

## Information Technology Department Report

### June 2021 Update

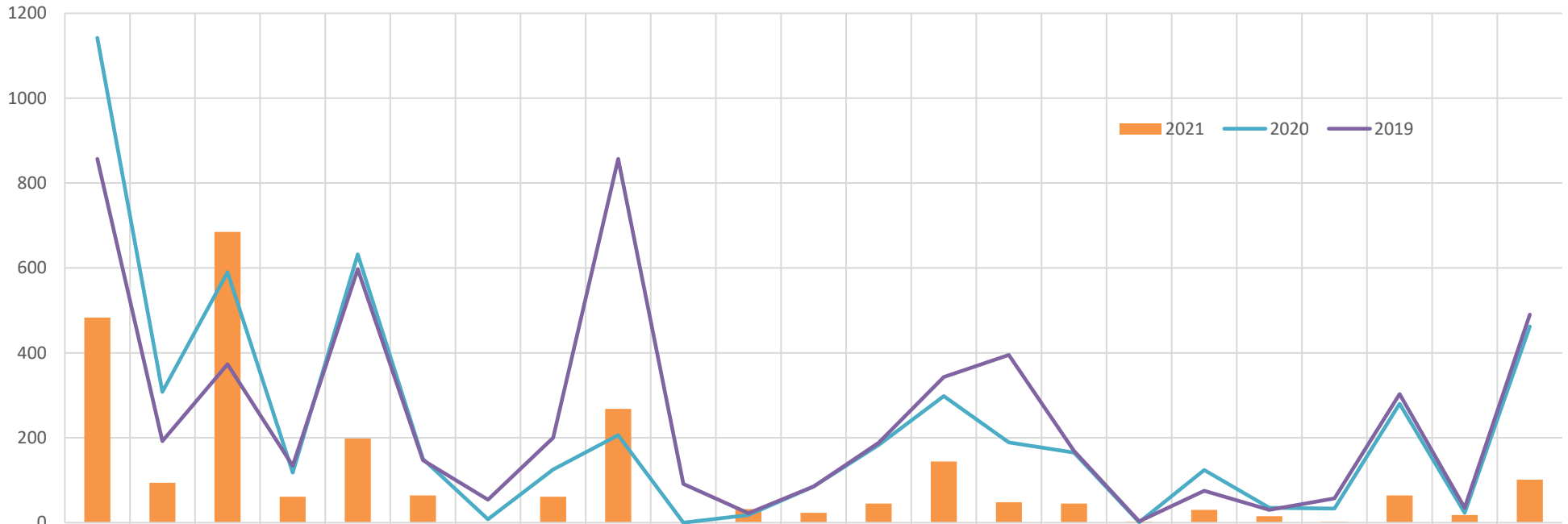
IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p><b>401</b> helpdesk tickets were submitted in June, 2021.</p> <p><i>It averaged out to <b>19.1</b> Help tickets per business day.</i></p> <p><i>4802 tickets (2018)</i></p> <p><i>5695 tickets (2019)</i></p> <p><i>5175 tickets (2020)</i></p> <p><i>2483 tickets (2021)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> <li>• Storage Area Network purchase upgrade to facilities video storage to allow for 30+ days of recording. <b><u>COMPLETED</u></b></li> </ul>
Computer system refresh cycle	FY18	Ongoing FY21	<p>Replace desktop systems every 4 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> <li>• FY21 Refresh 15 Laptops</li> <li>• FY20 Refresh 45 Workstations</li> <li>• FY19 Refresh 35 Workstations</li> </ul>

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Switch Upgrades	06/20	12/22	<ul style="list-style-type: none"> <li>Continued progress, swapped at City Hall</li> </ul>
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> <li>Fiber run between PD and Annex is completed.</li> <li>Buidling Internal Wiring is complete.</li> <li>Completing network setup, wifi and network testing.</li> </ul>

# IT Help Desk Ticket Breakdown by Department

(Period: 2019 thru 2021)

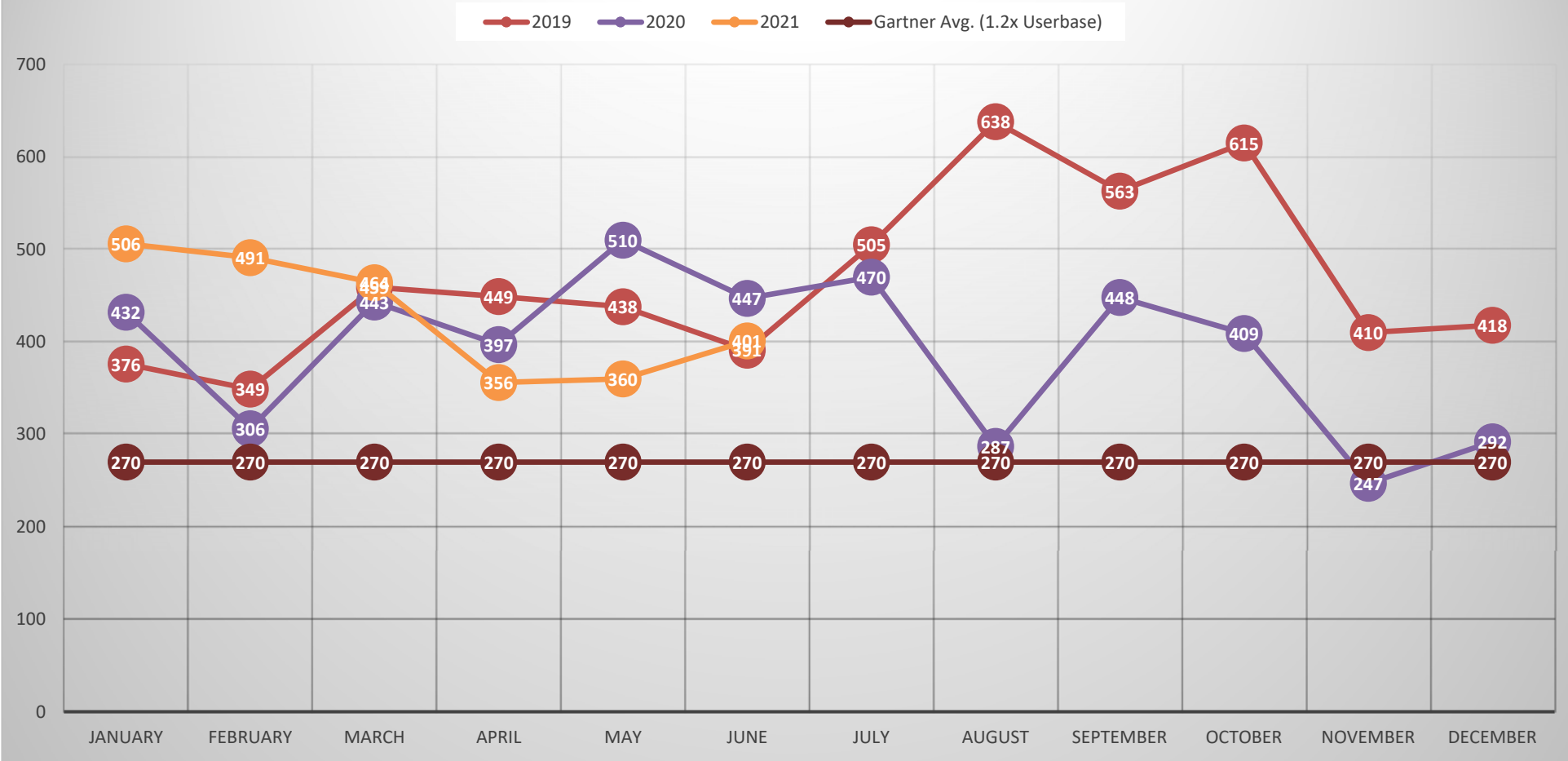
## RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



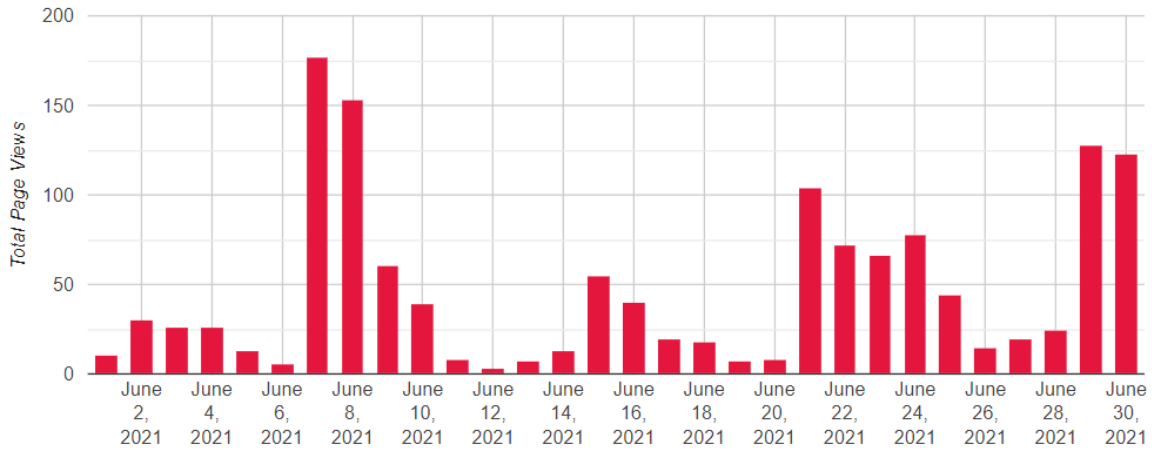
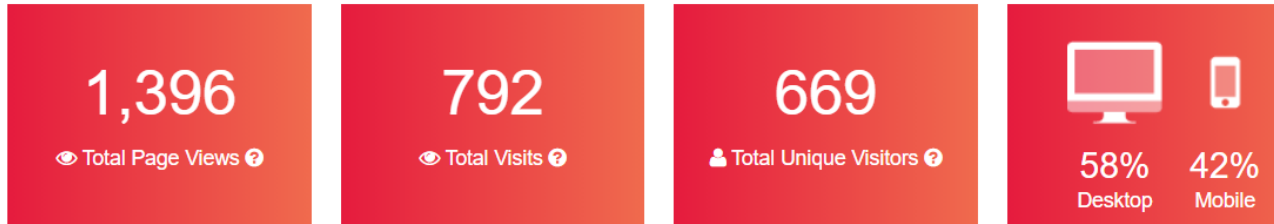
	Utilities	Vendors	Not Selected	Public Works	Police	Parks	Outside Agency	Other	IT	IT-Audio Visual	IT-GIS	HR	Growth MGMT	Fire	Finance	Customer Svc	Contractor	Code	City Manager	City Council	City Clerk	Citizens	Building
2021	483	94	685	61	198	64	0	61	268	0	32	23	45	144	48	45	2	30	15	2	64	18	101
2020	1142	308	590	118	632	150	8	125	206	0	18	85	183	298	189	165	1	124	35	33	280	23	462
2019	857	192	373	134	597	147	54	200	857	91	22	85	188	343	395	169	3	75	30	57	303	35	490

# CMI Help Desk Ticket Trending – JUNE 2021

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



## Granicus Site Visitor Statistics – Period: JUNE 2021



### WHAT MEDIA YOUR CITIZENS ARE VIEWING

Filter by title

Media Title	Type	Total Views
<a href="#">2021 Hurricane Preparedness Town Hall</a>	Archive	105
<a href="#">City Council on 2021-06-07 5:30 PM</a>	Archive	82
<a href="#">City Council on 2021-06-07 5:30 PM</a>	Archive	78
<a href="#">City Council on 2021-06-21 5:30 PM</a>	Archive	78
<a href="#">Virtual Community Meeting 9-28-20</a>	Archive	70
<a href="#">City Council on 2021-06-21 5:30 PM</a>	Archive	70
<a href="#">Virtual Community Meeting 9-28-20</a>	Archive	51
<a href="#">Code Enforcement Magistrate on 2020-10-27 10:30 AM</a>	Archive	47
<a href="#">Code Enforcement Magistrate on 2020-10-27 10:30 AM</a>	Archive	43
<a href="#">2021 Hurricane Preparedness Town Hall</a>	Archive	43



# CITYOFMARCOISLAND.COM

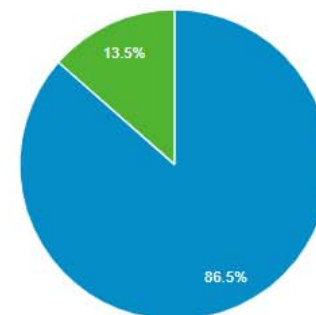
## Internet Site Visitor Statistics – JUNE 2021

### External Users – 103,001 Page Views in JUNE 2021



<b>Users</b> <b>39,809</b>	<b>New Users</b> <b>37,001</b>	<b>Sessions</b> <b>49,981</b>
<b>Number of Sessions per User</b> <b>1.26</b>	<b>Pageviews</b> <b>103,001</b>	<b>Pages / Session</b> <b>2.06</b>
<b>Avg. Session Duration</b> <b>00:01:56</b>	<b>Bounce Rate</b> <b>54.39%</b>	

■ New Visitor ■ Returning Visitor



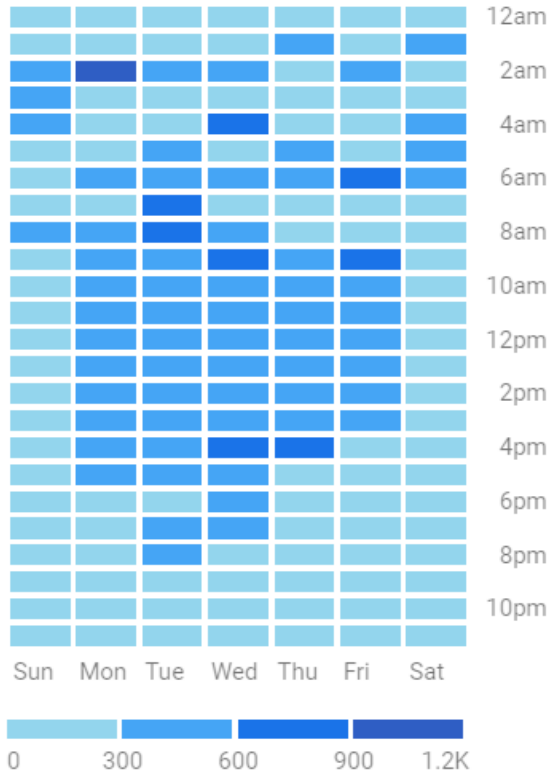
# Other Overall Website Statistics – JUNE 2021

When do your users visit?

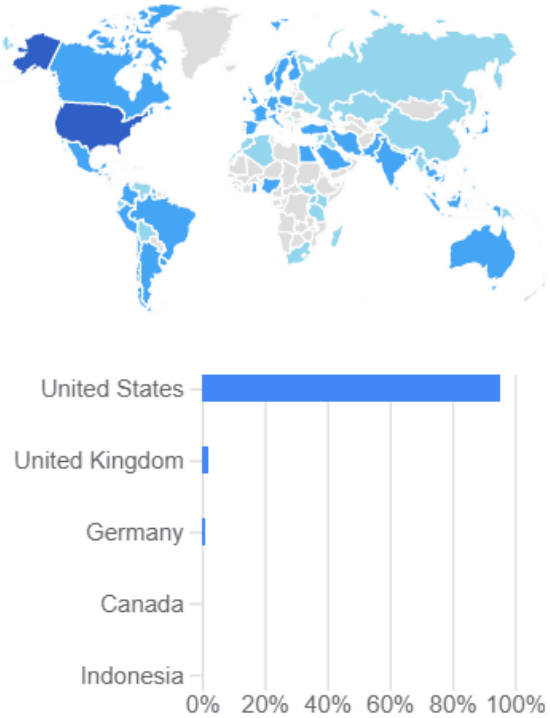
Where are your users?

What are your top devices?

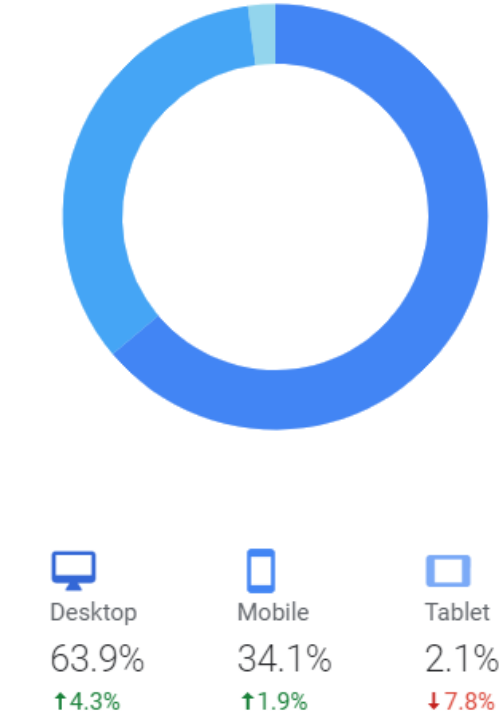
Users by time of day



Sessions by country



Sessions by device



Jun 1, 2021 - Jun 30, 2021

Jun 1, 2021 - Jun 30, 2021 [SESSION OVERVIEW](#)

Jun 1, 2021 - Jun 30, 2021 [MOBILE OVERVIEW](#)

## 10 Most Popular Pages - Website Statistics – JUNE 2021

What pages do your users visit?

Page	Pageviews
/	17,785
/building/webform/citi...ice-building-services	3,738
/building/page/citizen-self-service	3,067
/community/page/beach-access	2,992
/watersewer/page/customer-service	1,976
/building/page/permitting-information	1,764
/finance/page/online-payments	1,696
/calendar	1,675
/community/page/red-tide-information	1,542
/business/page/vacation-rentals	1,465

Jun 1, 2021 - Jun 30, 2021 ▼ [PAGES](#)