

# Department of **Digital Service & Open Government**

Department All-Hands Meeting  
December 12, 2019

# Agenda

- Updates (30 min)
  - How we communicate (Sean)
  - Quick Teams training (Sean)
  - Budget (Christine)
  - One month in w/ Xantrion (Marlon)
- Employee Engagement Survey Results (30 min)

# How we communicate

	Use Teams	Use Email	Use Trello
Reminder about closing timesheets	General		
Vacation Request		X	
Call out sick or delayed		X	
Communication to Digital team	General		
1-on-1 communication	DM	X	
Updates to Project checklist			X
Assign or delegate tasks			X
Share articles or ideas	Random		
Daily Stand-Ups	Meeting Request		
Baby Sprints	Channel		
Large / Medium sized projects	Channel		

# Quick Teams training

## I. Communicating in Teams and Channels

- Using the app
- Setting Notifications
- When to create a channel
- When to use General
- Tagging individuals, teams, or channels
- Following Channels
- Files and Chats

## II. Creating a Teams Meeting (in Outlook or in Teams)

## III. Joining by computer or by phone

## IV. Governance and the future of Teams

## V. More training resources

# Budget

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# City of San Rafael

Digital Team Presentation

# Completed Milestones

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- Monitoring
- Backups
- Documentation
- Deployed Inventory, Antivirus, and Patching

# On Deck

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- Web Filtering
- Security Awareness Training
- Encryption For All Endpoints
- Mobile Application Management
- Multifactor Authentication



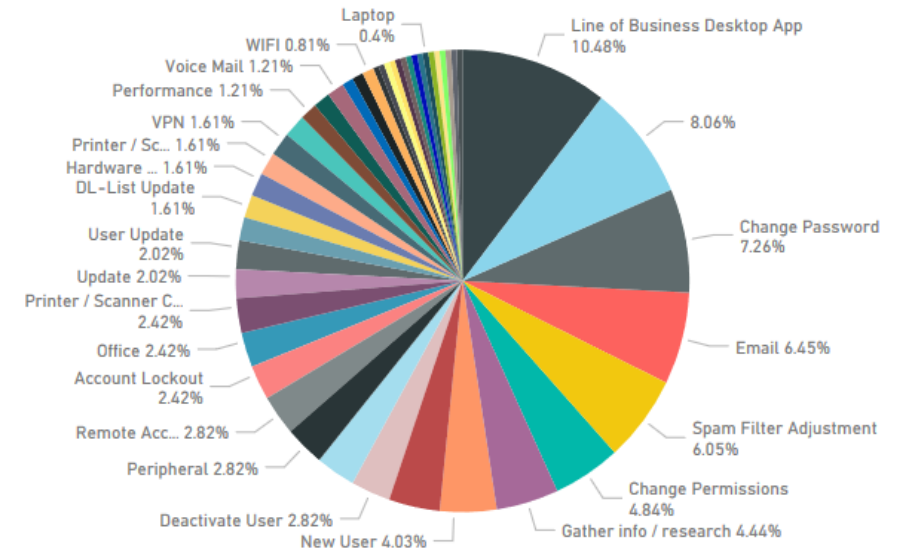
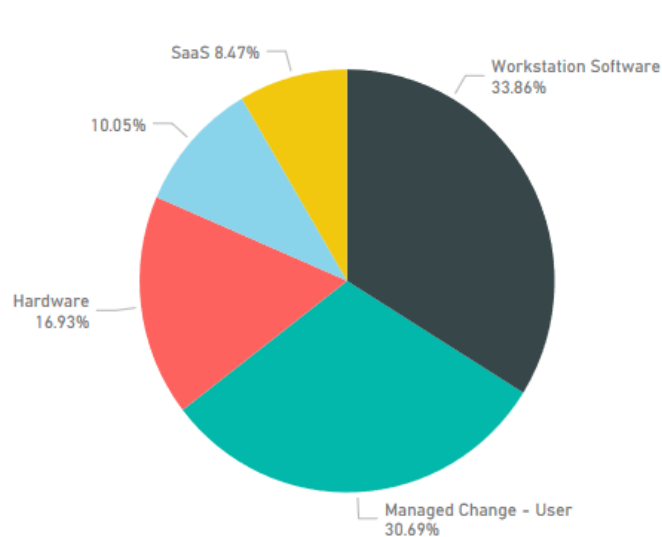
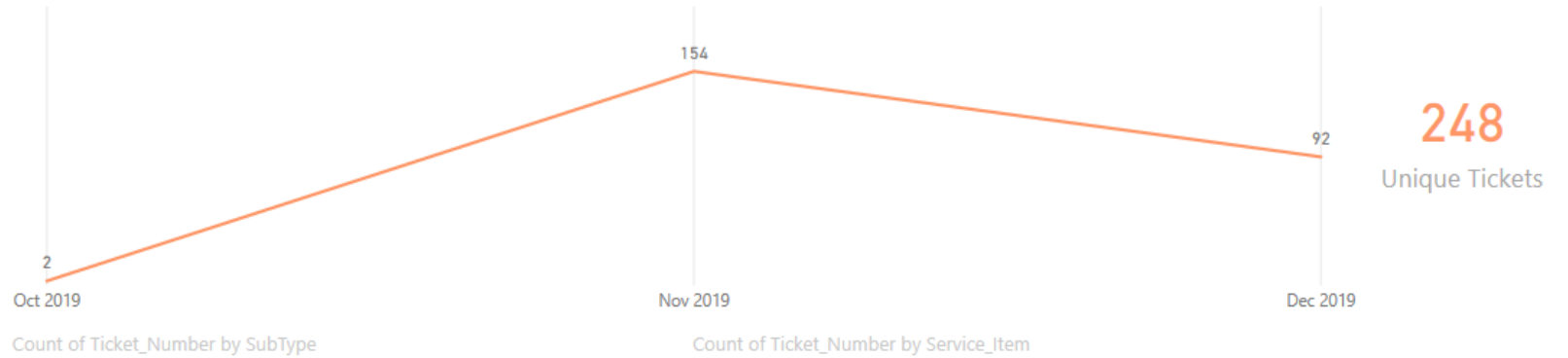
# Service Desk Stats

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- Opened Ticket = 248
- Average Acknowledge Time: 7.22 minutes
- Average Resolution Time: 10.4 hours
- Median Resolution Time: 2.47

# Ticket Type Analysis

- Workstation Software
- Managed Change - User
- Hardware

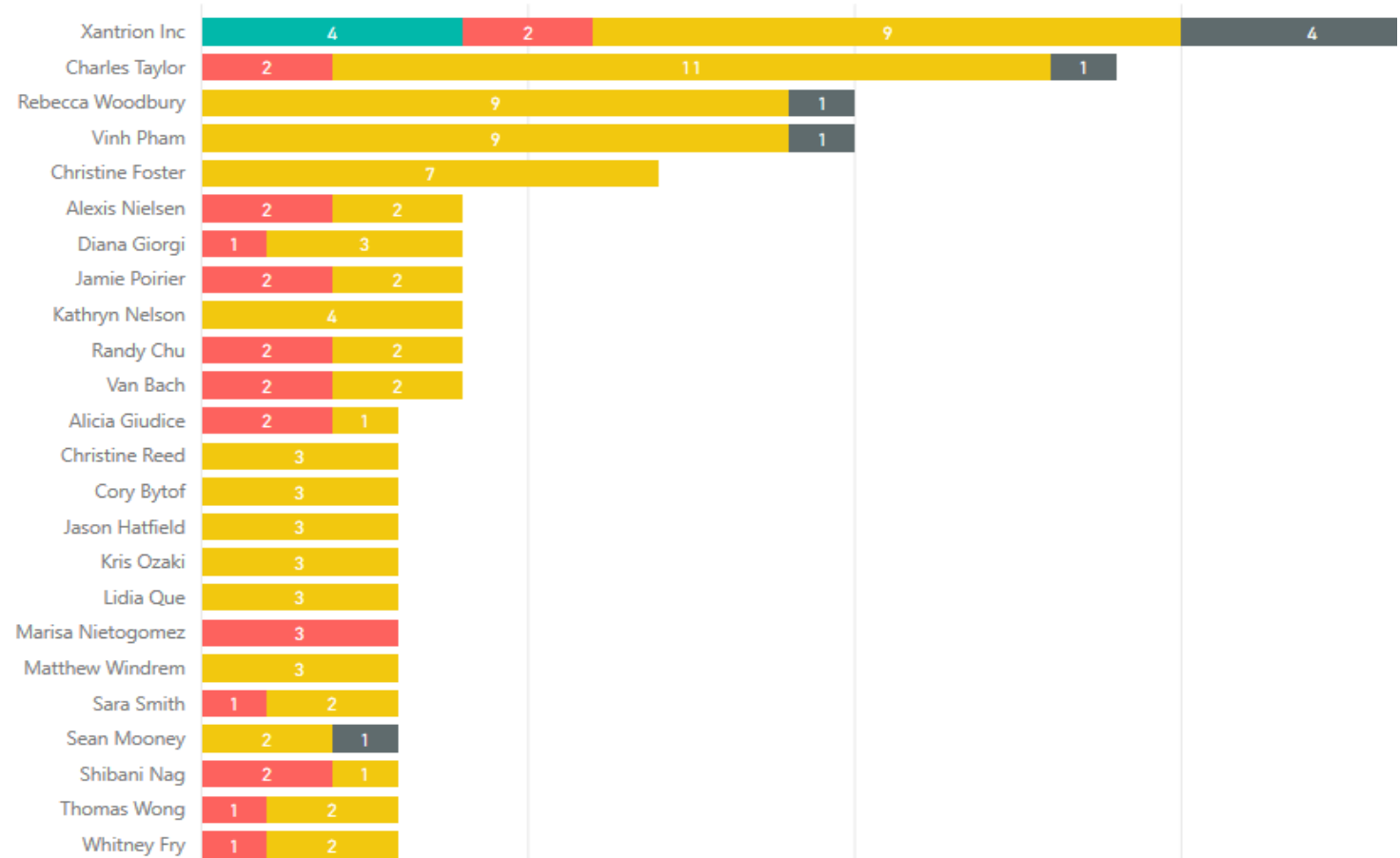


# Ticket Creators

- Who has opened 3+ tickets

Count of Ticket\_Number by Contact and Priority

Priority ● No SLA ● Priority 1 - Emergency Response ● Priority 2 - Quick Response ● Priority 3 - Normal Response ● Priority 4 - Scheduled / Proactive



# Employee engagement survey

- What thoughts and memories do these results bring up for you? Why?
- How do you see these findings show up in our department? Across other departments?
- How do you see the Together San Rafael Guiding Principles either changing or reinforcing current workplace culture behaviors and mindsets?
- What types of discussions would be helpful to have as a department team?