Information Technology Department Report
December 2019 Update

| IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	**418** helpdesk tickets were resolved in Dec 2019. *It averaged out to **20** Help tickets per business day*. *4675 tickets (2017)* *4802 tickets (2018)* *5695 tickets (2019)*
Server 2019 O/S upgrades	March 2019	Dec 2020	• Server OS Upgrades for all systems within the next 12 months <table><tr><td>QTY</td><td>OS</td><td>Change</td></tr><tr><td>7</td><td>Win 2019</td><td>1</td></tr><tr><td>15</td><td>Win 2016</td><td>0</td></tr><tr><td>17</td><td>Win 2012r2</td><td>0</td></tr><tr><td>5</td><td>Win 2012</td><td>0</td></tr><tr><td>6</td><td>Win 2008r2</td><td>0</td></tr><tr><td>1</td><td>Win 2008</td><td>0</td></tr><tr><td>0</td><td>Win 2003</td><td>0</td></tr></table>

Computer System refresh cycle	FY18	Ongoing FY20	Replace desktop systems every 4 years with new technologies as appropriate.
			
			• FY20 Refresh
			  o 30 Workstations
			• FY19 Refresh
			  o 35 Workstations
			• FY 18 Refresh
			  o 45 Workstations
			  o 5 Laptops

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status

MUNIS Module Upgrades		Completed 12/19	• Utility Billing Migration of ADG ->TYLER
			• MUNIS S/W Upgrade 11.3 +
			  • SAAS Deployment – Dec 2019
			  • Completed Deployment on going minor issues, working with Tyler support.

Server, Storage, and Networks	Jan 18	Ongoing	• Storage Migration and Reallocation underway • Server drive upgrades on CMIHOST4

IT Help Desk Ticket Breakdown by Department

(Period: 2017 thru 2019)

RECATEGORIZED - # HELP DESK TICKETS BY DEPT.
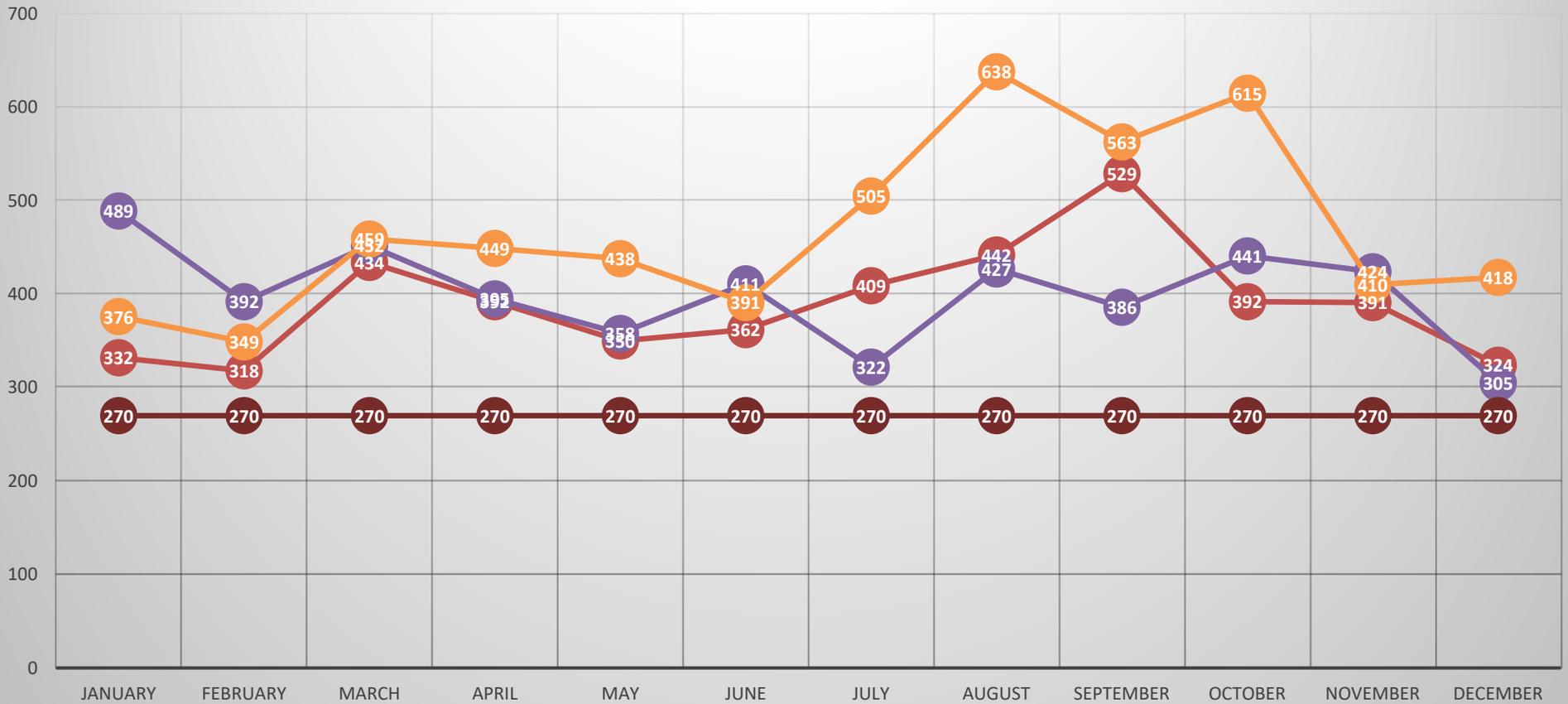TOTALS 2017 -2018 - 2019
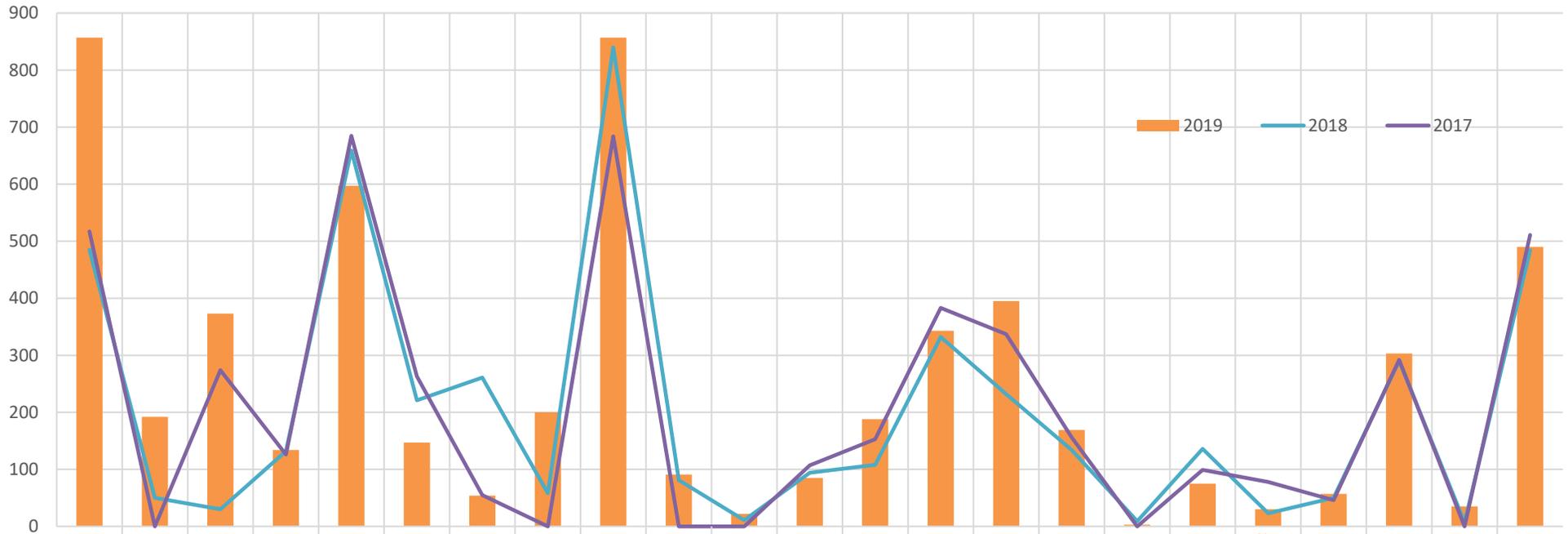
	Utilities	Vendors	Not Selected	Public Works	Police	Parks	Outside Agency	Other	IT	IT-AudioVisual	IT-GIS	HR	Growth MGMT	Fire	Finance	Customer Svc	Contractor	Code	City Manager	City Council	City Clerk	Citizens	Building
2019	857	192	373	134	597	147	54	200	857	91	22	85	188	343	395	169	3	75	30	57	303	35	490
2018	485	50	30	132	659	221	261	58	840	81	11	94	108	332	232	134	9	136	23	50	290	7	484
2017	517	0	274	126	685	263	55	0	684	0	0	107	153	383	337	156	0	99	78	46	292	0	511

CMI Help Desk Ticket Trending – DECEMBER 2019

CMI Help Desk Ticket Trends Year over Year vs. Gartner Average

Legend: ● 2017 ● 2018 ● 2019 ● Gartner Avg. (1.2x Userbase)

Month	2017	2018	2019	Gartner Avg. (1.2x Userbase)
JANUARY	332	489	376	270
FEBRUARY	318	392	349	270
MARCH	434	452	459	270
APRIL	391	395	449	270
MAY	350	358	438	270
JUNE	362	411	391	270
JULY	409	322	505	270
AUGUST	442	427	638	270
SEPTEMBER	529	386	563	270
OCTOBER	392	441	615	270
NOVEMBER	391	424	410	270
DECEMBER	324	305	418	270

Granicus Site Visitor Statistics – Period: DECEMBER 2019

OVERVIEW

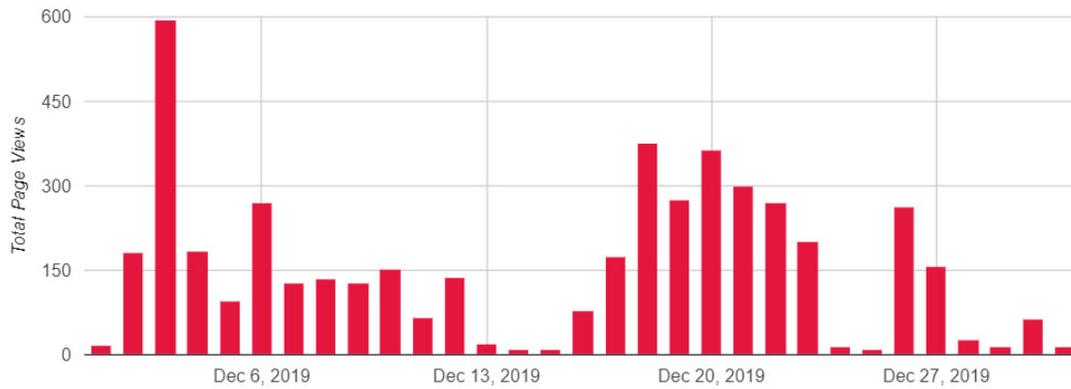| 4,738	574	495	79% Desktop	21% Mobile
👁 Total Page Views ❓	👁 Total Visits ❓	👤 Total Unique Visitors ❓		

WHERE YOUR CITIZENS LIVE

Showing data for the top 150 cities from which your site is being accessed.

City	Unique Visitors
Filter by name	try > 100
Marco Island	113
Marco Island	108
Lely Resort	17
Lely Resort	15
Naples	10
Orlando	10
Parole	10
Tampa	10
Naples	9
Orlando	9

« ‹ 1 to 10 › » Show 10 ▾ per page
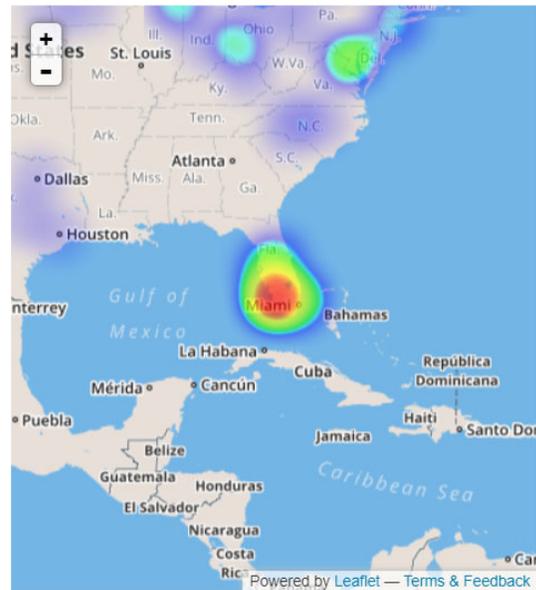
CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – DECEMBER 2019

External Users – 81,382 Page Views in DECEMBER 2019

All Users
100.00% Users
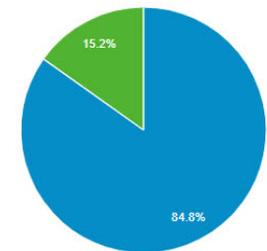
+ Add Segment

Dec 1, 2019 - Dec 31, 2019

Overview

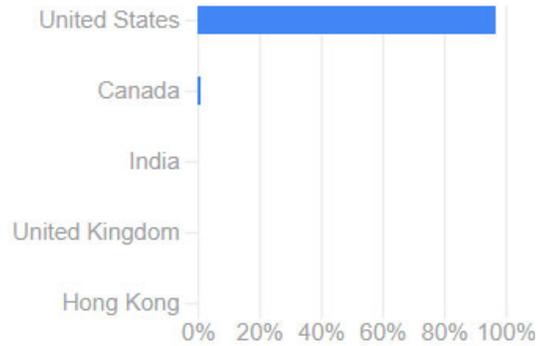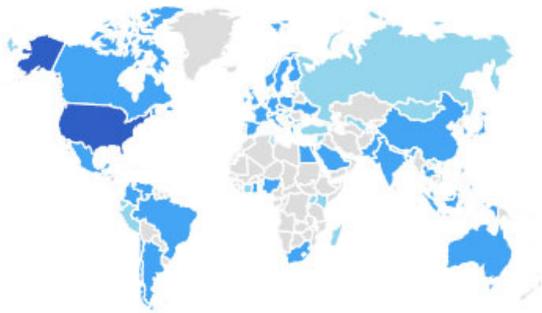Users vs. Select a metric

Hourly | Day | Week | Month

● Users

Users	New Users	Sessions	Number of Sessions per User	Pageviews
27,933	25,820	36,308	1.30	81,382

Pages / Session	Avg. Session Duration	Bounce Rate
2.24	00:01:41	52.33%

■ New Visitor ■ Returning Visitor

15.2%

84.8%

Other Overall Website Statistics – DECEMBER 2019

Sessions by country

United States	
Canada	
India	
United Kingdom	
Hong Kong	

0% 20% 40% 60% 80% 100%

Dec 1, 2019 - Dec 31, 2019 LOCATION OVERVIEW >

Users by time of day

12am
2am
4am
6am
8am
10am
12pm
2pm
4pm
6pm
8pm
10pm

Sun Mon Tue Wed Thu Fri Sat

0   200   400   600   800
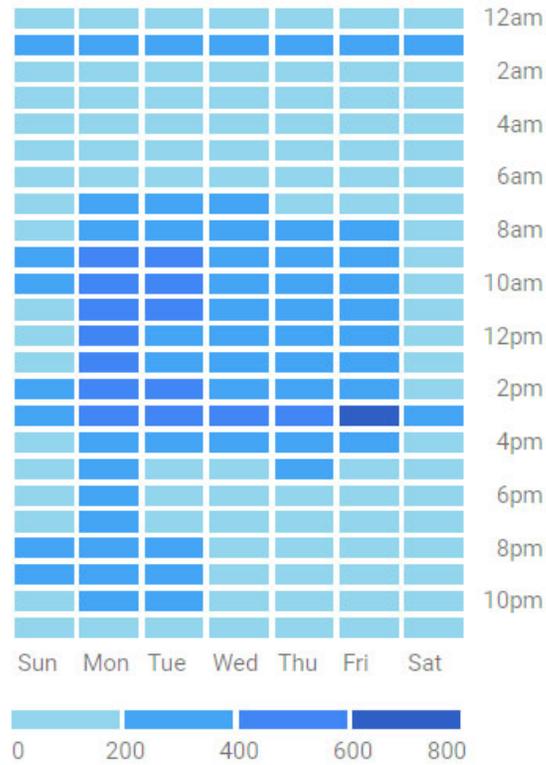
Dec 1, 2019 - Dec 31, 2019 ▾

What are your top devices?

Sessions by device
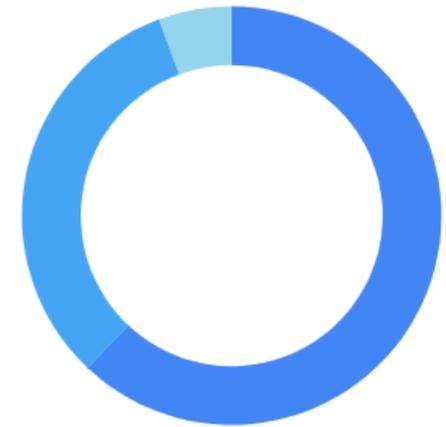
Desktop	Mobile	Tablet
62.0%	32.3%	5.6%
↓13.0%	↑23.2%	↑3.8%

Dec 1, 2019 - Dec 31, 2019 MOBILE OVERVIEW >