# Information Technology Department Report

## August 5, 2019 Update
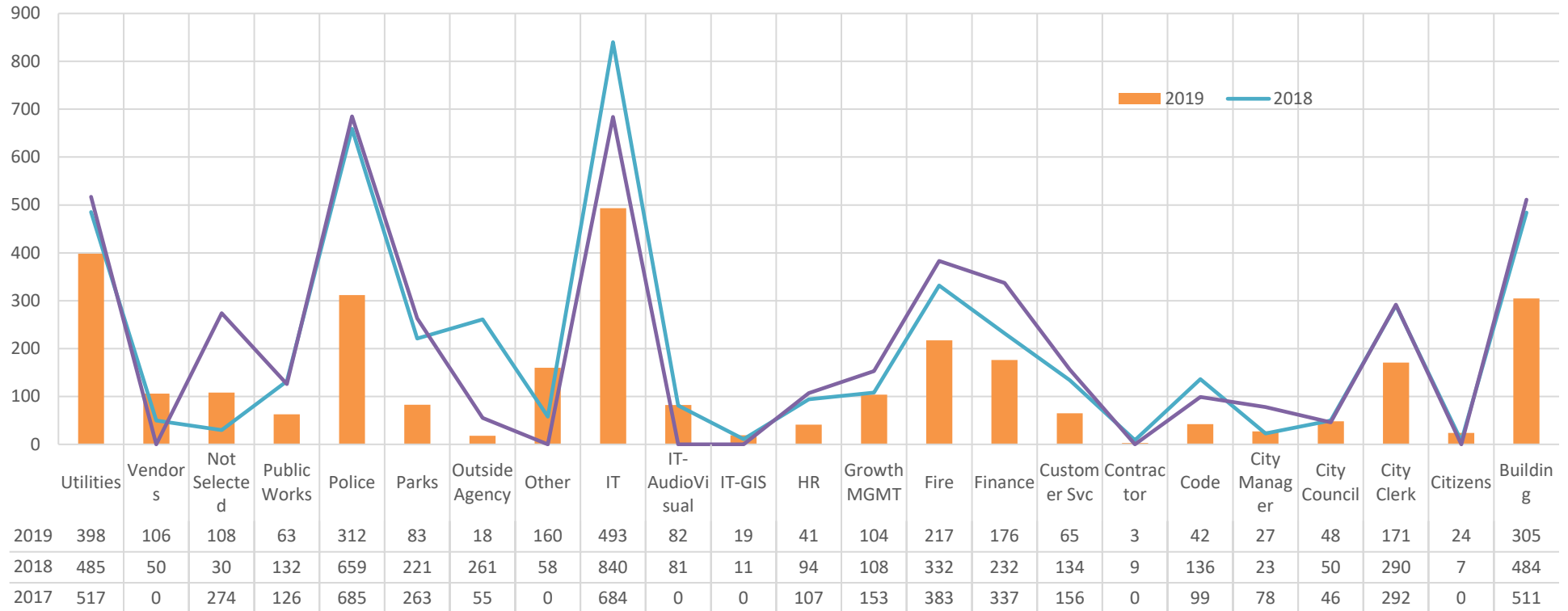
| IT Projects, Goals, and Objectives | Estimated Start | Estimated End | Status |
|---|---|---|---|
| Support all networks, network devices, telecommunications, communications and software City wide. | | ONGOING | **505** helpdesk tickets were resolved in July 2019.<br><br>*It averaged out to **23** Help tickets per business day.*<br><br>*4675 tickets (2017)*<br>*4802 tickets (2018)*<br>*3042 tickets (2019 YTD)* |
| Server 2019 O/S upgrades | March 2019 | March 2020 | • Server OS Upgrades for all systems within the next 12 months<br><br><table><tr><td>QTY</td><td>OS</td><td>Change</td></tr><tr><td>6</td><td>Win 2019</td><td>0</td></tr><tr><td>15</td><td>Win 2016</td><td>0</td></tr><tr><td>18</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 FY19 | Replace desktop systems every 4 years with new technologies as appropriate.<br><br>• FY19 Refresh<br>   o 35 Workstations<br><br>• FY 18 Refresh<br>   o 45 Workstations<br>   o 5 Laptops |
| MUNIS Module Upgrades | | ONGOING | • Utility Billing Migration of ADG ->TYLER<br>• MUNIS s/w Upgrade 10.5+<br>   • SAAS Deployment - Oct 2019 |

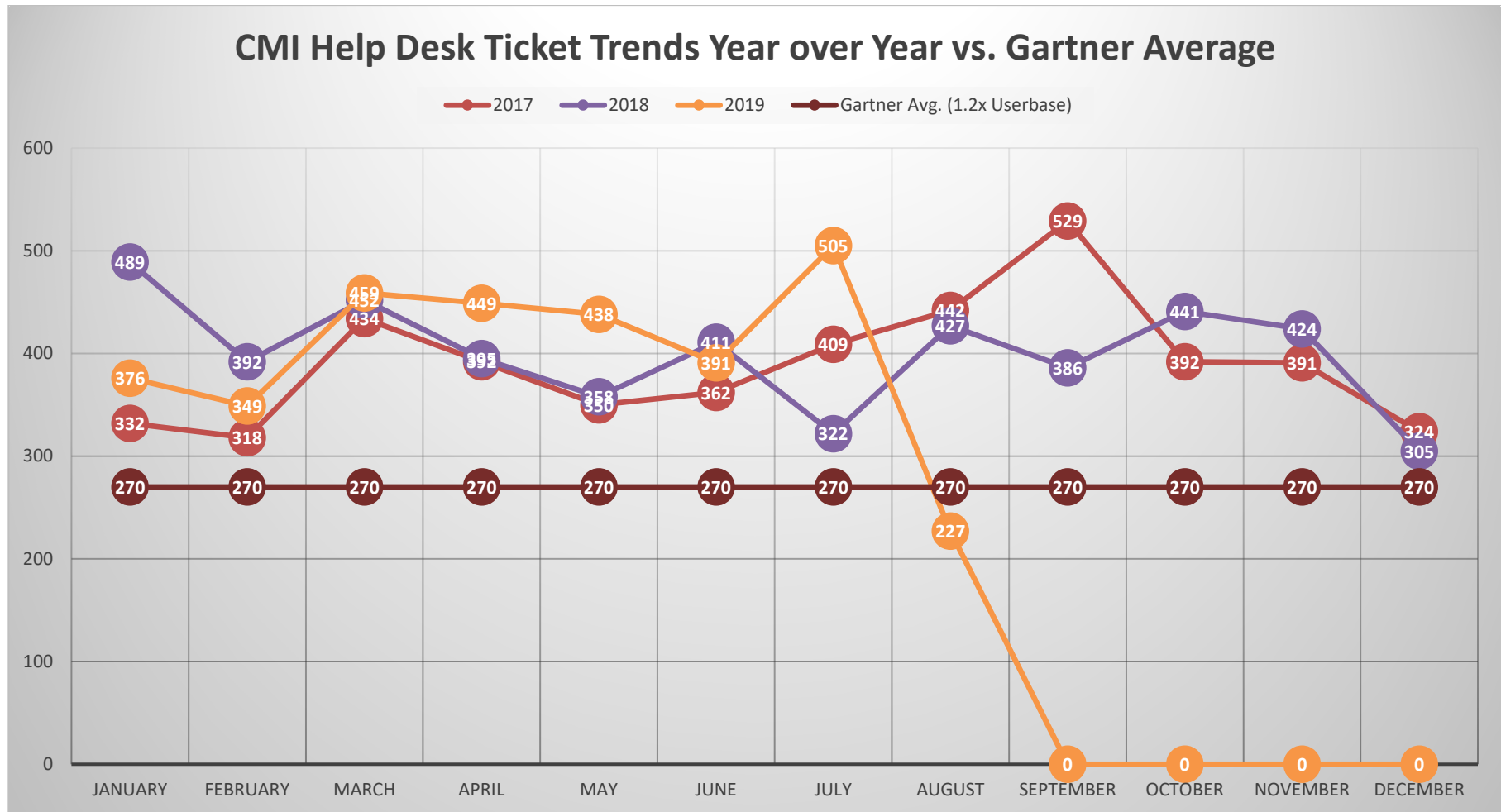| IT Projects, Goals, and Objectives | Estimated Start | Estimated End | Status |
|---|---|---|---|
| Server, Storage, and Networks | Jan 18 | Ongoing | • Storage Migration and Reallocation underway |

# 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 | 398 | 106 | 108 | 63 | 312 | 83 | 18 | 160 | 493 | 82 | 19 | 41 | 104 | 217 | 176 | 65 | 3 | 42 | 27 | 48 | 171 | 24 | 305 |
| 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**



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. |
|---|---|---|---|---|
| JANUARY | 332 | 489 | 376 | 270 |
| FEBRUARY | 318 | 392 | 349 | 270 |
| MARCH | 434 | 452 | 459 | 270 |
| APRIL | 391 | 392 | 449 | 270 |
| MAY | 350 | 358 | 438 | 270 |
| JUNE | 362 | 411 | 391 | 270 |
| JULY | 409 | 322 | 505 | 270 |
| AUGUST | 442 | 427 | 227 | 270 |
| SEPTEMBER | 529 | 386 | 0 | 270 |
| OCTOBER | 392 | 441 | 0 | 270 |
| NOVEMBER | 391 | 424 | 0 | 270 |
| DECEMBER | 324 | 305 | 0 | 270 |

# Granicus Site Visitor Statistics – Period: JULY 2019

## OVERVIEW ❓

| 11,374 | 728 | 610 | 🖥️ 📱 |
|---|---|---|---|
| 👁️ Total Page Views ❓ | 👁️ Total Visits ❓ | 👤 Total Unique Visitors ❓ | **91%** Desktop  **9%** Mobile |
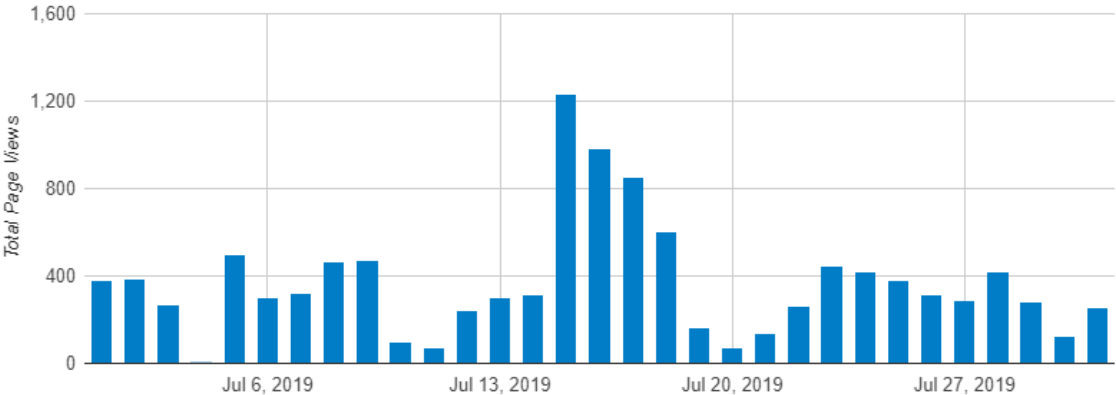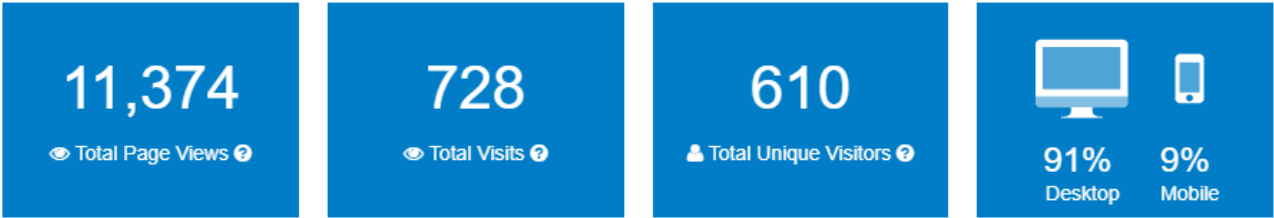


## WHERE YOUR CITIZENS LIVE ❓

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

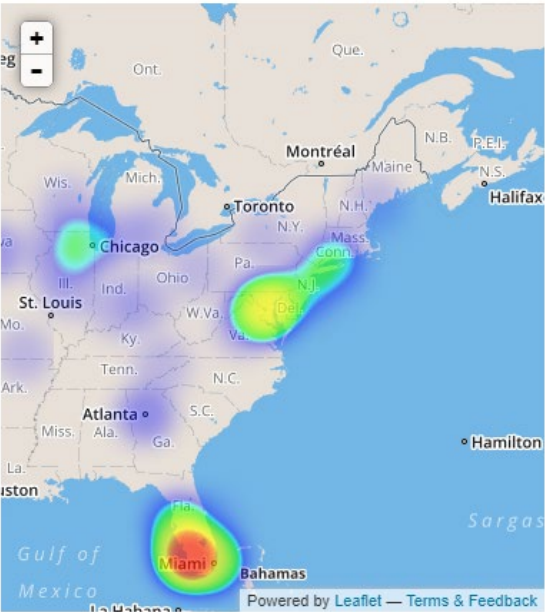| City ⬍ | Unique Visitors ⬍ |
|---|---|
| Filter by name | try > 100 |
| Marco Island | 142 |
| Parole | 24 |
| Atlanta | 10 |
| Tampa | 10 |
| Lely Resort | 10 |
| Miami | 10 |
| Naples | 7 |
| Brandon | 7 |
| North Naples | 7 |
| Washington | 7 |

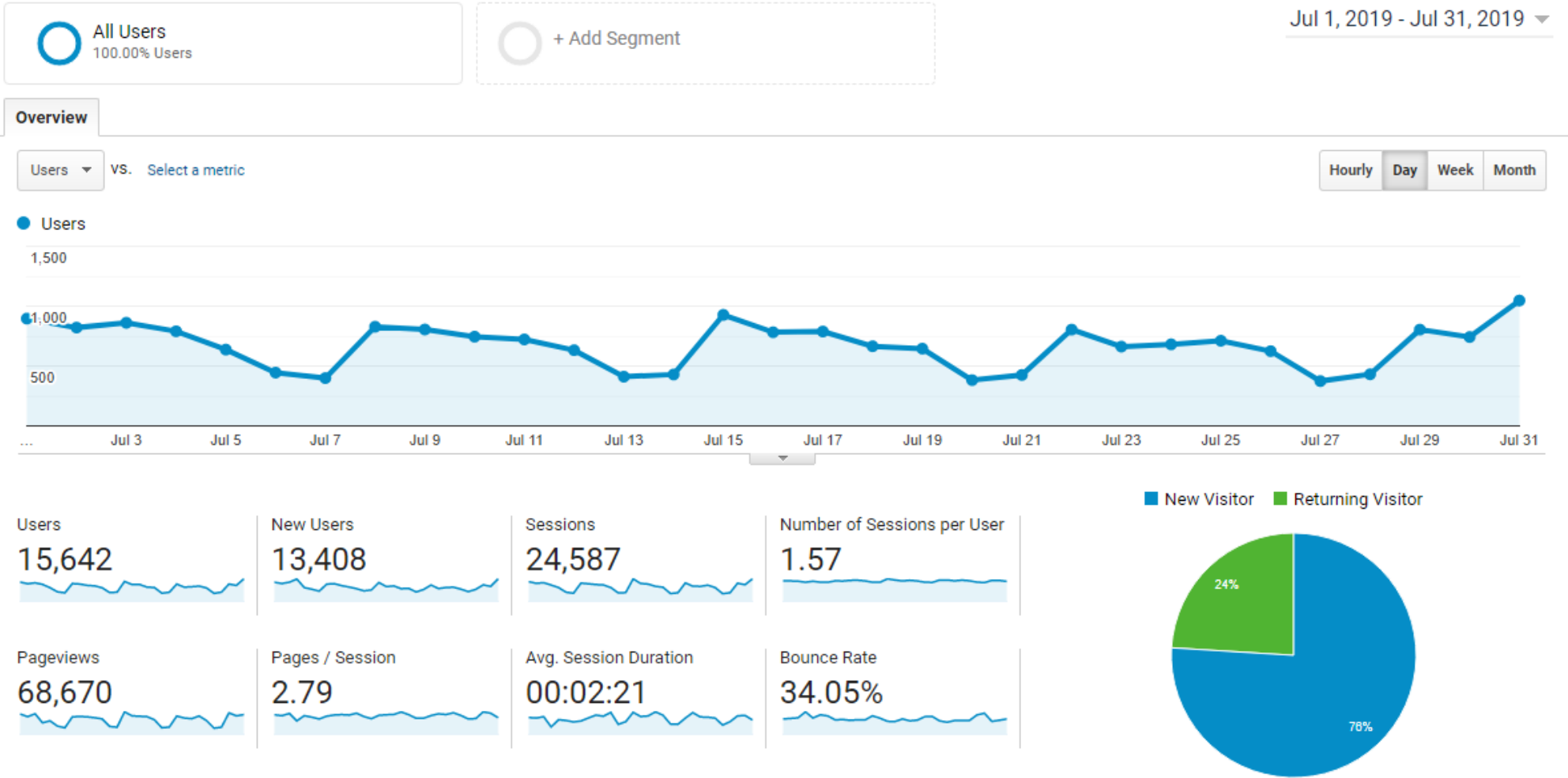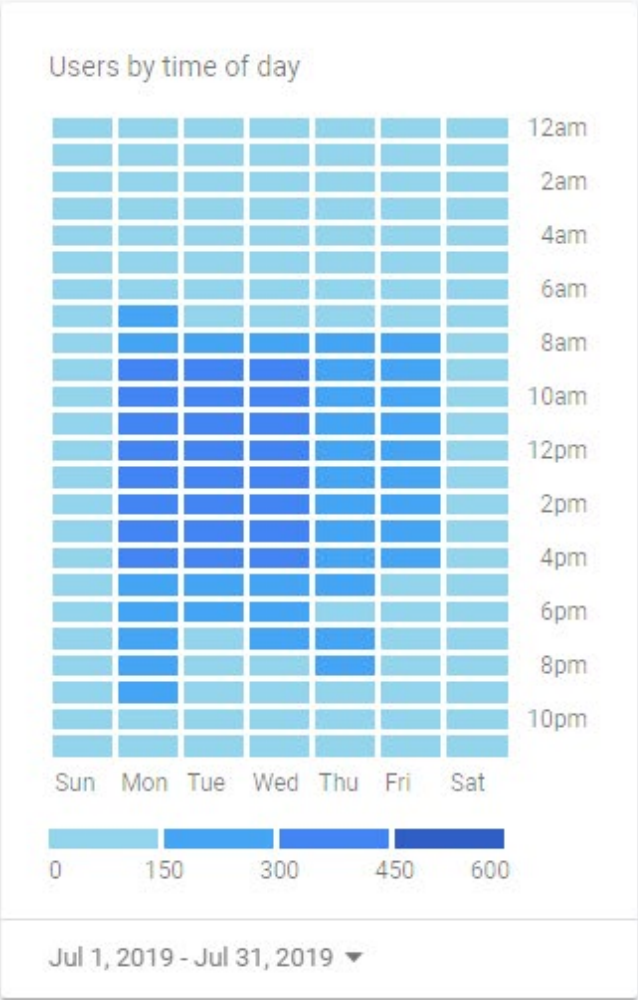« ‹ 1 to 10 › »   Show 10 ▼ per page

# Internet Site Visitor Statistics – July 2019

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## External Users – 68,670 Page Views in July 2019

# Other Overall Website Statistics – July 2019

## When do your users visit?

### Users by time of day



| | Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|---|---|---|---|---|---|---|

0   150   300   450   600

Jul 1, 2019 - Jul 31, 2019 ▼

## Where are your users?

### Sessions by country



United States
Canada
United Kingdom
India
Germany

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

Jul 1, 2019 - Jul 31, 2019  LOCATION OVERVIEW  >
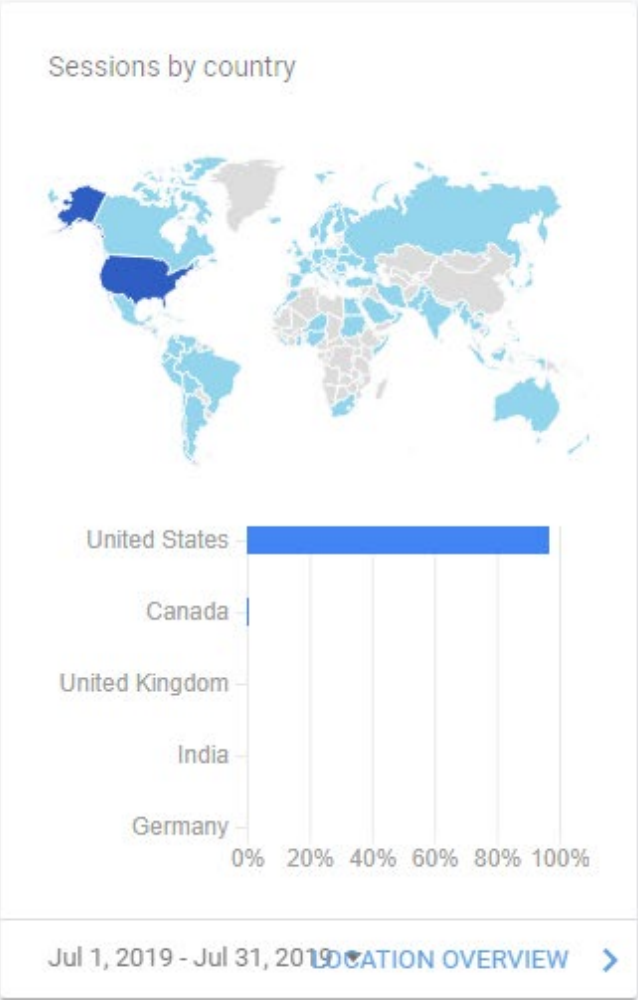
## What are your top devices?

### Sessions by device



| Desktop | Mobile | Tablet |
|---|---|---|
| 52.8% | 37.6% | 9.7% |
| ↓1.6% | ↑1.5% | ↑0.2% |

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