



Administrative Services Department Thanks You for Helping Us Provide Better Service

The **Administrative Services Department** distributed an **Internal Services Survey** to employees in June 2007. Forty-eight percent of you responded. As a result, some things have changed.....

WORKERS' COMPENSATION

Many employees were not aware of where to get treatment for a work related injury; nor were they familiar with the general process (paper flow) to follow in the event of an injury. The good news is that most people don't know this because they have not had a claim. However, in response to the shortfalls noted with Workers' Compensation, Benefits/Risk Management (BRM) conducted supervisory training, provided updated posters, and promoted and made more information available on SparksNet.

Staff is committed to taking extra time to walk injured workers through the process, making sure that they are made aware of how and why the process works the way it does. Issues are also communicated to providers (CCMSI and Specialty Health Clinic) so they can make improvements.

HUMAN RESOURCES (HR) PROVIDES TRAINING

You took the time to tell us and HR heard you. HR is proud to be offering the following courses in 2008: Performance Management, Dealing with Difficult People (Verbal Judo), Customer Service Training for part-time employees, Employment Placement & Practices including effective interviewing, Effective Discipline, Leadership Training, Explaining Employee Benefits, Coaching & Mentoring, Microsoft Office 2007, City Policy & Procedures, Legal Aspects & Liabilities, Effective Communication, Controlling Conflict, Risk Management and Business Letter Writing as well as job specific training in certain areas.

Keep in mind that Jen McCall in HR is available to assist you in your training needs. Just let her know what you are looking for and she can train, coordinate or find courses for you such as Vista, Access, Publisher or Emergenetics.

SHAREPOINT TRAINING

IT continues to use Microsoft SharePoint as a way to streamline business activities and collaboration by creating user-friendly applications for SparksNet. Training classes are being offered; contact Jen McCall for information.

ADMINISTRATIVE SERVICES DEPARTMENT (ASD)

Employee concerns and suggestions are taken seriously. ASD welcomes your comments and concerns and sees them as an opportunity for improvement. Please let us know if there is something on your mind.

SPARKS NET (INTRANET)

Information Technology (IT) was in the process of reorganizing SparksNet to make it more user-friendly and have information readily available to city employees when the survey was distributed. Your comments on the survey were valuable. This will be an ongoing task so any feedback you can give IT about possible improvements or enhancements to SparksNet are always welcome. E-mail links are available on SparksNet for contacting the webmaster with comments, feedback, etc.

TELEPHONE SYSTEMS

Information Technology (IT) is proceeding with a project to develop proposals for new and updated telephone systems for all departments. All city telephone equipment, systems and wiring is being inventoried. The next step will be to work with possible providers of new telephone systems to develop a budget for telephone replacement. Our hope is to move towards “unified messaging” where all voice mail and electronic mail could be handled from an office telephone, cellular telephone or computer.

A “Voicemail Guide” is available on Sparks Net under “Look It Up!” It provides information on how to use the features of the current voicemail .

SPAM

Information Technology (IT) is working to keep the amount of SPAM received in mailboxes as low as possible. Filters do a great job of making this happen. In FY 2007, 10,481,990 spam messages were blocked. So far in FY2008, 17,280,177 messages have been blocked.

There were only a few requests for messages blocked due to probable content or size issues to be allowed through.

GOVERNMENT AFFAIRS

Now that you have been introduced to the Government Affairs group (Sparks Matters, June '07 issue), we would like to let you know that we are planning a regular feature in upcoming Sparks Matters that will share legislative issues that may affect the city or impact you as a citizen.

ACCESS TO INFORMATION

Building inspectors can now access Community Development documents and maps in the field through the city’s imaging system and secure network.

HR NEWS: DRUG TESTS AND RECRUITMENT

HR has implemented a new electronic process for better background checks on all potential new employees.

NeoGov allows for better (and quicker) applicant processing, as well as ease of application for internal and external applicants.

EMERGENCY MANAGEMENT

An annual emergency management exercise was conducted February 5, 2008. Approximately 50 employees were involved. It was an Urban Search and Rescue with Sparks Fire as the lead. An exercise evaluation will be conducted later this month.

Emergency Preparedness Guides, developed to provide helpful tips and techniques in preparing for emergency conditions, are available through the Emergency Management office.

ASD INTERNAL SERVICES SURVEY TEAM

- Teresa Gardner, ASD
- Cheri Byrom, HR
- Rick Bareuther, IT
- Monica Sjoen, BRM
- Gary Dunn, EM
- Kathy Clewett, GA
- Kim Wong, IT

BLOCKED INTERNET SITES

IT strives to protect the city’s network and employees from sites that may be inappropriate or contain malware, viruses, etc., but that means that some sites might be blocked that employees need access to.

IT reviews any request for access to blocked sites to determine if the site is acceptable for all employees or a selected group. If the site is determined safe, then the site is unblocked.

HEALTH BENEFITS FAIR

Comments were made to improve the setup of the Spring Health Benefits Fair. Look for changes in the upcoming 2008 event.

IT SUPPORT: TRACK IT AND MDCs

IT is utilizing a solutions database so that anyone in IT can solve problems related to our many different software products. “Track IT” provides better documentation which allows staff to better serve you.

A Computer Systems Technician is assigned to and located at the Police Department and can provide quick Mobile Data Computer (MDC) support.