Information Technology Department Report

June 5, 2019 Update
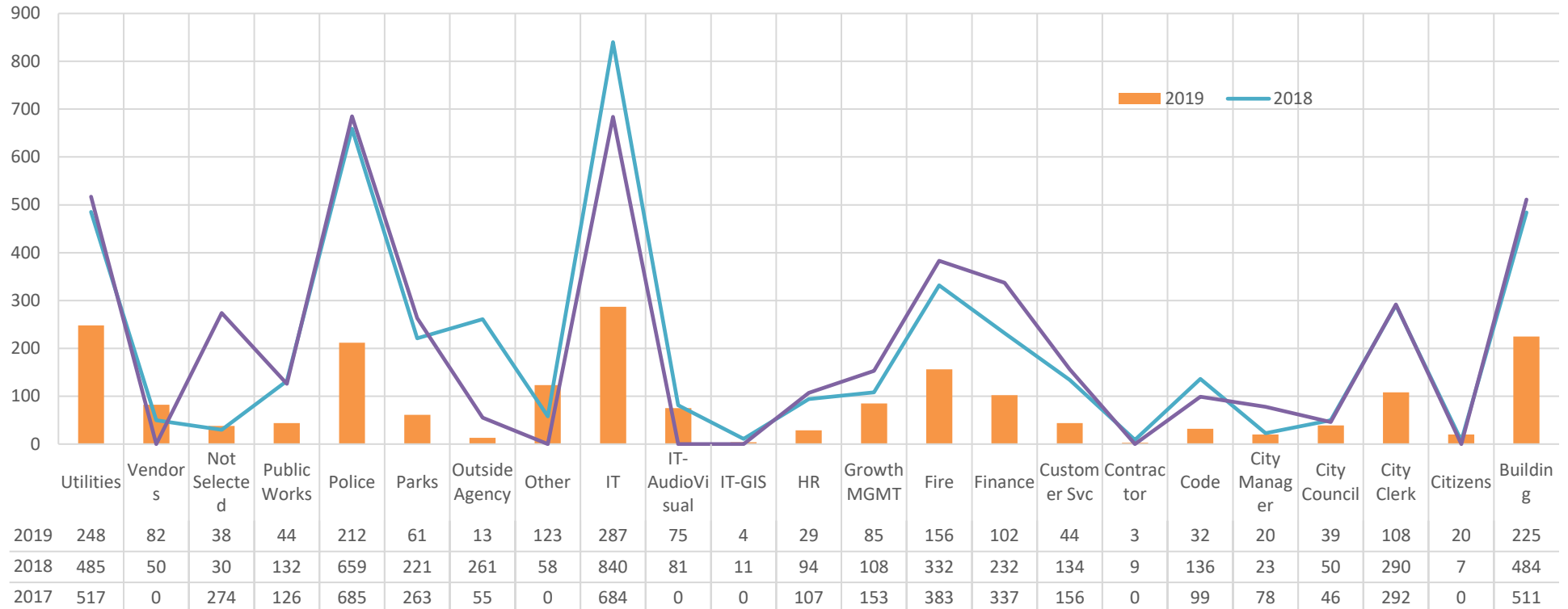
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	**438** helpdesk tickets were resolved in May 2019. *It averaged out to **19.9** Help tickets per business day.* *4675 tickets (2017)* *4802 tickets (2018)* *2071 tickets (2019 YTD)*
Server 2019 O/S upgrades	March 2019	March 2020	• Server OS Upgrades for all systems within the next 12 months <table><tr><th>QTY</th><th>OS</th><th>Change</th></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>14</td><td>Win 2012r2</td><td>0</td></tr><tr><td>9</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.
			
			• FY19 Refresh
			  ○ 25 Workstations (1 left to deploy)
			  ○ 10 more on order
			
			• FY 18 Refresh
			  ○ 45 Workstations
			  ○ 5 Laptops

MUNIS Module Upgrades		ONGOING	• Utility Billing Migration of ADG ->TYLER • MUNIS s/w Upgrade 10.5+ • SAAS Deployment - Summer 2019

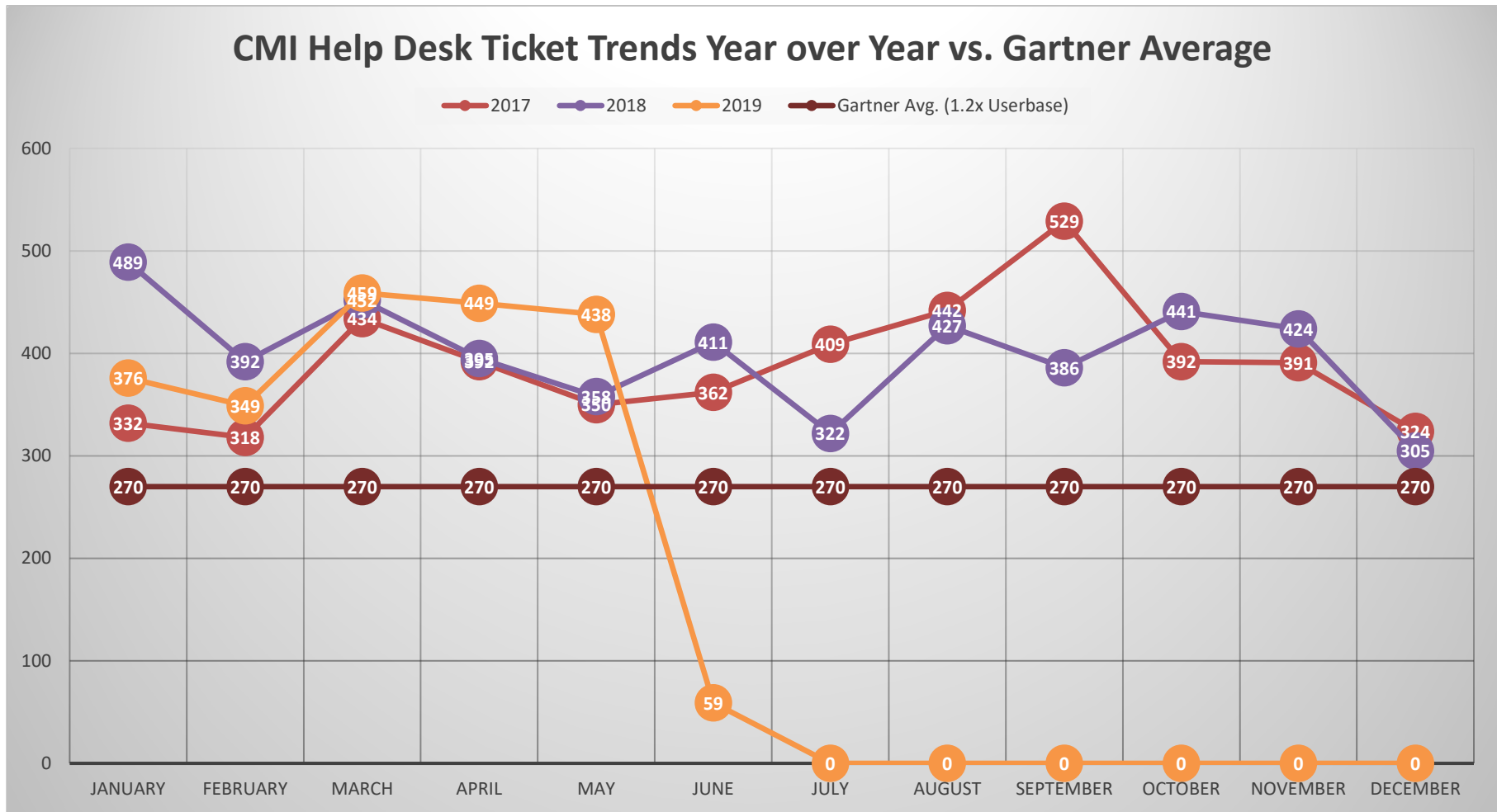| IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Server, Storage, and Networks	Jan 18	Ongoing	• Storage Migration and Reallocation underway

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	248	82	38	44	212	61	13	123	287	75	4	29	85	156	102	44	3	32	20	39	108	20	225
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	395	449	270
MAY	350	358	438	270
JUNE	362	411	59	270
JULY	409	322	0	270
AUGUST	442	427	0	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: MAY 2019

OVERVIEW

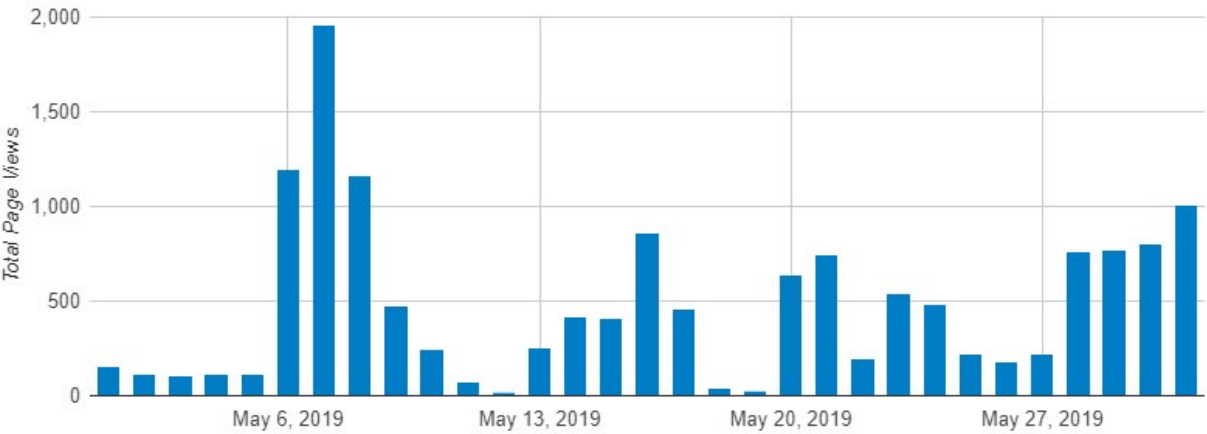**14,791**
👁 Total Page Views ❓

1,332
👁 Total Visits ❓

1,076
👤 Total Unique Visitors ❓

65% Desktop   35% 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	255
Tampa	39
Lely Resort	39
Atlanta	29
Miami	25
(not set)	20
Nashville	20
Fort Myers	15
Golden Gate	15
Cape Coral	15

« < 1 to 10 > » Show 10 ▼ per page
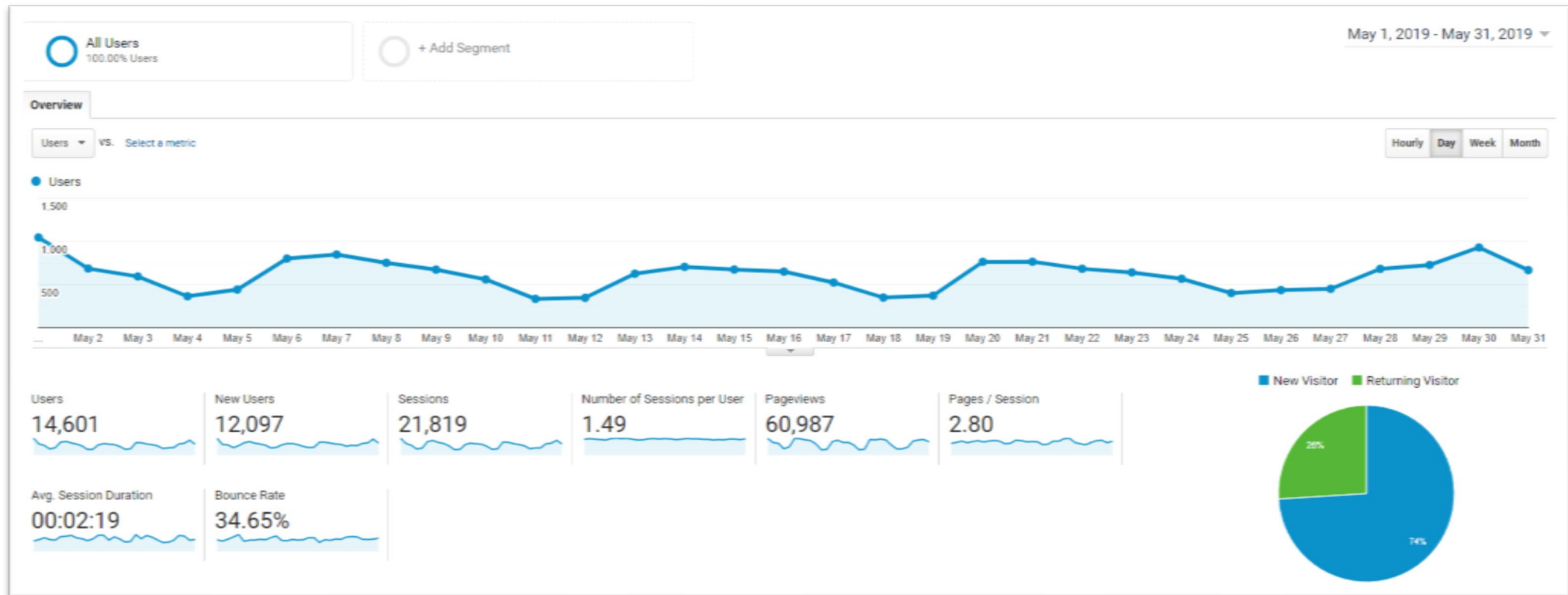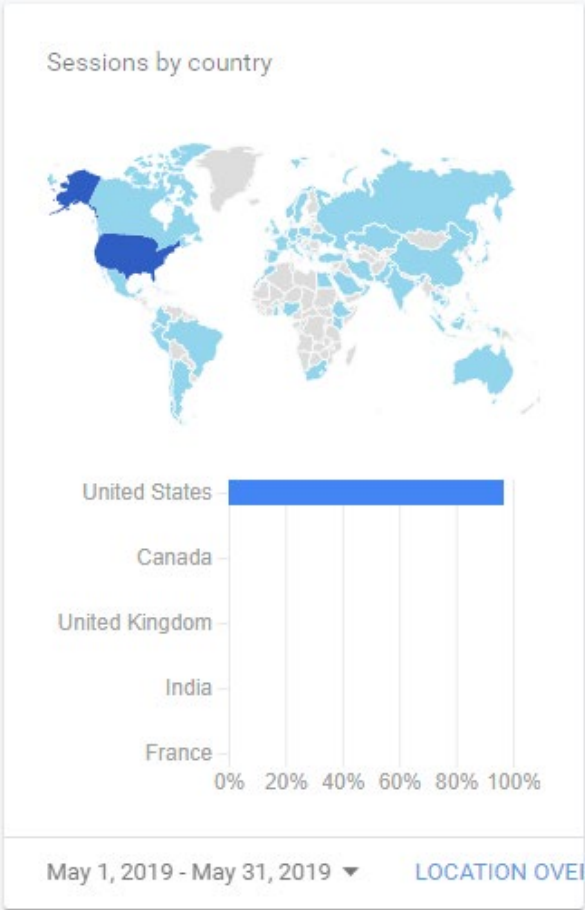

Powered by Leaflet — Terms & Feedback
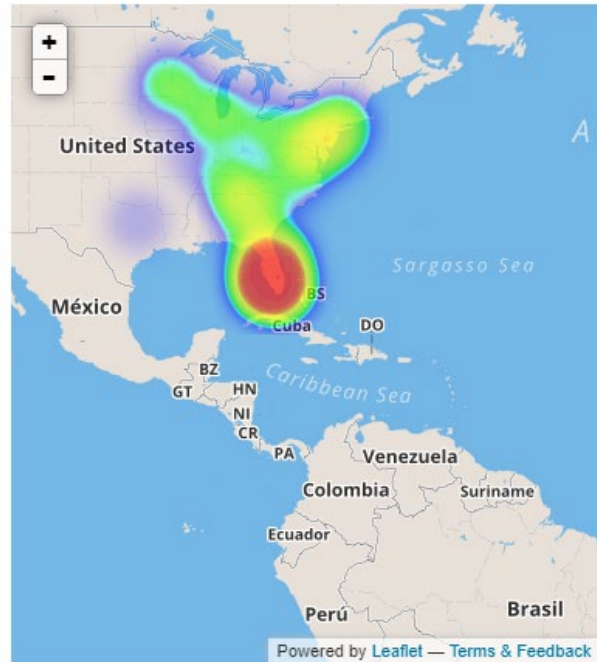
Internet Site Visitor Statistics – MAY 2019

External Users – 60,987 Page Views in MAY 2019

Other Overall Website Statistics – MAY 2019

Where are your users?

Sessions by country

United States
Canada
United Kingdom
India
France

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

May 1, 2019 - May 31, 2019 ▼   LOCATION OVE[R]

When do your users visit?

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   150   300   450   600

May 1, 2019 - May 31, 2019 ▼
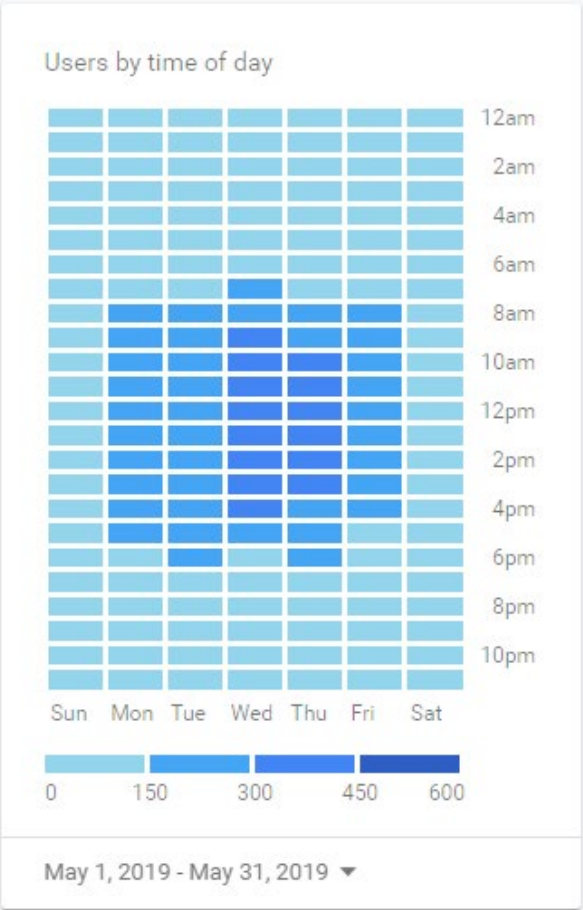
What are your top devices?

Sessions by device

Desktop	Mobile	Tablet
52.6%	36.9%	10.5%
↑7.6%	↓6%	↓1.5%

May 1, 2019 - May 31, 2019 ▼   MOBILE OVERV[IEW]