

Information Technology Department Report

February 2021 Update

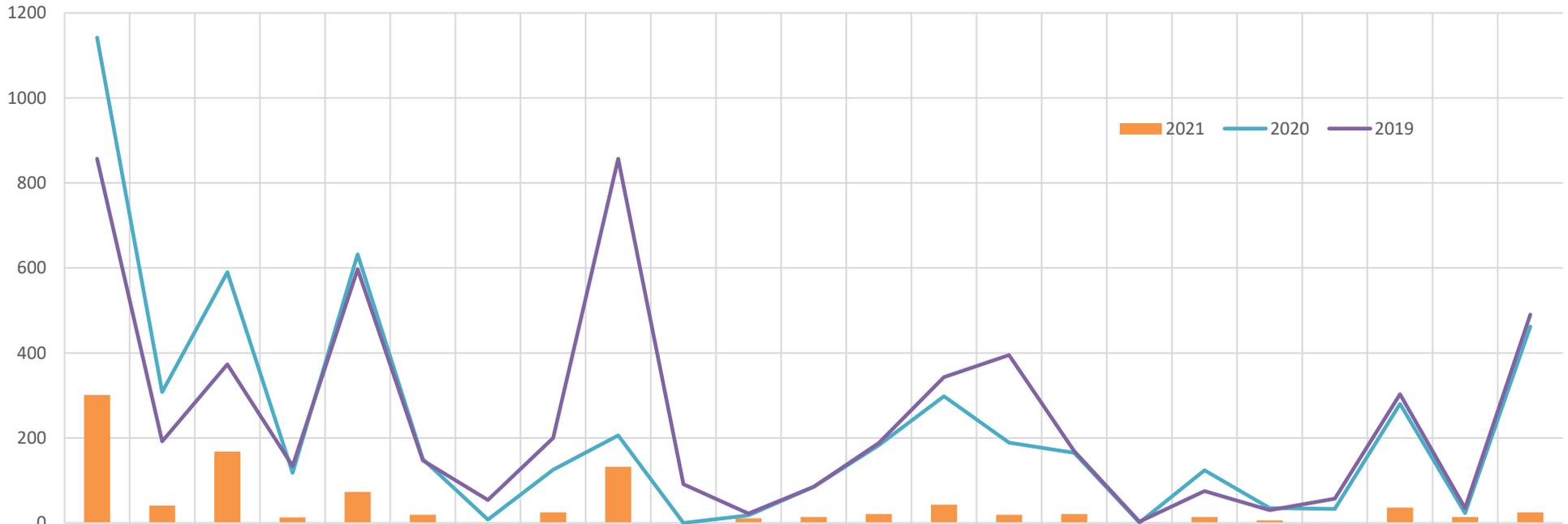
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p>491 helpdesk tickets were submitted in February, 2021.</p> <p><i>It averaged out to 25.84 Help tickets per business day.</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>997 tickets (2021)</i></p>
Server, Storage, and Networks	Jan 21	Ongoing	<ul style="list-style-type: none"> • Storage Area Network purchase upgrade to facilities video storage to allow for 30+ days of recording.
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"> • FY21 Refresh 5 Laptops • FY20 Refresh 45 Workstations • FY19 Refresh 35 Workstations

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Switch Upgrades	06/20	12/21	<ul style="list-style-type: none"> Working on cabling and space logistics within closet prior to programming and swapping hardware.
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> Quotes on fiber runs required to network building with existing facilities. Quotes on Building wiring, network equipment. WiFi, Switches, Racks, Battery Backups.

IT Help Desk Ticket Breakdown by Department

(Period: 2019 thru 2021)

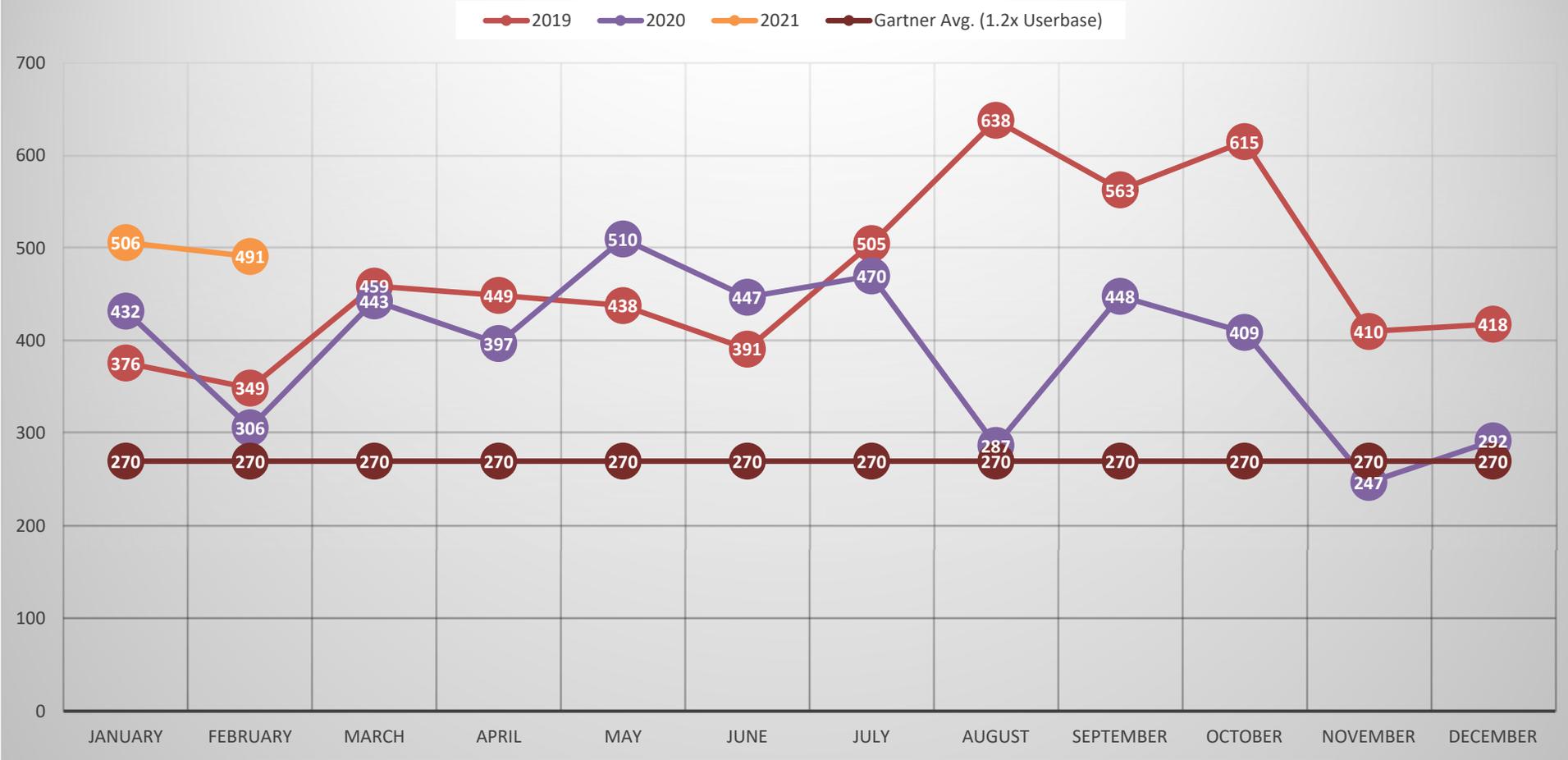
RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



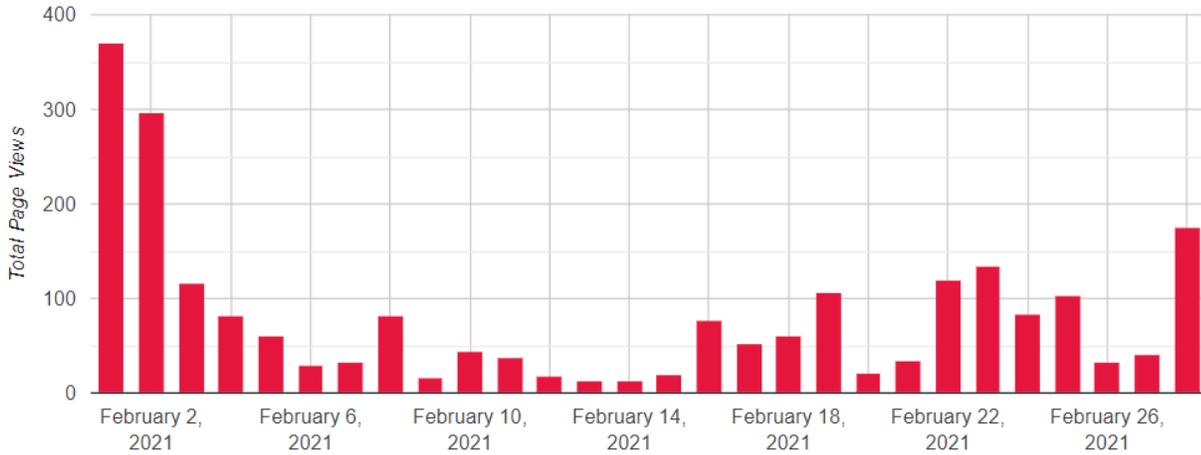
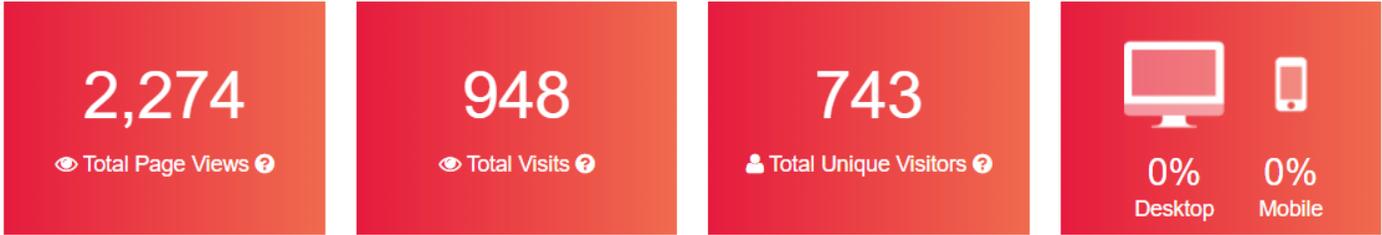
	Utilities	Vendors	Not Selected	Public Works	Police	Parks	Outside Agency	Other	IT	IT-AudioVisual	IT-GIS	HR	Growth MGMT	Fire	Finance	Customer Svc	Contractor	Code	City Manager	City Council	City Clerk	Citizens	Building
2021	301	41	168	13	73	19	0	25	132	0	11	14	21	43	19	21	1	14	6	0	36	14	25
2020	1142	308	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 – FEBRUARY 2021

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



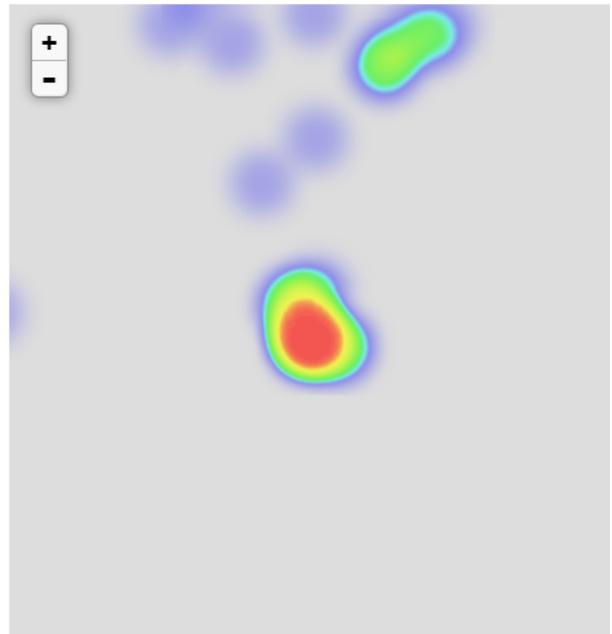
Granicus Site Visitor Statistics – Period: FEBRUARY 2021



WHERE YOUR CITIZENS LIVE

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

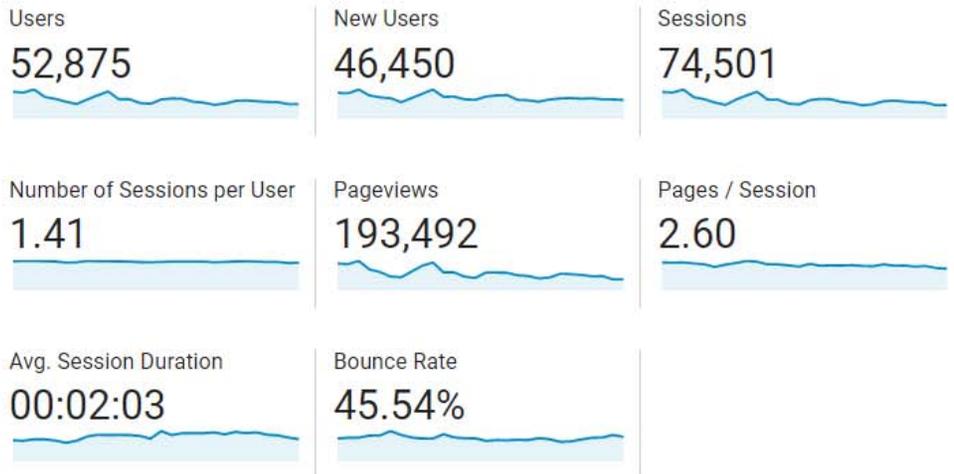
City	Unique Visitors
<input type="text" value="Filter by name"/>	<input type="text" value="try > 100"/>
Marco Island	291
Marco Island	253
Lely Resort	38
Tampa	38
Ashburn	38
Lely Resort	38
Tampa	38
Ashburn	32
(not set)	25
Naples	23



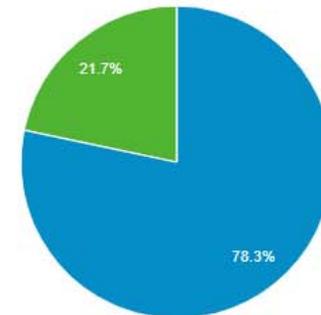
CITYOFMARCOISLAND.COM

Internet Site Visitor Statistics – FEBRUARY 2021

External Users – 193,492 Page Views in FEBRUARY 2021



New Visitor Returning Visitor



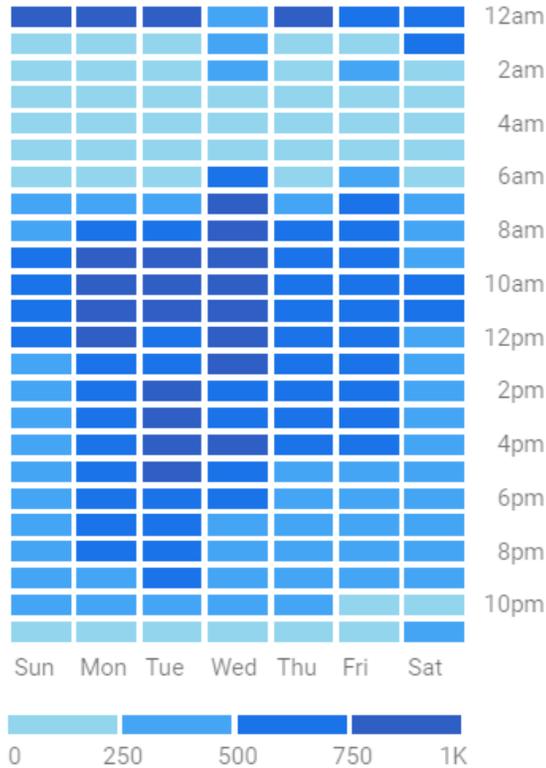
Other Overall Website Statistics – FEBRUARY 2021

When do your users visit?

Where are your users?

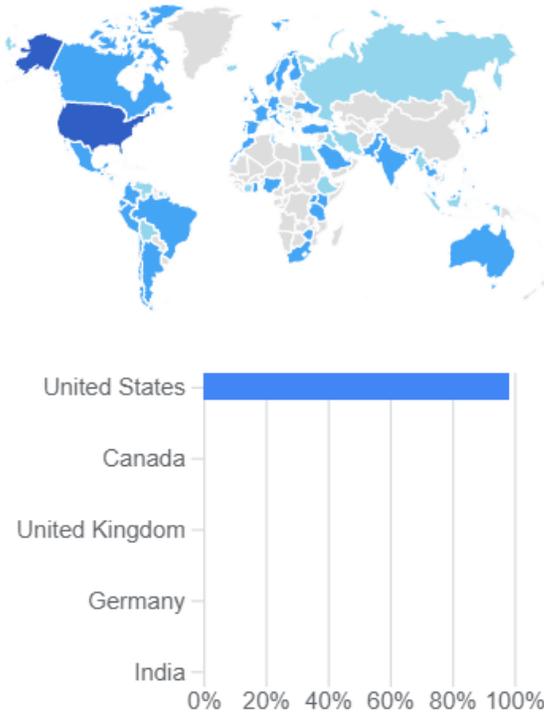
What are your top devices?

Users by time of day



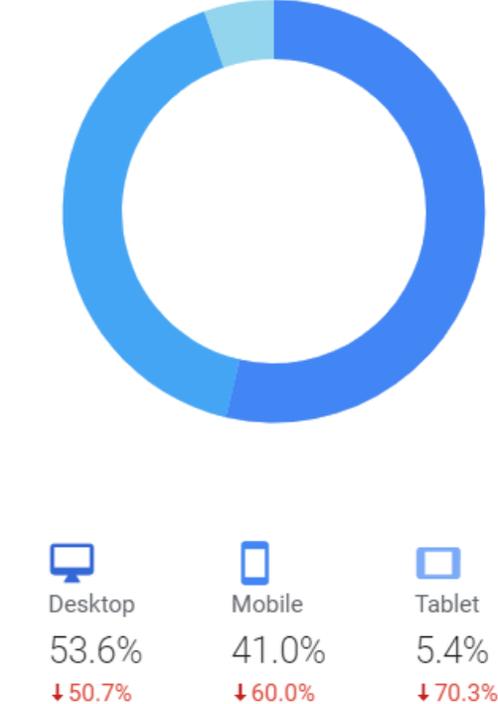
Feb 1, 2021 - Feb 28, 2021

Sessions by country



Feb 1, 2021 - Feb 28, 2021 [LOCATION OVERVIEW](#)

Sessions by device



Feb 1, 2021 - Feb 28, 2021 [DEVICE OVERVIEW](#)

10 Most Popular Pages - Website Statistics – FEBRUARY 2021

What pages do your users visit?

Page	Pageviews
/	26,625
/emergency/page/covi...navirus-information	18,805
/emergency/page/city...-vaccine-information	15,907
/emergency/page/covid-vaccine-information	5,185
/community/page/beach-access	3,906
/parksrec/page/farmers-market-0	3,560
/404-error	3,451
/emergency/page/cov...intment-information	3,324
/building/webform/citi...ice-building-services	3,001
/emergency/page/covid-testing-sites	2,496

Feb 1, 2021 - Feb 28, 2021 ▼

PAGES