catalog Task	2017-10-31 08:22:29	10-2017	Access Request	Phone	New Account Request for Taylor Smith	3 - Medium
2017-10-30 13:41:15	Catalog Task	2017-10-31 08:22:55	10-2017	Access Request	Phone	New Account Request for Jennie L Vogelbach	3 - Medium
2017-10-30 13:44:25	Catalog Task	2017-10-31 08:23:22	10-2017	Access Request	Phone	New Account Request for Tracy Thomas	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-30 13:49:21	Catalog Task	2017-10-31 08:24:03	10-2017	Access Request	Phone	New Account Request for Theodore P Sanders	3 - Medium
2017-10-30 13:57:11	Catalog Task	2017-10-31 08:24:30	10-2017	Access Request	Phone	New Account Request for Todd I Dusenberry	3 - Medium
2017-10-30 13:58:36	Catalog Task	2017-10-31 08:25:05	10-2017	Access Request	Phone	New Account Request for Tresia Thomas	3 - Medium
2017-10-30 14:12:11	Catalog Task	2017-10-31 08:25:36	10-2017	Access Request	Phone	New Account Request for George R Hillier	3 - Medium
2017-10-30 14:14:38	Catalog Task	2017-10-31 08:26:08	10-2017	Access Request	Phone	New Account Request for Juan Toscano Trimboli	3 - Medium
2017-10-30 14:23:00	Catalog Task	2017-10-31 08:26:42	10-2017	Access Request	Phone	New Account Request for Ryan M Vance	3 - Medium
2017-10-30 14:35:02	Catalog Task	2017-10-31 08:27:21	10-2017	Access Request	Phone	New Account Request for Gabriel A Trank	3 - Medium
2017-10-30 14:47:13	Catalog Task	2017-10-31 08:27:56	10-2017	Access Request	Phone	New Account Request for Bridget Townsend	3 - Medium
2017-10-13 10:21:34	Incident	2017-10-31 08:54:15	10-2017	AIM	Email	Aim Issues	3 - Medium
2017-10-31 09:20:54	Incident	2017-10-31 11:47:23	10-2017	Kronos	Phone	Kronos - certificate error message	3 - Medium
2017-10-26 13:43:51	Incident	2017-11-01 09:34:08	11-2017	Web	Phone	Webconnect - not showing staff supervised	3 - Medium
2017-10-31 18:06:51	Incident	2017-11-01 11:08:04	11-2017	Kronos	Phone	Kronos - not launching	3 - Medium
2017-11-01 08:50:59	Incident	2017-11-01 11:36:27	11-2017	Kronos	Self-service	Fred Denoon receiving error message "application blocked: by security settings" when trying to access Kronos.	3 - Medium
2017-10-25 12:44:28	Incident	2017-11-01 13:17:59	11-2017	Kronos	Phone	Kronos - unable to load	3 - Medium
2017-10-30 07:51:31	Catalog Task	2017-11-01 15:45:32	11-2017	IMAC	Phone	Termination for Thomas Mamott	3 - Medium
2017-10-30 14:34:07	Catalog Task	2017-11-01 15:46:31	11-2017	IMAC	Phone	Account Termination for Douglas Schwenker	3 - Medium
2017-10-30 12:11:30	Catalog Task	2017-11-01 15:47:11	11-2017	IMAC	Phone	Account Termination for Armando Perez	3 - Medium
2017-11-01 10:22:01	Catalog Task	2017-11-01 15:47:32	11-2017	IMAC	Phone	Account Termination for Sidney Vargas	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-26 12:01:57	Catalog Task	2017-11-01 15:47:50	11-2017	IMAC	Phone	Account Termination for Marie Jaslanek	3 - Medium
2017-11-01 10:16:50	Catalog Task	2017-11-01 15:48:16	11-2017	IMAC	Phone	Account Termination for Oscar Williams	3 - Medium
2017-10-31 14:04:02	Incident	2017-11-02 08:41:40	11-2017	Kronos	Phone	kronos - problem	3 - Medium
2017-10-20 09:09:46	Catalog Task	2017-11-02 08:59:49	11-2017	IMAC	Phone	KwikTag - Access	3 - Medium
2017-10-23 08:27:23	Catalog Task	2017-11-02 09:01:51	11-2017	Access Request	Phone	(10/23/17) Account Request for Kayla Lane	3 - Medium
2017-11-01 10:02:35	Incident	2017-11-02 09:23:16	11-2017	Kronos	Email	Kronos - giving access blocked error	3 - Medium
2017-10-24 15:49:17	Catalog Task	2017-11-02 10:56:30	11-2017	Access Request	Phone	(7/20/17) New Account Request for Andrew N Aiken	3 - Medium
2017-10-30 14:22:03	Catalog Task	2017-11-02 10:58:21	11-2017	IMAC	Phone	KwikTag - access request	3 - Medium
2017-10-31 14:21:41	Catalog Task	2017-11-02 11:01:05	11-2017	Access Request	Phone	Re-Hire Request for Ronald G LaRose	3 - Medium
2017-11-01 16:11:23	Incident	2017-11-02 14:45:30	11-2017	Kronos	Self-service	access denied	3 - Medium
2017-10-20 11:22:06	Incident	2017-11-03 11:40:26	11-2017	Other	Self-service	Cannot sign into Lucity since installation of new tower.	3 - Medium
2017-10-31 09:47:49	Incident	2017-11-03 12:12:55	11-2017	Kronos	Self-service	Kronos is blocked	3 - Medium
2017-11-01 16:54:12	Catalog Task	2017-11-03 12:19:40	11-2017	IMAC	Phone	Account Termination for Jennifer Bockhorn	3 - Medium
2017-11-02 14:34:18	Catalog Task	2017-11-03 12:20:02	11-2017	IMAC	Phone	Termination for John Strasburger	3 - Medium
2017-07-24 08:19:29	Incident	2017-11-03 13:59:46	11-2017	Other	Phone	'Clever' Transportation Application - Needs Account password reset	3 - Medium
2017-10-31 12:04:44	Incident	2017-11-03 16:04:14	11-2017	Kronos	Phone	Kronos - Application blocked by security settings	3 - Medium
2017-11-02 13:55:45	Incident	2017-11-03 20:56:14	11-2017	Kronos	Email	Kronos - Blocked	3 - Medium
2017-11-01 13:19:17	Incident	2017-11-03 20:57:19	11-2017	Kronos	Self-service	I cannot access Kronos at computer station 5102 Staff at the Adult Reference Desk	3 - Medium
2017-11-04 16:27:54	Incident	2017-11-06 08:40:00	11-2017	Kronos	Phone	Kronos - the application cannot be run	3 - Medium
2017-11-01 23:53:14	Incident	2017-11-06 08:42:12	11-2017	Kronos	Email	Library-Staff-Computer-Issue	5 - Minimal

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-30 11:30:32	Incident	2017-11-07 08:55:21	11-2017	Other	Phone	RedTrack - application not functioning properly	3 - Medium
2017-10-18 10:14:48	Catalog Task	2017-11-07 11:27:27	11-2017	Access Request	Phone	Existing User, Access Request - Valone, Kristie N	3 - Medium
2017-11-06 13:01:03	Incident	2017-11-07 12:08:09	11-2017	Kronos	Self-service	Kronos error message	3 - Medium
2017-11-03 08:52:28	Incident	2017-11-07 14:21:06	11-2017	Kronos	Self-service	Kristine Stoner is receiving error trying to sign into Kronos	3 - Medium
2017-11-06 08:12:07	Incident	2017-11-07 15:55:48	11-2017	N/A	Email	Leave Request Form - Repeated issues submitting Leave Requests	3 - Medium
2017-11-02 14:42:25	Incident	2017-11-07 16:31:06	11-2017	Kronos	Phone	Kronos - Can't login - Security Warning Popup	3 - Medium
2017-10-25 11:46:12	Incident	2017-11-07 16:53:08	11-2017	Other	Email	Desktop - trouble opening images	3 - Medium
2017-11-08 08:06:43	Incident	2017-11-08 09:22:20	11-2017	Kronos	Email	Kronos - application blocked by security settings	3 - Medium
2017-11-03 17:50:55	Catalog Task	2017-11-08 11:50:31	11-2017	IMAC	Phone	Account Termination for Vanessa Allen	3 - Medium
2017-11-06 08:59:18	Catalog Task	2017-11-08 11:51:18	11-2017	IMAC	Phone	Account Termination for Harry Hankins	3 - Medium
2017-11-06 10:49:09	Catalog Task	2017-11-08 11:51:46	11-2017	IMAC	Phone	Account Termination for William Wagner	3 - Medium
2017-11-08 09:50:56	Catalog Task	2017-11-08 11:52:15	11-2017	IMAC	Phone	Account Termination for Sam Palmisano	3 - Medium
2017-11-03 15:07:34	Catalog Task	2017-11-08 11:52:43	11-2017	IMAC	Phone	Account Termination for Albert Fabrizzi	3 - Medium
2017-11-07 11:31:47	Incident	2017-11-08 12:13:37	11-2017	Kwiktag	Email	Kiwiktag - Cannot Access	3 - Medium
2017-11-06 08:49:02	Incident	2017-11-08 15:59:58	11-2017	Kronos	Email	Kronos - Application blocked by security settings	3 - Medium
2017-11-02 15:12:54	Incident	2017-11-09 08:28:57	11-2017	Kronos	Email	Kronos - Security Certificate Issues	3 - Medium
2017-11-08 10:41:27	Incident	2017-11-09 11:29:54	11-2017	Kronos	Self-service	Ana Blake is blocked from Kronos application.	3 - Medium
2017-11-09 10:49:02	Incident	2017-11-09 13:20:15	11-2017	Kronos	Email	Library PC - Unable to access Kronos	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-08 08:44:46	Catalog Task	2017-11-13 16:04:26	11-2017	IMAC	Phone	AIM - unable to login	3 - Medium
2017-11-06 13:45:29	Catalog Task	2017-11-13 16:06:32	11-2017	Access Request	Phone	New Account Request for Bridget Kennedy	3 - Medium
2017-11-07 11:07:21	Catalog Task	2017-11-13 16:07:16	11-2017	Access Request	Phone	(11/9/17) New Account Request for Ivelina Milkova	3 - Medium
2017-11-07 13:28:32	Catalog Task	2017-11-13 16:08:03	11-2017	Access Request	Phone	New Account Request for Adam Gorski	3 - Medium
2017-11-07 13:42:26	Catalog Task	2017-11-13 16:08:32	11-2017	Access Request	Phone	(8/4/16) New Account Request for Andrew T Crews	3 - Medium
2017-11-07 13:47:56	Catalog Task	2017-11-13 16:09:19	11-2017	Access Request	Phone	New Account Request for David Williams	3 - Medium
2017-11-07 13:56:17	Catalog Task	2017-11-13 16:09:57	11-2017	Access Request	Phone	New Account Request for Coleman T Rost	3 - Medium
2017-11-07 13:56:22	Catalog Task	2017-11-13 16:10:37	11-2017	Access Request	Phone	New Account Request for Fausto Remigio Paz	3 - Medium
2017-11-07 14:14:23	Catalog Task	2017-11-13 16:11:08	11-2017	Access Request	Phone	New Account Request for Patrick Swygert	3 - Medium
2017-11-07 14:28:41	Catalog Task	2017-11-13 16:11:35	11-2017	Access Request	Phone	New Account Request for Kyle Adorno	3 - Medium
2017-11-07 14:41:22	Catalog Task	2017-11-13 16:12:15	11-2017	Access Request	Phone	New Account Request for Lacey Hughes	3 - Medium
2017-11-07 14:54:50	Catalog Task	2017-11-13 16:12:41	11-2017	Access Request	Phone	New Account Request for Kohan Tome	3 - Medium
2017-11-08 08:44:36	Catalog Task	2017-11-13 16:13:19	11-2017	Access Request	Phone	(11/9/17) New Account Request for Judi Alvarado	3 - Medium
2017-11-08 10:53:22	Catalog Task	2017-11-13 16:13:51	11-2017	Access Request	Phone	(8/17/17) Re-Hire Account Request for Gregory L Carr	3 - Medium
2017-11-08 12:49:14	Catalog Task	2017-11-13 16:14:48	11-2017	Access Request	Phone	Modify Account Request for David Massey	3 - Medium
2017-11-09 06:37:17	Catalog Task	2017-11-13 16:15:52	11-2017	Access Request	Phone	New Account Request for Isaiah Blitz	3 - Medium
2017-11-09 12:44:24	Incident	2017-11-14 11:03:30	11-2017	Other	Email	PWB - License Error	3 - Medium
2017-11-09 10:38:22	Incident	2017-11-14 11:05:16	11-2017	Kronos	Email	Library PC - Cannot Access Kronos	3 - Medium
2017-11-01 08:07:19	Incident	2017-11-14 13:30:55	11-2017	Other	Phone	Desktop - missing I drive	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-08 13:11:33	Catalog Task	2017-11-15 14:05:20	11-2017	IMAC	Phone	Account Termination for Jonathan Souther	3 - Medium
2017-11-15 09:58:16	Catalog Task	2017-11-15 14:05:41	11-2017	IMAC	Phone	Termination for Neil Keaney	3 - Medium
2017-11-14 14:14:00	Catalog Task	2017-11-15 14:06:01	11-2017	IMAC	Phone	Termination for Paige Simkins	3 - Medium
2017-11-13 16:00:25	Catalog Task	2017-11-15 14:06:24	11-2017	IMAC	Phone	Account Termination for John Meyer	3 - Medium
2017-11-15 09:11:59	Catalog Task	2017-11-15 14:06:44	11-2017	IMAC	Phone	Termination for Nicholas Dillaha	3 - Medium
2017-11-15 09:04:11	Catalog Task	2017-11-15 14:07:05	11-2017	IMAC	Phone	Termination for Aaron Morris	3 - Medium
2017-11-14 14:15:14	Catalog Task	2017-11-15 14:07:38	11-2017	IMAC	Phone	Account Termination for Robert Jones	3 - Medium
2017-11-15 10:08:37	Catalog Task	2017-11-15 14:08:01	11-2017	IMAC	Phone	Termination for Steven Tezyk	3 - Medium
2017-11-14 15:28:41	Incident	2017-11-15 15:03:57	11-2017	Kronos	Self-service	New employee getting error message when accessing Kronos	3 - Medium
2017-11-14 08:26:40	Incident	2017-11-15 15:06:41	11-2017	Other	Self-service	Fix Java on Peter Borges computer here at LeeTran.	3 - Medium
2017-11-14 15:52:23	Incident	2017-11-16 11:47:51	11-2017	Kronos	Phone	Kronos - password not working after being reset.	3 - Medium
2017-11-15 07:51:56	Catalog Task	2017-11-16 11:48:53	11-2017	Password Reset / Unlock	Phone	Kronos - verify ID, reset password	3 - Medium
2017-11-16 07:22:02	Catalog Task	2017-11-16 12:01:53	11-2017	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2017-11-13 11:58:29	Catalog Task	2017-11-16 15:37:39	11-2017	Access Request	Phone	New Account Request for Robert Turner	3 - Medium
2017-11-14 09:48:06	Catalog Task	2017-11-16 15:38:12	11-2017	Access Request	Phone	(11/9/17) New Account Request for Jo Ann Toussaint	3 - Medium
2017-11-15 11:20:08	Catalog Task	2017-11-16 15:41:04	11-2017	Access Request	Phone	New Account Request for Benjamin Small	3 - Medium
2017-11-16 15:01:47	Catalog Task	2017-11-16 15:41:38	11-2017	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2017-11-16 13:32:42	Catalog Task	2017-11-16 15:43:24	11-2017	Access Request	Phone	New Account Request for Anna Maffe	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-16 14:00:00	Catalog Task	2017-11-16 15:44:00	11-2017	Access Request	Phone	New Account Request for Mary K Martin	3 - Medium
2017-11-08 16:28:17	Catalog Task	2017-11-17 10:35:40	11-2017	Access Request	Phone	(11/9/17) New Account Request for Robert M Dick, Jr.	3 - Medium
2017-11-07 11:22:12	Catalog Task	2017-11-17 16:23:51	11-2017	Access Request	Phone	(11/9/17) New Account Request for Mathew Loiacono	3 - Medium
2017-11-13 14:11:07	Incident	2017-11-21 08:41:12	11-2017	Kwiktag	Phone	KwikTag - HR drawer pulling up County Attorneys Office Letterbook	3 - Medium
2017-11-20 08:21:06	Incident	2017-11-21 15:17:41	11-2017	N/A	Email	Leave Request Forms Crashing - Continuing Problem	3 - Medium
2017-11-20 10:02:29	Incident	2017-11-21 15:18:18	11-2017	N/A	Email	Leave Request Form - Repeated issues submitting Leave Requests	3 - Medium
2017-10-31 14:49:41	Catalog Task	2017-11-21 16:08:54	11-2017	Access Request	Phone	Account update for Rebecca Rodriguez	3 - Medium
2017-11-17 10:17:35	Catalog Task	2017-11-22 11:03:25	11-2017	Access Request	Phone	New Account Request for Carlos Menjivar	3 - Medium
2017-11-17 10:51:06	Catalog Task	2017-11-22 11:09:41	11-2017	Access Request	Phone	Modify Access Request Cynthia L Loftis-Culp	3 - Medium
2017-11-17 11:19:29	Catalog Task	2017-11-22 11:11:40	11-2017	Access Request	Phone	Modify Access Request Cynthia L Loftis-Culp	3 - Medium
2017-11-17 12:23:01	Catalog Task	2017-11-22 11:12:31	11-2017	Access Request	Phone	New Account Request for Nicholas Adorno	3 - Medium
2017-11-17 12:50:43	Catalog Task	2017-11-22 11:13:09	11-2017	Access Request	Phone	New Account Request for Isaiah P Biltz	3 - Medium
2017-11-21 17:37:12	Catalog Task	2017-11-22 13:20:09	11-2017	IMAC	Phone	Account Termination - Robert Kruce - REQ000174723	3 - Medium
2017-11-21 15:03:35	Catalog Task	2017-11-22 13:20:46	11-2017	IMAC	Phone	Account Termination for Bruce Glasson	3 - Medium
2017-11-21 10:57:19	Catalog Task	2017-11-22 13:21:27	11-2017	IMAC	Phone	Termination for Vinnette Walker	3 - Medium
2017-11-21 10:36:44	Catalog Task	2017-11-22 13:21:51	11-2017	IMAC	Phone	Termination for Shannon Garrison	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-20 13:19:23	Catalog Task	2017-11-22 13:22:31	11-2017	IMAC	Phone	Termination for Frankie Malloy	3 - Medium
2017-11-21 08:01:38	Catalog Task	2017-11-22 13:37:48	11-2017	IMAC	Phone	New Account Request for Debra Stephens	3 - Medium
2017-11-21 09:36:37	Catalog Task	2017-11-22 13:41:34	11-2017	IMAC	Phone	New Account Request for Mildred Marrero	3 - Medium
2017-11-21 10:16:05	Catalog Task	2017-11-22 13:42:21	11-2017	IMAC	Phone	New Account Request for Eden Gagne	3 - Medium
2017-11-21 12:19:27	Catalog Task	2017-11-22 13:44:21	11-2017	IMAC	Phone	New Account Request for Andrea Sturm	3 - Medium
2017-11-21 13:48:30	Catalog Task	2017-11-22 13:45:41	11-2017	IMAC	Phone	New Account Request for Nicole DaPonte	3 - Medium
2017-11-21 14:14:37	Catalog Task	2017-11-22 13:47:30	11-2017	IMAC	Phone	New Account Request for Timothy Wisch	3 - Medium
2017-11-21 14:56:02	Catalog Task	2017-11-22 13:48:29	11-2017	IMAC	Phone	New Account Request for Jose Varona	3 - Medium
2017-11-20 10:22:06	Catalog Task	2017-11-29 09:19:06	11-2017	IMAC	Phone	Kwiktag - employees need access to Kwiktag Human Resources RPA Verification:	3 - Medium
2017-11-27 11:48:05	Catalog Task	2017-11-30 13:31:32	11-2017	IMAC	Phone	Account Termination for Judith Pfoutz	3 - Medium
2017-11-27 08:48:34	Catalog Task	2017-11-30 13:32:18	11-2017	IMAC	Phone	Termination for Gary Russell	3 - Medium
2017-11-30 10:55:34	Catalog Task	2017-11-30 13:32:49	11-2017	IMAC	Phone	Account Termination for Larry Mason	3 - Medium
2017-11-27 10:57:37	Catalog Task	2017-11-30 13:33:10	11-2017	IMAC	Phone	Account Termination for Edward Marlowe	3 - Medium
2017-11-28 18:17:27	Catalog Task	2017-11-30 13:33:35	11-2017	IMAC	Phone	Account Termination for Jasmine Thomas	3 - Medium
2017-11-29 12:02:00	Catalog Task	2017-11-30 13:33:57	11-2017	IMAC	Phone	Account Termination for Parker Laurence	3 - Medium
2017-11-28 08:38:00	Catalog Task	2017-11-30 13:34:29	11-2017	IMAC	Phone	Termination for Julie Blatt	3 - Medium
2017-11-15 09:44:02	Catalog Task	2017-12-01 11:01:05	12-2017	Access Request	Phone	New Account Request for Alejandro Slaibe	3 - Medium
2017-11-16 08:21:08	Catalog Task	2017-12-01 11:02:55	12-2017	Access Request	Phone	New Account Request for Charlie Duverge	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-11-16 10:49:56	Catalog Task	2017-12-01 11:03:58	12-2017	Access Request	Phone	(11/27/17) New Account Request for Summer Dawn Hancock-Carire	3 - Medium
2017-11-17 16:56:35	Catalog Task	2017-12-01 11:05:54	12-2017	Access Request	Phone	New Account Request for Dennis Gusler	3 - Medium
2017-11-27 11:34:26	Catalog Task	2017-12-01 11:08:25	12-2017	IMAC	Phone	(11/27/17) New Account Request for Christine A Sebastian	3 - Medium
2017-11-27 12:21:08	Catalog Task	2017-12-01 11:09:17	12-2017	IMAC	Phone	New Account Request for Cherine A Guirguis	3 - Medium
2017-11-28 09:39:07	Catalog Task	2017-12-01 11:09:59	12-2017	IMAC	Phone	New Account Request for Gina Coon	3 - Medium
2017-12-01 09:40:53	Catalog Task	2017-12-01 11:14:50	12-2017	IMAC	Phone	New Account Request for Tamicka Linstead	3 - Medium
2017-12-04 11:05:40	Incident	2017-12-04 11:31:56	12-2017	Tidemark	Phone	TideMark - fails to connect	3 - Medium
2017-11-21 13:19:02	Catalog Task	2017-12-05 11:49:49	12-2017	IMAC	Phone	New Account Request for Joseph Adams	3 - Medium
2017-12-05 09:30:30	Catalog Task	2017-12-05 15:29:43	12-2017	IMAC	Phone	Account Termination for Jessica Hrdlicka	3 - Medium
2017-12-04 16:33:08	Catalog Task	2017-12-05 15:30:19	12-2017	IMAC	Phone	Account Termination for Brian Dylan Ellis	3 - Medium
2017-11-29 14:57:41	Catalog Task	2017-12-06 09:59:58	12-2017	IMAC	Phone	New Account Request for Elaine M Capps	3 - Medium
2017-11-30 18:39:15	Catalog Task	2017-12-06 15:28:21	12-2017	IMAC	Phone	New Account Request for Clinton Harrison	3 - Medium
2017-12-04 16:55:04	Catalog Task	2017-12-07 16:24:45	12-2017	IMAC	Phone	(12/7/17) New Account Request for Kevin C French	3 - Medium
2017-12-05 14:11:33	Catalog Task	2017-12-07 16:25:27	12-2017	IMAC	Phone	(12/7/17) New Account Request for Marvain Cadet	3 - Medium
2017-12-05 14:40:43	Catalog Task	2017-12-07 16:26:05	12-2017	IMAC	Phone	New Account Request for Anthony Spera	3 - Medium
2017-12-05 14:46:22	Catalog Task	2017-12-07 16:26:41	12-2017	IMAC	Phone	(12/7/17) New Account Request for Ann T Giles	3 - Medium
2017-12-05 16:12:18	Catalog Task	2017-12-07 16:27:22	12-2017	IMAC	Phone	(12/7/17) New Account Request for James A William	3 - Medium
2017-10-12 11:17:52	Incident	2017-12-08 09:21:10	12-2017	Web	Email	Website - PO search not functioning	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-10-31 10:41:35	Catalog Task	2017-12-08 09:27:19	12-2017	Access Request	Phone	Update Access for Derrick J Pilewski	3 - Medium
2017-12-05 18:31:07	Catalog Task	2017-12-08 14:13:33	12-2017	IMAC	Phone	New Account Request for Amy E Williams	3 - Medium
2017-12-06 08:45:15	Catalog Task	2017-12-08 14:14:35	12-2017	IMAC	Phone	(12/7/17) New Account Request for Robert L Davis	3 - Medium
2017-12-06 13:06:58	Catalog Task	2017-12-08 14:15:40	12-2017	IMAC	Phone	New Account Request for Deborah Rangel De Oliveira	3 - Medium
2017-12-07 12:11:49	Catalog Task	2017-12-08 14:16:27	12-2017	IMAC	Phone	New Account Request for Joseph A McDaniel	3 - Medium
2017-12-07 16:29:04	Catalog Task	2017-12-08 14:17:17	12-2017	IMAC	Phone	(12/7/17) Re-hire Request for Michelle Ehrlich	3 - Medium
2017-12-14 07:22:39	Incident	2017-12-14 08:19:48	12-2017	CountyWebsite	Phone	Web - Leegov.com website down	3 - Medium
2017-12-13 14:45:15	Incident	2017-12-14 11:22:07	12-2017	Other	Email	Leave slip sight - access	3 - Medium
2017-12-13 17:05:12	Catalog Task	2017-12-15 13:41:42	12-2017	IMAC	Phone	Account Termination for Wendell Ward	3 - Medium
2017-12-06 16:04:00	Catalog Task	2017-12-15 13:42:06	12-2017	IMAC	Phone	Account Termination for Joselyn Saccomani	3 - Medium
2017-12-11 08:50:30	Catalog Task	2017-12-15 13:42:34	12-2017	IMAC	Phone	Termination for Marek Kokosinski	3 - Medium
2017-12-13 16:09:07	Catalog Task	2017-12-15 13:43:00	12-2017	IMAC	Phone	Account Termination for Brian Kelly	3 - Medium
2017-12-06 12:02:17	Catalog Task	2017-12-15 13:43:30	12-2017	IMAC	Phone	Account Termination for Charmel Peele	3 - Medium
2017-12-11 12:04:57	Catalog Task	2017-12-15 13:43:56	12-2017	IMAC	Phone	Termination for Sophia Kolk	3 - Medium
2017-12-20 10:55:11	Catalog Task	2017-12-20 11:46:58	12-2017	Password Reset / Unlock	Phone	KRONOS - Password Reset / Unlock Account	3 - Medium
2017-12-15 13:31:37	Catalog Task	2017-12-20 15:41:53	12-2017	IMAC	Phone	Account Termination for Jonathan Mayer	3 - Medium
2017-12-18 16:19:40	Catalog Task	2017-12-20 15:42:27	12-2017	IMAC	Phone	Account Termination for Jeremy Garrett	3 - Medium
2017-12-20 13:58:30	Catalog Task	2017-12-20 15:42:58	12-2017	IMAC	Phone	Account Termination for Aaron McKenzie	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-12-15 15:30:19	Catalog Task	2017-12-20 15:43:29	12-2017	IMAC	Phone	(12/15 after 5 pm)Terminaiton for Casey Marika	3 - Medium
2017-12-19 12:00:41	Incident	2017-12-26 14:02:21	12-2017	Kwiktag	Email	KwikTag Issue	3 - Medium
2017-07-27 16:29:48	Incident	2017-12-27 09:25:29	12-2017	Other	Email	Tresspass Database login issue	3 - Medium
2017-09-30 11:00:13	Catalog Task	2017-12-27 09:37:05	12-2017	IMAC	Phone	Web pabe - Lee County Solid Waste - need to make some changes to our web page (Delinquent assessment search)	3 - Medium
2017-12-26 14:15:40	Catalog Task	2017-12-27 10:57:57	12-2017	Password Reset / Unlock	Phone	AIM Password Reset / Unlock Account **HIGH Priority**	3 - Medium
2017-12-26 10:13:48	Catalog Task	2017-12-28 09:13:21	12-2017	IMAC	Phone	Account Termination for Wyatt Brown	3 - Medium
2017-12-22 10:41:16	Catalog Task	2017-12-28 09:13:45	12-2017	IMAC	Phone	Account Termination for Donale Jacob	3 - Medium
2017-12-26 08:26:35	Catalog Task	2017-12-28 09:14:07	12-2017	IMAC	Phone	Account Termination for RobertL Jones	3 - Medium
2017-12-22 16:17:12	Catalog Task	2017-12-28 09:14:32	12-2017	IMAC	Phone	Account Termination for Jennifer Strausbaugh	3 - Medium
2017-12-26 12:22:23	Catalog Task	2017-12-28 09:15:06	12-2017	IMAC	Phone	Account Termination for Rachel Summerall	3 - Medium
2017-12-27 16:02:12	Catalog Task	2017-12-28 09:15:40	12-2017	IMAC	Phone	Account Termination for Larry Givens	3 - Medium
2017-12-28 14:20:51	Catalog Task	2018-01-04 14:25:21	01-2018	IMAC	Phone	Account Termination for Glenn Roemer	3 - Medium
2018-01-04 11:48:27	Catalog Task	2018-01-04 14:25:54	01-2018	IMAC	Phone	Account Termination for Sharon Hamman	3 - Medium
2018-01-04 13:52:47	Catalog Task	2018-01-04 14:26:24	01-2018	IMAC	Phone	Account Termination for Stephen Green	3 - Medium
2018-01-04 12:55:51	Catalog Task	2018-01-04 14:27:30	01-2018	IMAC	Phone	Account Termination for Steve Farah	3 - Medium
2018-01-04 13:21:53	Catalog Task	2018-01-04 14:29:33	01-2018	IMAC	Phone	Account Termination for Michael Brown	3 - Medium
2017-12-28 17:08:06	Catalog Task	2018-01-04 14:30:22	01-2018	IMAC	Phone	Account Termination for Martha Nagata	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-04 13:59:06	Catalog Task	2018-01-05 13:02:16	01-2018	IMAC	Phone	Account Termination for Stephen Green	3 - Medium
2018-01-04 13:21:55	Catalog Task	2018-01-05 13:02:39	01-2018	IMAC	Phone	Account Termination for Michael Brown	3 - Medium
2018-01-04 12:55:47	Catalog Task	2018-01-05 13:02:57	01-2018	IMAC	Phone	Account Termination for Steve Farah	3 - Medium
2018-01-04 11:48:26	Catalog Task	2018-01-05 13:03:20	01-2018	IMAC	Phone	Account Termination for Sharon Hamman	3 - Medium
2017-11-20 07:30:45	Incident	2018-01-08 09:19:59	01-2018	Web	Email	Ticket assignment	3 - Medium
2017-11-08 11:34:12	Incident	2018-01-08 09:22:33	01-2018	Tidemark	Email	Tidemark - Cases Locked	3 - Medium
2017-10-09 11:00:59	Catalog Task	2018-01-08 09:25:51	01-2018	Service Request Query	Phone	Leespins - not working	3 - Medium
2017-11-02 12:03:31	Catalog Task	2018-01-08 09:26:50	01-2018	IMAC	Phone	SQL - Query Assistance	3 - Medium
2017-11-20 15:47:18	Catalog Task	2018-01-10 10:06:17	01-2018	IMAC	Phone	New Hire - Access to applications	3 - Medium
2017-11-22 10:00:38	Catalog Task	2018-01-10 10:08:03	01-2018	IMAC	Phone	(11/27/17) New Account Request for Johnsilvio Merlino	3 - Medium
2017-11-28 14:46:32	Catalog Task	2018-01-10 10:30:17	01-2018	IMAC	Phone	Tidemark - General Personnel drawer access request	3 - Medium
2017-09-06 08:30:52	Incident	2018-01-10 11:27:21	01-2018	Tidemark	Phone	Anier is not able to use Tidemark; needs assistance.	5 - Minimal
2018-01-05 08:14:37	Catalog Task	2018-01-10 13:25:01	01-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-12-18 14:37:30	Catalog Task	2018-01-10 13:36:41	01-2018	IMAC	Phone	AIM - access request	3 - Medium
2017-12-17 11:18:31	Catalog Task	2018-01-10 13:38:27	01-2018	Password Reset / Unlock	Phone	Kwiktag - Password Reset / Unlock Account	3 - Medium
2017-12-05 08:37:38	Catalog Task	2018-01-10 13:42:55	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2017-12-14 10:16:22	Catalog Task	2018-01-10 13:55:23	01-2018	IMAC	Phone	AIM - access request	3 - Medium
2017-12-20 13:23:44	Catalog Task	2018-01-10 14:05:12	01-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2017-12-26 11:24:09	Catalog Task	2018-01-10 14:09:23	01-2018	IMAC	Phone	AIM - Password reset	3 - Medium
2018-01-04 12:29:42	Catalog Task	2018-01-10 14:40:25	01-2018	Password Reset / Unlock	Phone	Kwiktag - Username doesn't exist - Carlos Menjivar	3 - Medium
2017-12-15 12:11:41	Catalog Task	2018-01-10 14:46:22	01-2018	IMAC	Phone	New Account Request for Nancy A Santiago	3 - Medium
2017-12-18 15:44:43	Catalog Task	2018-01-10 14:48:34	01-2018	IMAC	Phone	(12/18/17) New Account Request for Claudia C HohDavis	3 - Medium
2017-12-19 10:19:29	Catalog Task	2018-01-10 14:48:58	01-2018	IMAC	Phone	(1/2/18) New Account Request for Joseph Huizenga	3 - Medium
2017-12-21 14:02:29	Catalog Task	2018-01-10 14:49:21	01-2018	IMAC	Phone	New Account Request for Stefanie Karas	3 - Medium
2017-12-21 14:22:19	Catalog Task	2018-01-10 14:50:00	01-2018	IMAC	Phone	(1/4/18) New Account Request for Benjamin Townley	3 - Medium
2017-12-21 16:21:11	Catalog Task	2018-01-10 14:50:29	01-2018	IMAC	Phone	New Account Request for Bryan J MacPhee	3 - Medium
2017-12-26 11:59:50	Catalog Task	2018-01-10 14:50:52	01-2018	IMAC	Phone	New Account Request for Gregory Cain	3 - Medium
2017-12-28 16:00:53	Catalog Task	2018-01-10 14:51:18	01-2018	IMAC	Phone	(1/4/18) New Account Request for Ashley Williams	3 - Medium
2017-12-28 16:13:28	Catalog Task	2018-01-10 14:52:34	01-2018	IMAC	Phone	(1/4/18) New Account Request for Thomas Chapman	3 - Medium
2017-12-28 16:25:22	Catalog Task	2018-01-10 14:53:01	01-2018	IMAC	Phone	(1/4/18) New Account Request for Mark Edmonson	3 - Medium
2017-12-28 16:39:18	Catalog Task	2018-01-10 14:53:45	01-2018	IMAC	Phone	(1/4/18) New Account Request for Jason Estes	3 - Medium
2018-01-02 11:42:11	Catalog Task	2018-01-10 14:54:17	01-2018	IMAC	Phone	Re- Hire Account Request for Timothy Eckert	3 - Medium
2018-01-03 09:42:36	Catalog Task	2018-01-10 14:54:40	01-2018	IMAC	Phone	(1/18/18) Re-Hire Account Request for Jonathon Gener	3 - Medium
2018-01-03 10:57:16	Catalog Task	2018-01-10 14:55:05	01-2018	IMAC	Phone	(1/18/18) New Account Request for Charles Wolfe	3 - Medium
2018-01-03 13:47:01	Catalog Task	2018-01-10 14:55:31	01-2018	IMAC	Phone	New Account Request for Wildmar Hilario	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-04 08:24:10	Catalog Task	2018-01-10 14:55:54	01-2018	IMAC	Phone	New Account Request for Carlos Young	3 - Medium
2018-01-03 13:49:54	Catalog Task	2018-01-10 14:56:20	01-2018	IMAC	Phone	(11/27/17) New Account Request for Mark McGinnis	3 - Medium
2018-01-04 09:48:15	Catalog Task	2018-01-10 14:56:56	01-2018	IMAC	Phone	New Account Request for John Haugh	3 - Medium
2018-01-04 10:16:49	Catalog Task	2018-01-10 14:57:15	01-2018	IMAC	Phone	New Account Request for Matthew Angrisani	3 - Medium
2018-01-04 14:01:06	Catalog Task	2018-01-10 14:57:35	01-2018	IMAC	Phone	New Account Request for Nathan Aller	3 - Medium
2018-01-04 14:01:08	Catalog Task	2018-01-10 14:57:54	01-2018	IMAC	Phone	New Account Request for Nathan Aller	3 - Medium
2018-01-04 14:18:26	Catalog Task	2018-01-10 14:58:14	01-2018	IMAC	Phone	New Account Request for Christopher W Barr	3 - Medium
2018-01-04 14:18:27	Catalog Task	2018-01-10 14:58:37	01-2018	IMAC	Phone	New Account Request for Christopher W Barr	3 - Medium
2018-01-04 14:36:24	Catalog Task	2018-01-10 14:59:01	01-2018	IMAC	Phone	New Account Request for Richard W Cestaro	3 - Medium
2018-01-04 15:54:48	Catalog Task	2018-01-10 14:59:32	01-2018	IMAC	Phone	New Account Request for Marvin Ayers	3 - Medium
2018-01-04 17:46:02	Catalog Task	2018-01-10 14:59:56	01-2018	IMAC	Phone	New Account Request for Scott Shellhaas	3 - Medium
2018-01-08 11:13:03	Catalog Task	2018-01-10 15:00:20	01-2018	IMAC	Phone	New Account Request for Pedro Almodovar	3 - Medium
2018-01-09 13:29:38	Catalog Task	2018-01-10 15:00:44	01-2018	IMAC	Phone	New Account Request for Jose E Perez	3 - Medium
2018-01-05 14:26:05	Catalog Task	2018-01-10 15:08:08	01-2018	IMAC	Phone	KwikTag - need ID and password	3 - Medium
2018-01-10 08:34:23	Catalog Task	2018-01-10 15:38:36	01-2018	IMAC	Phone	KwikTag -access for Christine Butzler (butzleca)	3 - Medium
2017-12-11 10:36:26	Catalog Task	2018-01-11 09:43:25	01-2018	Access Request	Phone	Chameleon access for Reynaldo Grinon	3 - Medium
2017-12-11 15:45:56	Catalog Task	2018-01-11 09:45:18	01-2018	IMAC	Phone	Kwik Tag files	3 - Medium
2018-01-02 08:40:15	Catalog Task	2018-01-11 09:54:43	01-2018	IMAC	Phone	Tina Boone - Agenda Item return to Gatekeeper **ATTACHMENT**	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-05 11:02:03	Catalog Task	2018-01-11 09:57:07	01-2018	IMAC	Phone	Account Termination for Barb Scott	3 - Medium
2018-01-09 12:35:45	Catalog Task	2018-01-11 09:57:35	01-2018	IMAC	Phone	Account Termination for Michael Williams	3 - Medium
2018-01-09 14:59:17	Catalog Task	2018-01-11 09:58:09	01-2018	IMAC	Phone	Account Termination for Marvin Ayers	3 - Medium
2018-01-10 08:24:01	Catalog Task	2018-01-11 09:58:38	01-2018	IMAC	Phone	Account Termination for Crystal Correll	3 - Medium
2018-01-10 12:00:58	Catalog Task	2018-01-11 09:59:23	01-2018	IMAC	Phone	Account Termination Account for Anier Marrero	3 - Medium
2018-01-03 06:30:20	Catalog Task	2018-01-11 10:00:10	01-2018	IMAC	Phone	Account Termination for Gerald Niederberger	3 - Medium
2018-01-05 14:31:20	Catalog Task	2018-01-11 10:02:52	01-2018	Password Reset / Unlock	Phone	Kwiktag - I cannot access. Please assist	3 - Medium
2018-01-05 17:14:03	Catalog Task	2018-01-11 10:06:51	01-2018	IMAC	Phone	Account Termination for Keith Howard	3 - Medium
2018-01-08 08:51:36	Catalog Task	2018-01-11 10:07:32	01-2018	IMAC	Phone	Account Termination for Alvin Coffee	3 - Medium
2018-01-08 08:51:39	Catalog Task	2018-01-11 10:07:55	01-2018	IMAC	Phone	Account Termination for Alvin Coffee	3 - Medium
2018-01-11 14:39:47	Catalog Task	2018-01-11 15:38:10	01-2018	IMAC	Phone	Access - change requested to form	3 - Medium
2018-01-11 11:29:39	Catalog Task	2018-01-12 15:26:04	01-2018	IMAC	Phone	Account Termination for Candace Selby	3 - Medium
2018-01-11 13:12:58	Catalog Task	2018-01-12 15:26:36	01-2018	IMAC	Phone	Account Termination for Helen Leddy	3 - Medium
2018-01-11 13:10:06	Catalog Task	2018-01-12 15:26:56	01-2018	IMAC	Phone	Account Termination for Kristine Young	3 - Medium
2018-01-11 14:06:32	Catalog Task	2018-01-12 15:27:18	01-2018	IMAC	Phone	Account Termination for Kathryn McMichael	3 - Medium
2018-01-11 13:18:34	Catalog Task	2018-01-12 15:27:40	01-2018	IMAC	Phone	Account Termination for Ruth Shea	3 - Medium
2018-01-10 12:21:08	Incident	2018-01-16 10:03:32	01-2018	Kwiktag	Phone	Recover Deleted KWIKTAG File	3 - Medium
2018-01-16 13:07:43	Catalog Task	2018-01-16 13:37:57	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-11 10:59:37	Catalog Task	2018-01-16 14:30:11	01-2018	IMAC	Phone	New Account Request for Sydni Strong	3 - Medium
2018-01-11 10:08:45	Catalog Task	2018-01-17 09:10:49	01-2018	Password Reset / Unlock	Phone	Password reset - AIM	3 - Medium
2018-01-16 12:48:23	Catalog Task	2018-01-17 10:07:43	01-2018	IMAC	Phone	Kwiktag - Add "Exit Interview" to General Personnel drawer	3 - Medium
2018-01-11 11:57:57	Catalog Task	2018-01-18 10:04:55	01-2018	Password Reset / Unlock	Phone	Aim Account - Password reset	3 - Medium
2018-01-16 18:21:10	Catalog Task	2018-01-18 12:02:39	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-17 08:52:32	Catalog Task	2018-01-18 12:16:15	01-2018	IMAC	Phone	Please give the following employees access to Lee Tran/ADA Application	3 - Medium
2018-01-16 09:25:20	Incident	2018-01-19 10:24:31	01-2018	Kwiktag	Phone	Kwiktag - Scanning Issues	3 - Medium
2018-01-18 13:38:37	Catalog Task	2018-01-19 16:07:33	01-2018	IMAC	Phone	New Account Request Jose E Martinez	3 - Medium
2018-01-22 13:58:13	Incident	2018-01-23 08:40:02	01-2018	OperatingSystem	Email	Windows issues with copy/paste	3 - Medium
2018-01-23 09:15:18	Catalog Task	2018-01-23 10:41:37	01-2018	Password Reset / Unlock	Phone	Tidemark - Password Reset / Unlock Account	3 - Medium
2017-07-17 13:53:43	Incident	2018-01-23 10:43:41	01-2018	Web	Email	Website - Cannot Edit Contact Box	3 - Medium
2018-01-18 17:04:36	Catalog Task	2018-01-23 10:47:40	01-2018	IMAC	Phone	Website - Update Contact	3 - Medium
2018-01-19 09:22:05	Catalog Task	2018-01-23 10:48:51	01-2018	IMAC	Phone	Contact Updater on the intranet - request **Ticket Update** - Armando Negron 1/19/2018	3 - Medium
2018-01-17 16:30:22	Catalog Task	2018-01-23 10:51:02	01-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-10 12:52:15	Catalog Task	2018-01-23 10:52:10	01-2018	IMAC	Phone	Sharepoint - remove Elizabeth Linares	3 - Medium
2018-01-22 11:46:24	Incident	2018-01-24 09:05:20	01-2018	Other	Email	Blue Sheet tracking database - Cannot open a database created with a previous version of your application	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-16 15:56:44	Catalog Task	2018-01-24 09:32:32	01-2018	IMAC	Phone	Account Termination for Cynthia Voortman	3 - Medium
2018-01-17 09:15:59	Catalog Task	2018-01-24 09:33:02	01-2018	IMAC	Phone	Account Termination for Anibal Sanchez	3 - Medium
2018-01-17 14:47:50	Catalog Task	2018-01-24 09:34:40	01-2018	IMAC	Phone	Account Termination for Stefanie Karas	3 - Medium
2018-01-17 10:07:50	Catalog Task	2018-01-24 09:35:13	01-2018	IMAC	Phone	Aim access - for Larry Vermillion, Pine Island Library	3 - Medium
2018-01-19 11:57:32	Catalog Task	2018-01-24 09:35:14	01-2018	IMAC	Phone	Account Termination for Cykecia Russ	3 - Medium
2018-01-16 14:57:13	Catalog Task	2018-01-24 09:35:44	01-2018	IMAC	Phone	Account Termination for Laurie Giarrusso Lancaster	3 - Medium
2018-01-17 09:33:58	Catalog Task	2018-01-24 09:36:18	01-2018	IMAC	Phone	Account Termination for Donna Abraham	3 - Medium
2018-01-22 13:45:34	Catalog Task	2018-01-24 09:36:49	01-2018	IMAC	Phone	Account Termination for Jonbil Moore	3 - Medium
2018-01-17 11:53:52	Catalog Task	2018-01-24 09:38:37	01-2018	IMAC	Phone	New Account Request for Lauren Schaefer	3 - Medium
2018-01-10 11:01:09	Catalog Task	2018-01-24 13:53:44	01-2018	IMAC	Phone	KwikTag - access request	3 - Medium
2018-01-17 11:02:11	Catalog Task	2018-01-24 13:55:01	01-2018	IMAC	Phone	Programming, IMAC - Amburgey, Susan	3 - Medium
2018-01-23 17:31:57	Catalog Task	2018-01-24 13:56:03	01-2018	IMAC	Phone	New Account Request for Christopher Gene Brooks	3 - Medium
2018-01-23 14:19:05	Catalog Task	2018-01-24 13:56:44	01-2018	IMAC	Phone	New Account Request for Rebecca L Smith	3 - Medium
2018-01-23 10:03:49	Catalog Task	2018-01-24 13:57:21	01-2018	IMAC	Phone	(1/18/18) New Account Request for Dave W Fort	3 - Medium
2018-01-22 11:51:00	Catalog Task	2018-01-24 13:58:35	01-2018	IMAC	Phone	New Account Request Raymond E Dunn	3 - Medium
2018-01-22 11:10:40	Catalog Task	2018-01-24 13:59:31	01-2018	IMAC	Phone	New Account Request for Thomas Iannucci	3 - Medium
2018-01-24 12:17:27	Catalog Task	2018-01-24 14:33:23	01-2018	IMAC	Phone	New Account Request for Susan Barnett	3 - Medium
2018-01-19 14:37:18	Catalog Task	2018-01-25 09:17:06	01-2018	IMAC	Phone	AIM Account - password reset *HIGH*	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-12 15:45:44	Catalog Task	2018-01-25 09:25:57	01-2018	IMAC	Phone	(1/18/18) New Account Request for Toni Lynn Fritzo	3 - Medium
2018-01-24 08:27:36	Catalog Task	2018-01-25 09:33:04	01-2018	IMAC	Phone	AIM - password reset request	3 - Medium
2018-01-25 11:18:44	Incident	2018-01-25 15:50:45	01-2018	Kronos	Self-service	Kronos issues	3 - Medium
2017-10-09 13:16:10	Incident	2018-01-26 14:04:24	01-2018	ComplianceSuite	Email	Compliance Suite	3 - Medium
2018-01-26 11:24:09	Incident	2018-01-29 14:04:11	01-2018	Kwiktag	Email	Kwiktag - is not updating	3 - Medium
2018-01-26 11:07:48	Incident	2018-01-29 14:06:24	01-2018	Kwiktag	Phone	KwikTag - scans not coming through	3 - Medium
2018-01-22 09:10:33	Catalog Task	2018-01-29 14:09:39	01-2018	IMAC	Phone	Kwiktag - Add drawer "UNSAFE BUILDING" from DCD Cabinet	3 - Medium
2018-01-25 13:22:09	Catalog Task	2018-01-29 14:19:11	01-2018	IMAC	Phone	New Account Request for Maria L Recabarren	3 - Medium
2017-10-23 08:51:24	Incident	2018-01-30 08:19:58	01-2018	Other	Email	GOV QA - Unable to login - Robert Clemens - RUSH	3 - Medium
2018-01-26 10:55:43	Incident	2018-01-30 14:08:25	01-2018	Kwiktag	Email	Is Kwiktag down - Documents not appearing in the DOT Operations drawer	3 - Medium
2018-01-31 08:31:20	Catalog Task	2018-01-31 08:58:38	01-2018	IMAC	Phone	Account Termination for Kendrick Jackson	3 - Medium
2018-01-31 08:08:01	Catalog Task	2018-01-31 08:59:22	01-2018	IMAC	Phone	Account Termination for Gail Pacewic	3 - Medium
2018-01-30 09:09:10	Catalog Task	2018-01-31 08:59:51	01-2018	IMAC	Phone	Account Termination for Joy Benedict	3 - Medium
2018-01-30 15:39:09	Catalog Task	2018-01-31 09:00:10	01-2018	IMAC	Phone	Account Termination for Donald Jacobs	3 - Medium
2018-01-24 08:31:53	Catalog Task	2018-01-31 09:00:33	01-2018	IMAC	Phone	Account Termination for Francis Hancock	3 - Medium
2018-01-26 16:33:38	Catalog Task	2018-01-31 09:00:57	01-2018	IMAC	Phone	Account Termination for Jill Frye	3 - Medium
2018-01-29 10:58:40	Catalog Task	2018-01-31 09:01:15	01-2018	IMAC	Phone	Account Termination for Santiago Gonzalez	3 - Medium
2018-01-25 09:50:13	Catalog Task	2018-01-31 09:01:44	01-2018	IMAC	Phone	Account Termination for Kevin Binnall	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-01-30 10:52:41	Incident	2018-01-31 10:45:47	01-2018	Kwiktag	Phone	Kwiktag showing Disabled - Randy Simes calling that several People are all getting this message. *HIGH*	3 - Medium
2018-01-16 11:18:05	Catalog Task	2018-01-31 10:53:23	01-2018	IMAC	Phone	New Account Request for Esmeralda Gonzalez	3 - Medium
2018-01-17 12:16:40	Catalog Task	2018-01-31 10:58:51	01-2018	Access Request	Phone	Existing user account request - Wilfredo Ortiz	3 - Medium
2018-01-31 08:08:04	Catalog Task	2018-01-31 14:07:54	01-2018	IMAC	Phone	Account Termination for Gail Pacewic	3 - Medium
2018-01-31 08:31:18	Catalog Task	2018-01-31 14:08:12	01-2018	IMAC	Phone	Account Termination for Kendrick Jackson	3 - Medium
2018-01-24 15:53:10	Catalog Task	2018-02-05 09:12:18	02-2018	IMAC	Phone	KwikTag - access	3 - Medium
2018-01-30 11:06:42	Incident	2018-02-05 14:21:06	02-2018	Kwiktag	Email	Kwiktag - showing "Account Disabled"	3 - Medium
2018-01-30 11:04:15	Catalog Task	2018-02-05 14:52:59	02-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-01-30 15:48:42	Catalog Task	2018-02-05 14:53:38	02-2018	IMAC	Phone	New Account Request for Megan Joyce	3 - Medium
2018-01-31 11:10:59	Catalog Task	2018-02-05 14:54:18	02-2018	IMAC	Phone	New Account Request for Steffean Johnson	3 - Medium
2018-01-31 17:54:21	Catalog Task	2018-02-05 14:59:39	02-2018	IMAC	Phone	New Account Request Kelsey M Howard	3 - Medium
2018-02-01 16:44:00	Catalog Task	2018-02-05 15:01:12	02-2018	IMAC	Phone	New Account Request for Emily Slobodzian	3 - Medium
2018-02-02 08:44:44	Catalog Task	2018-02-05 15:01:54	02-2018	IMAC	Phone	New Account Request for Donald Berg	3 - Medium
2018-01-26 10:27:42	Catalog Task	2018-02-07 09:47:48	02-2018	IMAC	Phone	New Account Request for Victoria Acosta	3 - Medium
2018-01-29 12:21:08	Catalog Task	2018-02-07 09:59:43	02-2018	IMAC	Phone	New Account Request for Ginger Marinell	3 - Medium
2018-01-29 13:00:43	Catalog Task	2018-02-07 10:06:40	02-2018	IMAC	Phone	New Account Request for Mari Roberson	3 - Medium
2018-01-29 13:21:47	Catalog Task	2018-02-07 10:07:42	02-2018	IMAC	Phone	New Account Request for Leo Kleinmann	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-06 11:00:31	Catalog Task	2018-02-07 10:10:33	02-2018	IMAC	Phone	New Account Request for Lee Linkovich	3 - Medium
2018-02-06 11:50:27	Catalog Task	2018-02-07 10:14:23	02-2018	IMAC	Phone	New Account Request for Jack L Otte	3 - Medium
2018-02-06 12:17:34	Catalog Task	2018-02-07 10:15:00	02-2018	IMAC	Phone	New Account Request for Raymond K Hoxworth	3 - Medium
2018-01-31 18:10:46	Catalog Task	2018-02-07 10:31:51	02-2018	IMAC	Phone	New Account Request for Alexa M Cerdan	3 - Medium
2018-01-31 18:36:28	Catalog Task	2018-02-07 15:35:05	02-2018	IMAC	Phone	Account Termination for Mildred Marrero	3 - Medium
2018-02-05 09:17:03	Catalog Task	2018-02-07 15:35:32	02-2018	IMAC	Phone	Account Termination for William Van Helden	3 - Medium
2018-02-02 12:56:10	Catalog Task	2018-02-07 15:35:56	02-2018	IMAC	Phone	Account Termination for Mary Helm	3 - Medium
2018-02-01 09:19:18	Catalog Task	2018-02-07 15:36:16	02-2018	IMAC	Phone	Account Termination for Dorothy Hubler	3 - Medium
2018-01-29 14:30:08	Catalog Task	2018-02-08 09:46:06	02-2018	IMAC	Phone	Re-Hire Request for Paul Smith	3 - Medium
2018-02-08 12:07:55	Catalog Task	2018-02-09 08:33:57	02-2018	IMAC	Phone	KwikTag Permissions change.	3 - Medium
2018-01-30 12:04:52	Catalog Task	2018-02-09 14:30:41	02-2018	IMAC	Phone	Kronos - added Comp Time Accrual bucket	3 - Medium
2018-01-31 19:12:18	Catalog Task	2018-02-13 12:04:08	02-2018	IMAC	Phone	AIM - access request	3 - Medium
2018-02-09 13:24:09	Catalog Task	2018-02-14 15:52:42	02-2018	IMAC	Phone	Account Termination for Joseph Giardina	3 - Medium
2018-02-09 13:48:01	Catalog Task	2018-02-14 15:53:09	02-2018	IMAC	Phone	Account Termination for Diana Horvat	3 - Medium
2018-02-09 13:16:03	Catalog Task	2018-02-14 15:53:35	02-2018	IMAC	Phone	Account Termination for Michael Grispo	3 - Medium
2018-02-14 08:26:42	Catalog Task	2018-02-14 15:54:15	02-2018	IMAC	Phone	Account Termination for Debra Dupree	3 - Medium
2018-02-14 16:34:57	Catalog Task	2018-02-16 11:36:14	02-2018	IMAC	Phone	Account Termination for Jean Johnson	3 - Medium
2018-02-14 16:07:24	Catalog Task	2018-02-16 11:36:40	02-2018	IMAC	Phone	Account Termination for Joseph Dodds	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-14 16:40:51	Catalog Task	2018-02-16 11:37:15	02-2018	IMAC	Phone	Account Termination for Rebecca Smith	3 - Medium
2018-02-15 11:51:55	Catalog Task	2018-02-16 11:37:59	02-2018	IMAC	Phone	Account Termination for John Boland	3 - Medium
2018-02-15 09:10:57	Catalog Task	2018-02-16 11:38:49	02-2018	IMAC	Phone	Account Termination for Daniel Wieser	3 - Medium
2018-02-15 10:28:30	Catalog Task	2018-02-16 11:39:33	02-2018	IMAC	Phone	Account Termination for David Hall	3 - Medium
2018-02-16 08:34:19	Catalog Task	2018-02-16 11:40:14	02-2018	IMAC	Phone	Account Termination for Sandra Bridges	3 - Medium
2018-02-16 12:40:08	Catalog Task	2018-02-21 13:45:10	02-2018	IMAC	Phone	Account Termination for Jason Esquijarosa	3 - Medium
2018-02-16 12:46:00	Catalog Task	2018-02-21 13:45:45	02-2018	IMAC	Phone	Account Termination for Arian Moore	3 - Medium
2018-02-16 12:28:22	Catalog Task	2018-02-21 13:46:16	02-2018	IMAC	Phone	Account Termination for Henrique Scheffer	3 - Medium
2018-02-16 12:17:59	Catalog Task	2018-02-21 13:46:57	02-2018	IMAC	Phone	Account Termination for Michael Tejada	3 - Medium
2018-02-08 11:02:58	Catalog Task	2018-02-22 09:33:29	02-2018	IMAC	Phone	Scanning from Q9	3 - Medium
2018-02-09 13:56:39	Catalog Task	2018-02-22 09:40:04	02-2018	IMAC	Phone	(2/12/18) New Account Request for Robert A Fischer	3 - Medium
2018-02-09 14:09:24	Catalog Task	2018-02-22 09:42:32	02-2018	IMAC	Phone	New Account Request for Richard A Ramsey	3 - Medium
2017-12-13 10:01:34	Incident	2018-02-22 09:49:32	02-2018	Kwiktag	Email	Kwiktag/webpage issue	3 - Medium
2018-02-09 17:35:29	Catalog Task	2018-02-22 09:57:24	02-2018	IMAC	Phone	New Account Request for Nadine V Kramarz	3 - Medium
2018-02-12 11:12:51	Catalog Task	2018-02-22 10:04:04	02-2018	IMAC	Phone	New Account Request for Dawn Delgado	3 - Medium
2018-02-12 12:09:44	Catalog Task	2018-02-22 10:05:11	02-2018	IMAC	Phone	New Account Request for Kathy Custer Gariano	3 - Medium
2018-02-12 12:26:42	Catalog Task	2018-02-22 10:08:43	02-2018	IMAC	Phone	New Account Request for Melisa Berry	3 - Medium
2018-02-12 13:02:10	Catalog Task	2018-02-22 10:12:52	02-2018	IMAC	Phone	New Account Request for Patricia Wisch	3 - Medium
2018-02-12 13:31:59	Catalog Task	2018-02-22 10:15:14	02-2018	IMAC	Phone	New Account Request for Irene Jordan	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-13 10:55:40	Catalog Task	2018-02-22 10:18:17	02-2018	IMAC	Phone	New Account Request for James G Blank	3 - Medium
2018-02-14 14:21:49	Catalog Task	2018-02-22 10:19:12	02-2018	IMAC	Phone	New Account Request for Patrick Lehan	3 - Medium
2018-02-14 14:33:07	Catalog Task	2018-02-23 09:48:37	02-2018	IMAC	Phone	New Account Request for Ellen Lehan	3 - Medium
2018-02-14 14:38:07	Catalog Task	2018-02-23 09:49:25	02-2018	IMAC	Phone	New Account Request for Brennon Petro	3 - Medium
2018-02-19 10:29:16	Catalog Task	2018-02-23 09:53:05	02-2018	IMAC	Phone	New Account Request for Elizabeth McLaughlin	3 - Medium
2018-02-19 16:01:28	Catalog Task	2018-02-23 10:48:43	02-2018	IMAC	Phone	Re-Hire Account Request for Mildred Marrero	3 - Medium
2018-02-20 09:33:42	Catalog Task	2018-02-23 10:49:45	02-2018	IMAC	Phone	(3/1/18) New Account Request for Laura Guzman Vanega	3 - Medium
2018-02-21 14:47:40	Catalog Task	2018-02-23 11:06:27	02-2018	IMAC	Phone	New Account Request for Jennifer J Walla	3 - Medium
2018-02-22 14:50:08	Catalog Task	2018-02-23 11:07:21	02-2018	IMAC	Phone	New Account Request for Raymond Bayer	3 - Medium
2018-02-21 10:58:12	Catalog Task	2018-02-26 13:51:02	02-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2017-11-29 07:08:40	Catalog Task	2018-02-26 16:05:35	02-2018	IMAC	Phone	Kwiktag Access Request - Edith Brown	3 - Medium
2018-02-23 17:48:26	Catalog Task	2018-03-01 10:01:11	03-2018	IMAC	Phone	Account Termination for Shannon Ackerson	3 - Medium
2018-02-22 13:24:58	Catalog Task	2018-03-01 10:01:35	03-2018	IMAC	Phone	Account Termination for Javier Bermudez	3 - Medium
2018-02-08 10:46:42	Catalog Task	2018-03-02 09:46:09	03-2018	IMAC	Phone	New Account Request for Michael Green	3 - Medium
2018-02-14 16:53:45	Catalog Task	2018-03-02 10:53:51	03-2018	IMAC	Phone	Kwiktag - recover files	3 - Medium
2018-02-19 09:10:11	Catalog Task	2018-03-02 11:00:10	03-2018	Access Request	Phone	Existing User, Access Request - Flores, Paul	3 - Medium
2018-02-12 12:46:29	Catalog Task	2018-03-02 11:22:56	03-2018	IMAC	Phone	New Account Request for Roger D Warren	3 - Medium
2018-02-12 13:17:37	Catalog Task	2018-03-02 11:24:37	03-2018	IMAC	Phone	New Account Request for Jose Cueto	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-02-13 10:00:28	Catalog Task	2018-03-02 11:25:28	03-2018	IMAC	Phone	New Account Request for Loretta Krzastek	3 - Medium
2018-03-01 13:59:05	Catalog Task	2018-03-02 14:09:17	03-2018	IMAC	Phone	Account Termination for Jacqueline Fling	3 - Medium
2018-03-01 09:24:05	Catalog Task	2018-03-02 14:10:11	03-2018	IMAC	Phone	Account Termination for Cherie Pierce	3 - Medium
2018-03-01 10:04:35	Catalog Task	2018-03-02 14:10:55	03-2018	IMAC	Phone	Account Termination for Mathew Loiacono	3 - Medium
2018-03-05 15:06:15	Catalog Task	2018-03-07 14:55:35	03-2018	IMAC	Phone	Account Termination for Wildmar Hilario	3 - Medium
2018-02-05 11:57:14	Catalog Task	2018-03-08 15:20:18	03-2018	IMAC	Phone	AIM - need ID and password and how to logon information	3 - Medium
2018-02-22 13:42:17	Catalog Task	2018-03-08 15:29:57	03-2018	IMAC	Phone	AIM access for Tom Lewis	3 - Medium
2018-03-08 09:50:29	Catalog Task	2018-03-08 15:32:30	03-2018	IMAC	Phone	AIM Account setup Request for Tom Lewis 'lewist'	3 - Medium
2018-02-01 08:09:50	Catalog Task	2018-03-08 15:41:35	03-2018	IMAC	Phone	create a drawer "ADA Daily Financial Reporting" at the cabinet "Lee Tran request	3 - Medium
2018-03-06 08:51:30	Catalog Task	2018-03-09 13:29:45	03-2018	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2018-03-07 14:41:30	Catalog Task	2018-03-09 13:59:22	03-2018	Password Reset / Unlock	Phone	Kronos password reset	3 - Medium
2018-03-05 14:09:58	Catalog Task	2018-03-13 08:39:39	03-2018	Password Reset / Unlock	Phone	Tidemark - Password Reset / Unlock Account	3 - Medium
2018-03-02 09:38:03	Incident	2018-03-13 14:20:29	03-2018	AIM	Phone	Client needs AIM - Password Reset	3 - Medium
2018-02-09 15:41:03	Catalog Task	2018-03-13 14:21:36	03-2018	Password Reset / Unlock	Phone	AIM Account - Password Reset	3 - Medium
2018-03-13 16:05:52	Incident	2018-03-13 16:11:46	03-2018	Other	Phone	POTTS / MACRO - not communicating	3 - Medium
2018-03-16 08:53:55	Catalog Task	2018-03-16 11:06:55	03-2018	Password Reset / Unlock	Phone	Tidemark Account - Password reset	3 - Medium
2018-01-25 09:24:28	Catalog Task	2018-03-16 14:56:33	03-2018	IMAC	Phone	New Account Request for Christopher Wooten	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-01 09:03:58	Incident	2018-03-16 15:35:36	03-2018	AIM	Phone	Needs her AIM Password reset **HIGH**	3 - Medium
2018-02-07 15:44:29	Catalog Task	2018-03-16 15:44:36	03-2018	IMAC	Phone	New Account Request for Alina Bernal	3 - Medium
2018-02-20 15:14:50	Catalog Task	2018-03-16 15:50:18	03-2018	IMAC	Phone	Kwik Tag account creation	3 - Medium
2018-02-21 11:27:41	Catalog Task	2018-03-20 09:10:03	03-2018	IMAC	Phone	Please provision a Kwiktag account for 'walkerv' Vinnette Walker	3 - Medium
2018-02-23 14:16:31	Catalog Task	2018-03-20 09:11:19	03-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-03-14 11:14:20	Catalog Task	2018-03-20 09:18:36	03-2018	IMAC	Phone	Kronos - install with the ability to change password	3 - Medium
2018-02-12 19:58:25	Catalog Task	2018-03-20 09:37:24	03-2018	IMAC	Phone	AIM access - Gary Macantonio Samuel L Jackson Gene Routt	3 - Medium
2018-02-28 14:01:57	Catalog Task	2018-03-20 09:38:19	03-2018	IMAC	Phone	(3/1/18) New Account Request for Julie Thompson	3 - Medium
2018-02-28 14:34:23	Catalog Task	2018-03-20 09:39:05	03-2018	IMAC	Phone	New Account Request for Michael Bess	3 - Medium
2018-03-12 11:19:29	Catalog Task	2018-03-20 09:39:56	03-2018	IMAC	Phone	(3/15/18) New Account Request for William Hackett	3 - Medium
2018-03-12 14:08:32	Catalog Task	2018-03-20 09:41:34	03-2018	IMAC	Phone	(3/15/18) New Account Request for Douglas D Pacuicrk	3 - Medium
2018-03-13 14:28:55	Catalog Task	2018-03-20 10:01:27	03-2018	IMAC	Phone	(3/15/18) New Account Request for Blanca T Perez	3 - Medium
2018-03-13 15:34:38	Catalog Task	2018-03-20 10:02:08	03-2018	IMAC	Phone	(3/15/18) New Account Request for Jeff Papier	3 - Medium
2018-03-14 11:47:29	Catalog Task	2018-03-20 10:03:04	03-2018	IMAC	Phone	New Account Request for Daisy Cintron	3 - Medium
2018-03-14 12:15:49	Catalog Task	2018-03-20 10:03:47	03-2018	IMAC	Phone	New Account Request for Donald Payne	3 - Medium
2018-03-14 13:30:54	Catalog Task	2018-03-20 10:04:34	03-2018	IMAC	Phone	(3/1/18) New Account Request for Michelle Demkow	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-14 13:51:59	Catalog Task	2018-03-20 10:05:25	03-2018	IMAC	Phone	(3/15/18) Re-Hire Account Request for Vera Conner-Humphrey	3 - Medium
2018-03-09 16:15:14	Catalog Task	2018-03-20 14:25:19	03-2018	IMAC	Phone	Account Termination for Carolyn Delgiacco	3 - Medium
2018-03-14 08:10:25	Catalog Task	2018-03-20 14:26:04	03-2018	IMAC	Phone	Account Termination for Robert Davis	3 - Medium
2018-03-14 13:19:36	Catalog Task	2018-03-20 14:26:37	03-2018	IMAC	Phone	Account Termination for Julie Grant	3 - Medium
2018-03-12 15:43:21	Catalog Task	2018-03-20 14:27:11	03-2018	IMAC	Phone	Account Termination for Joanne Stevens	3 - Medium
2018-03-12 10:25:21	Catalog Task	2018-03-20 14:27:40	03-2018	IMAC	Phone	Account Termination for Michelle Ehrlich	3 - Medium
2018-03-12 10:48:55	Catalog Task	2018-03-20 14:28:05	03-2018	IMAC	Phone	Account Termination for Lakeshia Pointer	3 - Medium
2018-03-14 11:52:23	Catalog Task	2018-03-20 14:28:41	03-2018	IMAC	Phone	Account Termination for David Agüero	3 - Medium
2018-03-15 09:27:38	Catalog Task	2018-03-22 09:41:48	03-2018	IMAC	Phone	Please give Paul Filla access to the GCN drawer in Kwiktag	3 - Medium
2018-03-19 17:53:25	Catalog Task	2018-03-22 10:22:11	03-2018	IMAC	Phone	Access - Aims	3 - Medium
2018-03-21 10:48:09	Catalog Task	2018-03-22 10:23:05	03-2018	IMAC	Phone	New Account Request for Charles McCaw III	3 - Medium
2018-03-22 08:34:54	Incident	2018-03-27 09:05:45	03-2018	Kwiktag	Email	KwikTag - not receiving documents in DOT Operations drawer	3 - Medium
2018-03-26 16:19:08	Catalog Task	2018-03-27 09:06:42	03-2018	IMAC	Phone	KwikTag - permissions change	3 - Medium
2018-03-15 09:25:29	Catalog Task	2018-03-27 09:17:55	03-2018	IMAC	Phone	kwiktag access request	3 - Medium
2018-03-16 15:35:03	Catalog Task	2018-03-27 09:36:01	03-2018	IMAC	Phone	(3/15/18) New Account Request for David Warthen	3 - Medium
2018-03-19 12:45:46	Catalog Task	2018-03-27 13:20:53	03-2018	Password Reset / Unlock	Phone	AIM - Password Reset / Unlock Account	3 - Medium
2018-03-20 15:16:12	Catalog Task	2018-03-27 13:22:09	03-2018	IMAC	Phone	Access - Kronos	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-19 15:05:32	Catalog Task	2018-03-27 13:25:41	03-2018	Password Reset / Unlock	Phone	Kronos - Password Reset / Unlock Account	3 - Medium
2018-03-20 07:34:23	Catalog Task	2018-03-27 13:33:14	03-2018	Access Request	Phone	Account creation - Existing user - Samantha Wallace	3 - Medium
2018-03-14 09:43:12	Catalog Task	2018-03-27 15:42:25	03-2018	IMAC	Phone	(3/29/18) New Account Request for Jonathan Campbell	3 - Medium
2018-03-20 18:23:00	Catalog Task	2018-03-28 08:42:23	03-2018	IMAC	Phone	Account Termination for George R Hillier	3 - Medium
2018-03-22 13:38:05	Catalog Task	2018-03-28 08:42:52	03-2018	IMAC	Phone	Account Termination for James Dean	3 - Medium
2018-03-26 09:34:41	Catalog Task	2018-03-28 08:43:13	03-2018	IMAC	Phone	Account Termination for Kevin French	3 - Medium
2018-03-20 18:23:05	Catalog Task	2018-03-28 08:43:52	03-2018	IMAC	Phone	Account Termination for Mark E Myers	3 - Medium
2018-03-20 18:22:54	Catalog Task	2018-03-28 08:44:18	03-2018	IMAC	Phone	Account Termination for Brandon L Marshall	3 - Medium
2018-03-22 15:55:06	Catalog Task	2018-03-28 08:44:54	03-2018	IMAC	Phone	Provide Requested Service	3 - Medium
2018-03-27 15:32:56	Catalog Task	2018-03-29 10:00:27	03-2018	IMAC	Phone	(3/29/18) New Account Request for Candyce M Rose	3 - Medium
2018-03-27 15:54:50	Catalog Task	2018-03-29 10:02:27	03-2018	IMAC	Phone	(3/29/18) New Account Request for Bruce L Glasson	3 - Medium
2018-03-28 15:08:32	Catalog Task	2018-03-29 10:06:21	03-2018	IMAC	Phone	(3/29/18) New Account Request for Alison Swing	3 - Medium
2018-03-28 14:44:41	Catalog Task	2018-03-29 10:08:42	03-2018	IMAC	Phone	New Account Request for John Rowell	3 - Medium
2018-03-28 15:26:39	Catalog Task	2018-03-29 10:10:11	03-2018	IMAC	Phone	(3/29/18) New Account Request for Steven P Veta	3 - Medium
2018-03-22 16:11:40	Catalog Task	2018-03-29 15:45:25	03-2018	IMAC	Phone	(3/22/18) New Account Request for David Fox	3 - Medium
2018-03-22 15:01:29	Catalog Task	2018-03-29 16:03:05	03-2018	Access Request	Phone	Account creation - Existing user - Rose McGuigan	3 - Medium
2018-03-28 12:01:30	Catalog Task	2018-03-30 13:58:49	03-2018	IMAC	Phone	Account Termination for Whitney Faust	3 - Medium
2018-03-28 14:16:39	Catalog Task	2018-03-30 13:59:13	03-2018	IMAC	Phone	Account Termination for Michael Ruiz	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-03-28 15:41:00	Catalog Task	2018-03-30 13:59:46	03-2018	IMAC	Phone	(3/16/18) Account Termination for Gabriel Puente	3 - Medium
2018-03-30 12:16:09	Catalog Task	2018-03-30 14:02:28	03-2018	IMAC	Phone	Account Termination for Mark Sunkel	3 - Medium
2018-03-30 12:51:03	Catalog Task	2018-03-30 14:04:08	03-2018	IMAC	Phone	Account Termination for Samuel Lee	3 - Medium
2018-03-29 17:28:53	Catalog Task	2018-03-30 14:05:46	03-2018	IMAC	Phone	Account Termination for Beckie La Point	3 - Medium
2018-03-30 07:44:46	Catalog Task	2018-03-30 14:06:41	03-2018	IMAC	Phone	Account Termination for David Morris	3 - Medium
2018-03-28 15:38:01	Catalog Task	2018-03-30 14:07:13	03-2018	IMAC	Phone	Account Termination for Michael Green	3 - Medium
2018-04-03 14:35:15	Catalog Task	2018-04-05 11:11:47	04-2018	IMAC	Phone	Can't log into Facility Max **Ticket UPdate** calling for Status Upd. & Call 239-533-4250** <HIGH>	3 - Medium
2018-04-02 06:17:29	Catalog Task	2018-04-05 16:08:21	04-2018	IMAC	Phone	Account Termination for Marcia Sousa Yacono	3 - Medium
2018-04-02 09:31:06	Catalog Task	2018-04-05 16:09:39	04-2018	IMAC	Phone	Account Termination for Nancy Huber	3 - Medium
2018-04-02 15:31:57	Catalog Task	2018-04-05 16:10:06	04-2018	IMAC	Phone	Account Termination for Deborah Rangel De Oliveira	3 - Medium
2018-04-02 15:21:38	Catalog Task	2018-04-05 16:10:33	04-2018	IMAC	Phone	Account Termination for Peggy Ann Hill-Cruz	3 - Medium
2018-04-03 14:57:21	Catalog Task	2018-04-05 16:11:06	04-2018	IMAC	Phone	Account Termination for Lisha Allsop	3 - Medium
2018-04-05 12:11:29	Catalog Task	2018-04-05 16:11:41	04-2018	IMAC	Phone	Account termination for M. Loretto Recabarren	3 - Medium
2018-04-04 13:56:30	Catalog Task	2018-04-05 16:12:15	04-2018	IMAC	Phone	Account Termination for Rand Edelstein	3 - Medium
2018-04-03 16:47:25	Catalog Task	2018-04-05 16:12:37	04-2018	IMAC	Phone	( 4/2/18) Account Termination for Thomas Grove	3 - Medium
2018-04-02 15:07:18	Catalog Task	2018-04-05 16:13:19	04-2018	IMAC	Phone	Account Termination for Dorothyann Barilla	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-02 15:40:50	Catalog Task	2018-04-05 16:14:48	04-2018	IMAC	Phone	Account Termination for Pamela Strassel	3 - Medium
2018-03-23 06:23:33	Catalog Task	2018-04-10 14:12:45	04-2018	IMAC	Phone	New Account Request for Christy Eldridge	3 - Medium
2018-04-05 14:26:22	Catalog Task	2018-04-10 14:15:14	04-2018	IMAC	Phone	New Account Request for Donnie Bogard III	3 - Medium
2018-04-09 10:55:22	Catalog Task	2018-04-10 14:15:54	04-2018	IMAC	Phone	(6/21/13) New Account Request for Jennifer Mitar	3 - Medium
2018-04-09 13:21:02	Catalog Task	2018-04-10 14:17:10	04-2018	IMAC	Phone	New Account Request for Marianna Passos	3 - Medium
2018-04-10 10:13:37	Catalog Task	2018-04-10 14:18:43	04-2018	IMAC	Phone	New Account Request for Paul Simpson	3 - Medium
2018-04-10 13:48:41	Catalog Task	2018-04-10 14:32:04	04-2018	Password Reset / Unlock	Phone	AIM Issues	3 - Medium
2018-04-09 11:19:12	Catalog Task	2018-04-10 14:37:21	04-2018	IMAC	Phone	New Account Request for Chester Skwara	3 - Medium
2018-04-11 15:37:14	Catalog Task	2018-04-12 16:27:24	04-2018	IMAC	Phone	(4/16/18) New Account Request for Tiara Hesler	3 - Medium
2018-04-11 15:42:47	Catalog Task	2018-04-12 16:28:06	04-2018	IMAC	Phone	New Account Request for Morgan Garrison	3 - Medium
2018-04-11 18:48:47	Catalog Task	2018-04-12 16:28:48	04-2018	IMAC	Phone	New Account Request for Christion Carlyle	3 - Medium
2018-04-06 13:58:06	Incident	2018-04-12 16:32:42	04-2018	Kwiktag	Phone	KwikTag -Scanning Issue	3 - Medium
2018-04-06 10:49:12	Catalog Task	2018-04-13 16:00:37	04-2018	IMAC	Phone	Account Termination for William Hackett	3 - Medium
2018-04-10 11:41:32	Catalog Task	2018-04-13 16:01:09	04-2018	IMAC	Phone	Account Termination for Krista Williams	3 - Medium
2018-04-12 10:12:13	Catalog Task	2018-04-13 16:01:36	04-2018	IMAC	Phone	Account Termination for Richard Jones	3 - Medium
2018-04-13 09:46:47	Catalog Task	2018-04-13 16:02:00	04-2018	IMAC	Phone	Account Termination for Amy Williams	3 - Medium
2018-04-06 15:57:15	Catalog Task	2018-04-13 16:02:42	04-2018	IMAC	Phone	Account Termination for Kimberly Veilleux	3 - Medium
2018-04-10 10:57:33	Catalog Task	2018-04-13 16:03:17	04-2018	IMAC	Phone	Account Termination for Geoff Rinehart	3 - Medium
2018-04-11 17:24:58	Catalog Task	2018-04-13 16:04:38	04-2018	IMAC	Phone	Account Termination for Barbara Crist	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-12 11:58:27	Catalog Task	2018-04-13 16:05:27	04-2018	IMAC	Phone	Account Termination for Sharon King	3 - Medium
2018-04-18 12:23:13	Catalog Task	2018-04-18 13:16:41	04-2018	IMAC	Phone	KWIKTAG PERMISSIONS (Helen Plumley - 'Mirror' Geoff Rinehart )	3 - Medium
2018-04-19 08:42:56	Catalog Task	2018-04-19 08:54:30	04-2018	IMAC	Phone	Tidemark Account Reset: ID - novarroof	3 - Medium
2018-04-17 12:30:49	Catalog Task	2018-04-20 16:00:45	04-2018	IMAC	Phone	Account Termination for Emily Slobodzian	3 - Medium
2018-04-18 10:26:25	Catalog Task	2018-04-20 16:01:08	04-2018	IMAC	Phone	Account Termination for Sherral Keel	3 - Medium
2018-04-20 14:43:31	Catalog Task	2018-04-20 16:01:35	04-2018	IMAC	Phone	Account Termination for Jonathon Gener	3 - Medium
2018-04-13 17:20:08	Catalog Task	2018-04-20 16:01:57	04-2018	IMAC	Phone	Account Termination for Raymond Keeling	3 - Medium
2018-04-17 12:14:02	Catalog Task	2018-04-20 16:02:22	04-2018	IMAC	Phone	Account Termination for Steven DiGiro	3 - Medium
2018-04-19 09:26:15	Catalog Task	2018-04-20 16:02:50	04-2018	IMAC	Phone	Account Termination for Robert Loring	3 - Medium
2018-04-16 08:25:13	Catalog Task	2018-04-20 16:03:17	04-2018	IMAC	Phone	Account Termination for Jose Lozada	3 - Medium
2018-04-19 07:55:38	Catalog Task	2018-04-20 16:03:43	04-2018	IMAC	Phone	Account Termination for Sean Lingwall	3 - Medium
2018-04-17 16:45:15	Catalog Task	2018-04-25 10:38:59	04-2018	IMAC	Phone	AIM Access - for Andrew Swartz 'SWARTZA'	3 - Medium
2018-04-11 10:26:38	Catalog Task	2018-04-25 11:10:28	04-2018	IMAC	Phone	DOT Operations Drawer Access in KwikTag for James Devlin	3 - Medium
2018-04-19 11:04:31	Catalog Task	2018-04-25 11:23:38	04-2018	IMAC	Phone	New account request for Roy L Plummer	3 - Medium
2018-04-24 10:08:51	Catalog Task	2018-04-25 11:25:12	04-2018	IMAC	Phone	(4/26/18) New Account Request for Samantha Burkett	3 - Medium
2018-04-25 14:24:14	Catalog Task	2018-04-25 15:12:34	04-2018	IMAC	Phone	Access to County Attorney Intranet Forms	3 - Medium
2018-04-18 16:41:39	Catalog Task	2018-04-26 15:25:36	04-2018	Password Reset / Unlock	Phone	AIM Account - Password Reset	3 - Medium

Opened Date	Task type	Resolved   Closed	MONTH	Subcategory 2	Contact type	Short Description	Priority
2018-04-24 11:23:40	Catalog Task	2018-04-27 15:42:06	04-2018	IMAC	Phone	Account Termination for Gabriel Palangeanu	3 - Medium
2018-04-26 06:13:20	Catalog Task	2018-04-27 15:42:43	04-2018	IMAC	Phone	Account Termination for Shanice Mills	3 - Medium
2018-04-27 09:24:08	Catalog Task	2018-04-27 15:43:17	04-2018	IMAC	Phone	Account Termination for Doug Hayes	3 - Medium
2018-04-24 11:11:36	Catalog Task	2018-04-27 15:43:56	04-2018	IMAC	Phone	Account Termination for Candyce Rose	3 - Medium
2018-04-24 18:24:41	Catalog Task	2018-04-27 15:44:39	04-2018	IMAC	Phone	Account Termination for Ashley Roberts Fesperman	3 - Medium
2018-01-23 12:43:04	Catalog Task	2018-04-30 11:57:18	04-2018	Access Request	Phone	Existing User, Access Request - White, Cody A	3 - Medium

Application Name	Number of Users	Department	Cloud Based
Abandoned Vessels Database	Public	Natural Resources	
ACD Capture	8+	Telecom	
Active Directory Contact Updater	Enterprise	ITG	
Adoption Application	Public	Animal Services	
Advisory Committee Database	Enterprise	Tech Services	
AiM	Enterprise	Facility Construction & Mgmt.	
Awstats	Enterprise	Enterprise Wide	
CAIN	10+	Risk	
Call Pilot	Enterprise	Telecom	
Cartegraph	25+	DOT	
Chameleon Animal Services Tracking	Public	Animal Services	
Change Control	25+	ITG	
Compliance Suite	Enterprise	Enterprise Wide	
Contact Center Manager (CCMA)		Telecom	
County Attorney SharePoint forms	25+		
County Lands Acquisition Program	Public	County Lands	
County Ordinances and Admin Cod	Public	Tech Services	
County Phone Directory	Public	Enterprise Wide	
Crystal Enterprise	Enterprise	Enterprise Wide (DCD, HR, etc)	
DCAP Approval System		Utilities	
DFAST	Public	Facilities, Construction and Design	
DOT Inventory System		DOT	
DOT Maintained Bridges		DOT	
DOT Maintained Roads		DOT	
DOT RFA	Public	DOT	
DOT Road		DOT	
DOT ROW Search web site		DOT	
DOT Work Order System		DOT	
Duplicating Job Ticket	10+	Tech Services	
eCivical - LeeTran		LeeTran	
eCivical - Solid Waste		Solid Waste	
eConnect	Public	Community Development	
EnvisionWare (PC Reservation)	TRUE	Library	
E-Role	Public	Emergency Management	
eRPA	50+	Human Resources	
Exit Interview	Enterprise	Human Resources	
Faster		Fleet	
Fish Database	Public	Natural Resources	
FixEToda.mdb		Fleet Management	
Fleet Vehicle Request System		Fleet	
Flight data	Public	VCB	
Games Management System (GM)	Public	Parks and Rec	
Games on Demand	Public	Library	
GovQA/WebQA	Enterprise	Procurement/Enterprise Wide	
Hach WIMS		Utilities	
Homeless Wesbsite	Public	Human Services	
Housing Database	Public	Human Services	
Housing Resources Website	Public	Human Services	

Application Name	Number of Users	Department	Cloud Based
Impactfee	Public	Community Development	
Impactfee Reports Web site	Public	Community Development	
Kronos Workforce Central	Enterprise	Enterprise Wide	
Kwiktag	Enterprise	Enterprise Wide	
Kwiktag Search for Lee County Inte	Public	DCD, Procurement Management	
Kwiktag Searcher - ELAB	Public	Environmental Labs	
LabWorks		Environmental Lab	
Leave Request System	50+	DCD, HR	
LeeTran Driver DMV History	Public	LeeTran	
Lucity – formerly known as GBA		Utilities	
Medical Examiners Database	10+	Medical Examiner	
MSTBU	Public	Facilities	
Novus Agenda	Enterprise	Enterprise Wide	TRUE
NR Apollo System		Natural Resources	
NR Environmental Crime System		Natural Resources	
NR Nexus System		Natural Resources	
One Rain	25+	Natural Resources	
OsCommerce - LeeTran Bus Pass	Public	Transit (LeeTran)	
Panic Button (Little Green Button)	Enterprise	Human Services & County Attorney	
Parking Garage	5+	Facilities Management	
Parks Extranet	50+	Parks & Recreation	
Polaris	Public	Library	
Position Control		Parks	
POTS	25+	Parks and Rec	
ProjectDox	Enterprise	DCD	
Rangers DB	15+	Parks and Rec	
Records Center - RFID Web	5+	Facilities	
RecTrac	Public	Parks and Rec	
RoofLogic		Facilities Construction & Mgmt.	
Selectron IVR and IWR	Public	Community Development	
Service Bridge and Field Bridge		Public Safety	
Site Improve	Enterprise	Tech Services	TRUE
Solid Waste Payment System	Public	Solid Waste	
Solid Waste STRAP Search	Public	Solid Waste	
Special Needs database	Public	EOC	
Teledriver		LeeTran	
Tidemark	Enterprise	Community Development	
Vendor Application	Public	Contacts / Purchasing	
Veteran Information Management System		Veteran Services	
WasteWorks		Solid Waste	
Web - Lee County Intranet (ShareP	Enterprise	Enterprise Wide	
Web - Main Lee County Website (S	Public	Enterprise Wide	
WebEOC	25+	Emergency Management	
WellsCalc	10+	Natural Resources	
WorkOrders	10+	Natural Resources	

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Abandoned Vessels Database		FALSE	Access database used to track Abandoned vessels in Lee Co waters. Data in SQL server (Fish db on SQLVS1) and users use front end only.	Natural Resources	Website on Natural Resources for Abandoned Vessels. Table linked in the WorkOrders database.	FALSE		
ACD Capture		TRUE	Captures the log of the phone system for later reporting	Telecom		FALSE		
Active Directory Contact Updater aka mycontactupdater		FALSE	For users to update their phone numbers in AD	Information Technology		FALSE	n/a	Upgrade to be in Sharepoint
Adoption Application		FALSE	Public access to submit an animal adoption application.	Animal Services	County Website (SharePoint Internet)	FALSE		
Advisory Committee Database		FALSE	Used to track all advisory committees and members. Used for expirations and reappointments by	Public Resources	Website for Advisory Committee Vacancies.	FALSE		
AiM	High - Every six months	TRUE	Work Order, Inventory system and Preventive Maintenance for Facilities and Utilities. See attachments. Now on the internet. <a href="http://fmax.leegov.com/fmax-production">http://fmax.leegov.com/fmax - production</a> <a href="http://lcfaimt01/fmax-test">http://lcfaimt01/fmax - test</a> Formerly known as	Facilities Construction & Management		TRUE	2 hours	Critical to return buildings to working order.
Awstats		TRUE	Collect and process statistics for Web sites	Enterprise Wide		FALSE		Running on LCFIIS02
CAIN		FALSE	Risk form and database	Risk Management		FALSE		
Call Pilot		TRUE	Nortel Voicemail system	Telecom		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Cartegraph		TRUE	DOT Asset Management. Separate databases and installations for: -Signs -Signals -Pavements (GIS) -Work Director -Call Director	Transportation		FALSE		
Chameleon Animal Services Tracking	High - Every six months	TRUE	Tracks animal's condition and stay at Lee County shelters.	Animal Services	County Website	TRUE		Can be run on CITRIX at the DR site
Change Control		FALSE	Track change control requests	Information Technology	SharePoint Intranet	FALSE		
Compliance Suite		TRUE	Training tracking system WebConnect is the web portion of this product.	Enterprise Wide	PDS Vista (HR and Clerk of Court)	FALSE		
Contact Center Manager (CCMA)		TRUE	Contact Center Manager : Call Center application.	Telecom		FALSE		
County Attorney SharePoint forms (Internal)		FALSE	Check Request Credit Card Request FMLA Request Petty Cash Request Purchase Order Request	County Attorney	SharePoint Intranet	FALSE		
County Lands Acquisition Program		FALSE	Tracks county lands purchase for DOT, etc. Reports and forms as well as tables for projects and parcels.	County Lands		FALSE		
County Ordinances and Admin Codes		FALSE	An MS Access database used to track the passage of Ordinances and Amendments.	Public Resources		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
County Phone Directory	High - Every six months	FALSE	Sharepoint web phone directory.	Enterprise Wide	County Website	TRUE	2 hours	Maintains county names and phone numbers for searching through the web. For County employees it is linked to AD and users should maintain their own phone numbers and job titles. ITG take care of hires/fires and the department. External agencies are also included (if they send us their information). Works in conjunction with myContactUpdate r
Crystal Enterprise		TRUE	Crystal Enterprise Server used for running scheduled crystal reports	Enterprise Wide		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
DCAP Approval System		FALSE	A system that allows electronic routing and approval for Developer Contributed Asset Projects (DCAP), for both the Approval to Construct Process, and the Final Acceptance Process. DCAP documents are no longer submitted for approval through normal Bluesheet approval process in Sire, thus a separate system is needed to track these documents.	Utilities	SharePoint Intranet	FALSE		
DFAST		TRUE	DFAST tracks assessments levied on properties for street improvements, etc. Internet web site for the public to view payoff quotes: <a href="http://www.lee-county.com/DFASTWebSQL/search">http://www.lee-county.com/DFASTWebSQL/search</a> .	Facilities/Construction and Design	County Web (Internet) MSTBU (old app that DFAST replaced)	FALSE	72 hours	Not viewed as mission critical.
DOT Inventory System		FALSE	Access Database for tracking DOT Inventory and Assets	Transportation		FALSE		
DOT RFA	High - Every six months	TRUE	Request For Action for service	Transportation		TRUE	48 hours	Critical for DOT to be able to log requests for action from the Public/citizens of Lee County.
DOT Work Order System		FALSE	Work Order System for DOT.	Transportation		FALSE		
Duplicating Job Ticket		FALSE	County employees can request and submit large print jobs to	Public Resources	SharePoint Intranet	FALSE		
eCivical - LeeTran		TRUE	Complaint tracking for Lee Tran (Bus	LeeTran		FALSE		
eCivical - Solid Waste		TRUE	Complaint Tracking for Solid Waste	Solid Waste		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
eConnect	Med - Every year	TRUE	Public access to permitting and on-line permit applications. <a href="http://www.leegov.com/econnect/">http://www.leegov.com/econnect/</a> (live system) <a href="http://lcftmkd01.lee-county-fl.gov/tm_web/">http://lcftmkd01.lee-county-fl.gov/tm_web/</a> (test)	Community Development	Tidemark, link on County Website	TRUE	2 hours	Public access to permitting and on-line permit applications.
EnvisionWare (PC Reservation)		TRUE	Print Management Solution - Print Management - PC Reservations with Time	Library System		FALSE		
eRPA	Low - Every two years	FALSE	RPA process system using SharePoint	Human Resources	SharePoint Intranet	TRUE		
Exit Interview		FALSE	Web enabled questionnaire for people that have left Lee County	Human Resources		FALSE		
Facilities Building Data Matrix (BDM)		FALSE	On-line system to provide county building data information	Facilities Construction & Management		FALSE		
Faster	Med - Every year	TRUE	Fleet Menagement software	Fleet Management		TRUE	2 hours	Desktop install. Server has been moved to EOC datacenter (10/2013). Backend SQL server LCFSQL01
Fish Database		FALSE	Used to track dive surveys of fish at artificial reef locations. Interface on Internet so public can view survey data and search on sites, dates, species. Used by Natural Resources -	Natural Resources	Links to WebSite for Fish/reef survey.	FALSE		
FixEToda.mdb		FALSE	Fleet Management Access database links to FASTER CS tables in SQL server to allow corrections, etc. to data in SQL for FasterCS application	Fleet Management	Links to tables in FasterCS, SQL server database	FALSE		
Fleet Vehicle Request System		FALSE	Fleet Vehicle Request System, built in SharePoint 2013.	Fleet Management		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Flight data	Low - Every two years	TRUE	see attachment	Visitors & Convention Bureau		TRUE	?	Provides real-time flight data to travellers as RSW
Games Management System (GMS)		TRUE	Tracks the Special Olympics games athlete information. The application is written in Delphi and uses SQL as the database. Used by	Parks & Recreation		FALSE	5 days	
Games on Demand		TRUE	Library games package	Library System		FALSE		
GIS: ARCGIS (package) GIS Data and ARCGIS	High - Every six months	TRUE	The GIS database is used by Tidemark and other systems. Two servers are clustered running ARC SDE on top of a SQL 2005 database and one server runs ARC IMS. Also, the GIS Web Server is LCFIIS04. Apps maintained by GIS Dept, and	Enterprise Wide		TRUE	48 hours	The GIS database would be used by Public Safety and is used by Tidemark and other systems.
GisSurfaceWater.sql	High - Every six months	FALSE	runs against labworks sql server db. provides data to GIS searches.	Environmental Labs		TRUE	4 hours	Stored procedure interfaced with surface water website.
GovQA/WebQA		TRUE	Houses both the Procurement STA/Change order system and Public Records Request system.	Procurement Management/Enterprise Wide		FALSE		
Hach WIMS		TRUE		Utilities		FALSE		
Homeless Wesbsite		FALSE	A Sharepoint web application for Human Services to track progress on the 10 year plan for homelessness.  <a href="http://dhs10yearplan.leegov.com">http://dhs10yearplan.leegov.com</a>	Human Services		FALSE		
Housing Database		FALSE	Tracks grant money for	Human Services		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Housing Resources Website	High - Every six months	FALSE	A sharepoint web based application to allow landlords to upload/update information related to available housing in times of a disaster. <a href="http://housing.dhs.lee-county.com/Pages/default.aspx">http://housing.dhs.lee-county.com/Pages/default.aspx</a>	Human Services		TRUE		
Image Trend (Safelee.com)		TRUE	Data replication for image trend for web based reporting and	Public Safety		FALSE		
Impactfee	Low - Every two years	FALSE	County Impact Fee System	Community Development	Tidemark, Intranet	TRUE	48 hours	
Impactfee Reports Web site	Low - Every two years	FALSE	Web site for required Impactfee Reports	Community Development	Tidemark	TRUE		
Kronos Workforce Central	Med - Every year	TRUE	Kronos Workforce Central software allows for tracking of employee time,	Enterprise Wide	PDS Vista	TRUE	48 HR	
Kwiktag	Med - Every year	TRUE	Enterprise document storage. Specific departments such as EOC may find this to be a critical	Enterprise Wide	OfficeDoks	TRUE	72 hours	
Kwiktag Search for Lee County Internet website		FALSE	This is the newly built Kwiktag search that is used in various departments public websites (DCD and Procurement Management). It has been converted into a SharePoint web part and reusable	Community Development/Procurement Management	Kwiktag, County Website (Internet)	FALSE		
Kwiktag Searcher - ELAB		FALSE	Custom Kwiktag document search for ELAB. Works with both Kwiktag data and SQL Server data hosted	Environmental Labs	Kwiktag	FALSE		
LabWorks		TRUE	Used by Environmental Lab	Environmental Labs		FALSE		
LaVats		TRUE	Veterans Affairs uses to track Veteran's Applications. Track appts, has electronic forms, reports. Database named VAProg97.mdb	Veteran Services		FALSE		
Leave Request System		FALSE	Infopath form and SharePoint workflow to track leave requests.	Enterprise Wide		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
LeeTran Driver DMV History		FALSE	This project will upload and list of DMV numbers to a FTP site, then email HSMV to retrieve DMV History.	LeeTran		FALSE		This web site manages the incoming and outgoing files in the FTP directory.
Lucity – formerly known as GBA		TRUE	Asset Management used by Utilities. Formerly known as GBA.	Utilities		FALSE		
Medical Examiners Database	Med - Every year	FALSE	This is used to track all cases handled by ME office, autopsy reports, medical records, printing of	Medical Examiner		TRUE		
MSTBU		FALSE	History of prior MSTBU assessments used by Public Resources	Public Resources	DFAST	FALSE		
NR Apollo System		FALSE	This application works within the Nexus system to auto-populate the State Oracle database	Natural Resources		FALSE		
NR Nexus System		FALSE	Nexus system is used by Natural Resources Pollution Prevention	Natural Resources		FALSE		
One Rain		FALSE	Rain Gauge information to OneRain Transfer application to sum rain gauge information collected across the county and submit data to One Rain for real time rainfall totals and	Natural Resources		FALSE		
OsCommerce - LeeTran Bus Pass		TRUE	ECommerce for bus tickets, plus Custom customizations	LeeTran		FALSE		<a href="http://eltosc.leegov.com/index.php">http://eltosc.leegov.com/index.php</a> <a href="http://eltosc.leegov.com/admin/index.php">http://eltosc.leegov.com/admin/index.php</a>

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Panic Button (Little Green Button)		TRUE	Little Green button	Human Services/County Attorney/County Admin/Human Resources/etc		FALSE		Annual license fee. We currently have 100 licenses available. Installed at Human Services, County Attorney (+ a couple of test licenses at ITG), +Lee Tran -Rosa Parks (Jayson)
Parcel Update - TMTransferSystem	Low - Every two years	TRUE	Daily update (manual) of parcel information from the Property Appraiser into TideMark. This is a	Community Development	Tidemark	TRUE	24 hours	
Parking Garage		FALSE	Assignments of parking spaces in garages and lots to employees and collection of fees	Facilities Construction & Management	Linked in the Fiscal Parking Garage Payments database used by Fiscal Pool.	FALSE		
Parks Extranet		FALSE	Parks & Recreation Extranet	Parks & Recreation		FALSE		
Polaris	Low - Every two years	TRUE	Library Books	Library System		TRUE		
Position Control		FALSE	Tracks job positions and assignments within Parks dept.	Parks & Recreation	Tables linked to POTS database	FALSE		
POTS		FALSE	Access Database used to track and report on Revenue and Expenses by Parks. Purchase Order Tracking	Parks & Recreation	Position Control db has some linked tables to POTS	FALSE		
ProjectDox		TRUE	Electronic Plan submittal and review	Community Development	Tidemark	FALSE		
Rangers DB		FALSE	Logs of Park Rangers logs and vehicle mileage. Used by	Parks & Recreation		FALSE		
Records Center - RFID Web		TRUE	Catamaran / Shipcom - RFID web based application for Records	Facilities Construction & Management		FALSE		
RecTrac		TRUE	Used to track activities, classes,	Parks & Recreation		FALSE		

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
RoofLogic		TRUE		Facilities Construction & Management		FALSE		Used primarily by Edwin Adorno, but a few other Facilities employees may use it too. It runs off of LCFRFL01.
Selectron IVR and IWR	Low - Every two years	TRUE	Used by DCD and Natural Resources (Well Permitting) to schedule inspections and make phone and on-line payments. See attachments.	Community Development	Tidemark, link on County Website	TRUE	2 hours	
Service Bridge and Field Bridge		TRUE	Service Bridge is used by Public Safety road staff (EMT's and Paramedics) to document their calls.	Public Safety		FALSE		
Solid Waste Payment System		FALSE	Solid Waste on-line payment system. Integrated with third party payment gateway (Forte).	Solid Waste		FALSE		
Solid Waste STRAP Search		FALSE	Solid Waste STRAP Search	Solid Waste		FALSE	48 HR	Will be converting this to sharepoint
Special Needs database	High - Every six months	FALSE	Used to track and assign residents to transportation and emergency shelters in case of evacuations.	Emergency Management		TRUE		
Teledriver		TRUE	Track drivers assignments - Teledriver - Issue Management (Complaint Tracking)	LeeTran		FALSE		Application Server: LCFLTR02 SQL Database: LCFSQLVS5
Tidemark/Accela	Med - Every year	TRUE	Lee County's permitting system. See attachments for year-end annual maintenance.	Community Development	eConnect, Selectron, ProjectDox	TRUE	2 hours	Lee County's permitting system.

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
Time Clock		FALSE	Used to track employees time and show where a person is at given time. Simple user switchboard and few forms. Used by DCD.	Community Development		FALSE		
Transched/Sched21	Med - Every year	TRUE	Track bus schedules	LeeTran		TRUE		
Transman		TRUE	Track mechanical issues with busses No server component, only database, which is SQL 2008 R2 on LCFSQLVS5. We have test SQL:	LeeTran		FALSE		
Trip Planner	Med - Every year	TRUE	Plan bus routes	LeeTran		TRUE		
Vendor Application		FALSE	Vendor Application ASP Web form with SQL Database.	Procurement Management		FALSE		Converted to Sharepoint
Veteran Information Management System		TRUE	Third party applications used by Veteran Services to manage their veterans information	Veteran Services		FALSE		
WasteWorks		TRUE	Used by Solid Waste (in their scale houses) and also run in the office for them to query the data.	Solid Waste		FALSE		
Web - Lee County Intranet (SharePoint)		FALSE	Web based application that allows County users to share information within the County network.	Enterprise Wide		FALSE		<a href="http://www.intranet.leegov.com/Pages/Default.aspx">http://www.intranet.leegov.com/Pages/Default.aspx</a>
Web - Main Lee County Website (Sharepoint)	High - Every six months	FALSE	Main Lee County Website (Conversion from Revize to	Enterprise Wide		TRUE		
WellsCalc	Low - Every two years	FALSE	Extracts Tidemark well data and exports to inspector list.	Natural Resources	Tidemark	TRUE	1 hr	Could be critical if a well needs immediate inspection.

Application Name	DR Priority / Test Frequency	Third Party	Application Description (Function / Purpose)	Department	Related Applications	Critical	RTO	Comments
WorkOrders		FALSE	Tracks work orders for Marine Division of Natural Resources. Links to AV database for work done on Abandoned Vessels. Calculations for cost which also updates costs in AV	Natural Resources	links to AV database tables	FALSE		
BFS		TRUE	Fiscal/Marketing	LeeTran		TRUE		

### Online Availability

**Objective:** The Service Provider will measure the availability of the County online applications to all users.

**Definition:** **Hours Available** is the number of hours per month when one or more online applications are scheduled to be available to and usable by all users throughout the County to perform transactions and update their files.

**Hours Unavailable** is the number of hours per month when any online application is either not available or not usable when scheduled.

The **Online Availability Ratio** is calculated using the following formula ( Hours Available - Hours Unavailable) / Hours Available.

**Metrics:** **Minimum Service Level:** 98.5% Production Application Availability Ratio  
**Increased Impact Level:** 96% Production Application Availability Ratio

### Online Response Time (Internal)

**Objective:** To monitor the response time for all online applications and facilitate effective communications between the Service Provider and County Management through the delivery of monthly service level reports.

**Definition:** **The Online Response Time** is the fraction of the time (or equivalent percentage of time) that online transactions are completed internally in less than 4 seconds for server transactions, as measured utilizing system management tools.

**Metrics:** **Minimum Service Level:** 99% of online transactions complete in < 4 sec.  
**Increased Impact Level:** 90% of online transactions complete in < 4 sec.

**Application Availability:** 100%  
**Application Performance:** 100%

**Within SLA?:** Yes  
**Within SLA?:** Yes

April 2018		Application Availability					Application Performance	
Application supported by database	Database Name	Database Type	Scheduled Downtime MSDT (Minutes)	Unschedule Downtime MUSDT (Minutes)	Scheduled Time MST (Minutes)	Availability Ratio	Transactions over 4 seconds	Performance Ratio
Storet	Storet	ORACLE	0	0	43200	100.00	0.00%	100.00%
Oracle Grid Control	emrep11g	ORACLE	0	0	43200	100.00	0.00%	100.00%
Oracle Recovery	RCVRY	ORACLE	0	0	43200	100.00	0.00%	100.00%
TIDEMARK	TMK2	ORACLE	0	0	43200	100.00	0.00%	100.00%
<b>ORACLE TOTAL</b>	<b>4</b>		<b>0</b>	<b>0</b>	<b>172800</b>	<b>100.00</b>	<b>0.00%</b>	<b>100.00%</b>
CHAMELEON ANIMAL TRACKING (Animal)	ANIMAL	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Clever Devices	LCFCLR01	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
COUNTY DIRECTORY	ITG_WEB	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
CSN (CSN)	CSN	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DFAST	DFAST	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DOT RFA (DOT)	DOT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
DOT Cartegraph	DOT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
EMS AMBULATORY TRACKING SYSTEM (EMS_Data_v5)	EMS_DATA_V5	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Faster CS	FASTER	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (Directory)	Directory	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (Goldmine)	Goldmine	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
GOLDMINE (LeeMain)	LeeMain	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ITG WEB Apps	ITG_WEB	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
KRONOS	KRONOS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
KWIKTAG	KWIKTAG	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Lab Works	LABWORKS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
LEE TRAN (TFW)	TRANSMAN	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Library	POLARIS	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ManageSoft	MANAGESOFT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%

Application Availability							Application Performance	
Application supported by database	Database Name	Database Type	Scheduled Downtime MSDT (Minutes)	Unschedule Downtime MUSDT (Minutes)	Scheduled Time MST (Minutes)	Availability Ratio	Transactions over 4 seconds	Performance Ratio
MSTBU	LCFSQL02	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ProjectDox	PROJECTDOX	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Public Works (Hach Wims)	OPS_xxxxx	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
RESURFACING (DOTRoad)	DOTROAD	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
RFID (BOXIMS)	RFID	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SCHED21	SCHED21	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SHAREPOINT Internet	SHAREPOINT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
SHAREPOINT Intranet	SHAREPOINT	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Telecom	CTL_IVR	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
TELEDRIVER	TDRGROUND	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Trip Planner	TDT_ADMIN, TDR_EVENT, TDR_MTRAVEL,	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
Waste Management	HendryDataset, LeeDataset	SQL SERVER	0	0	43200	100.00	0.00%	100.00%
ZEDS	Zeds	SQL Server	0	0	43200	100.00	0.00%	100.00%
<b>SQL SERV TOTAL</b>	<b>31</b>		<b>0</b>	<b>0</b>	<b>1339200</b>	<b>100.00</b>	<b>0.00%</b>	<b>100.00%</b>
COUNTY DIRECTORY	ITG_WEB	SQL SERVER	0	0	24	100.00	0.00%	100.00%
UNITED WAY	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
HUMAN SERVICES WEB SITE	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
HR JOB APPLICATION	ITGAPPS	ORACLE	0	0	24	100.00	0.00%	100.00%
LEE TRAN (TFW)	Transman	SQL SERVER	0	0	24	100.00	0.00%	100.00%
RFID	RFID	SQL SERVER	0	0	24	100.00	0.00%	100.00%
MSTBU	MSTBU	SQL SERVER	0	0	24	100.00	0.00%	100.00%
ITG SURVEY	ITG_WEB	SQL SERVER	0	0	24	100.00	0.00%	100.00%
FASTER	FasterCS	SQL SERVER	0	0	24	100.00	0.00%	100.00%
<b>WEB TOTAL</b>	<b>9</b>		<b>0</b>	<b>0</b>	<b>216</b>	<b>100.00</b>	<b>0.00%</b>	<b>100.00%</b>
<b>TOTAL</b>	<b>44</b>		<b>0</b>	<b>0</b>	<b>1512216</b>	<b>100%</b>	<b>0.00%</b>	<b>100.00%</b>

Calculation for Application Availability			
Monthly Unscheduled Downtime (MUSDT)	Days		30
Monthly Scheduled Downtime (MSDT)	Hours		24
Monthly Scheduled Time (MST) = (24 x number of days in the applicable month) – MSDT	Minutes		60
Production Application Availability Ratio = ((MST – MUSDT) / MST) x 100	Total Minutes		43200