

# Information Technology Department Report

May 7, 2019 Update

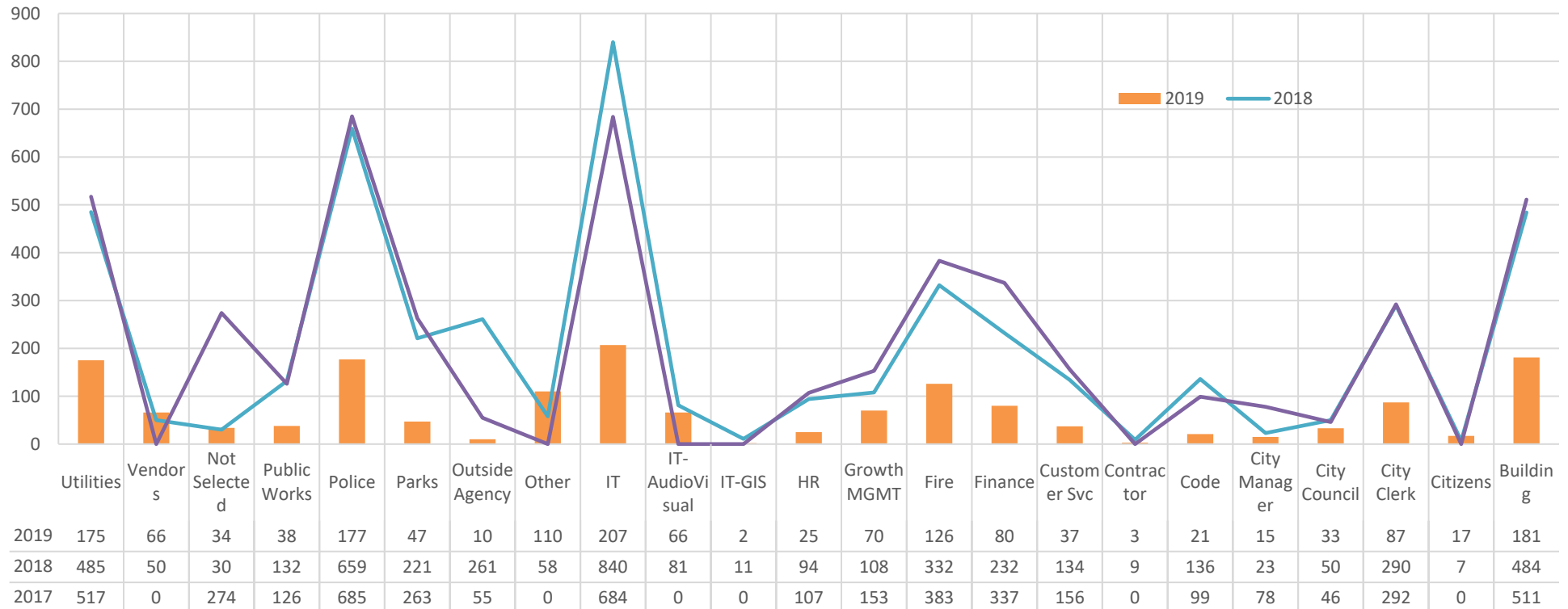
IT Goals and Objectives	Estimated Start	Estimated End	Status															
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	<p><b>449</b> helpdesk tickets were resolved in April 2019.</p> <p><i>It averaged out to <b>20.4</b> Help tickets per business day.</i></p> <p>4675 tickets (2017) 4802 tickets (2018) 1633 tickets (2019 YTD)</p>															
Windows 10	Nov 16	JUNE 2019	<p>City IT had a goal to deploy Windows 10 City wide by end of December 2017.</p> <table><tr><th>QTY</th><th>OS</th><th>Change</th></tr><tr><td>242</td><td>Win 10</td><td>-9</td></tr><tr><td>0</td><td>Win 7</td><td>-1</td></tr><tr><td>0</td><td>Win 8</td><td>0</td></tr><tr><td>1</td><td>Win XP</td><td>0</td></tr></table> <p>*WinXP is SCADA s/w.</p> <p>Note: We have closed this project and will discontinue the reporting of it with next month's report.</p>	QTY	OS	Change	242	Win 10	-9	0	Win 7	-1	0	Win 8	0	1	Win XP	0
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1	Win XP	0																
Computer System refresh cycle	Oct 17	Ongoing FY19	<p>Replace systems every 4 years with new technologies as appropriate.</p> <ul style="list-style-type: none"><li>FY19 Refresh<ul style="list-style-type: none"><li>1<sup>st</sup> batch of 25 Workstations in-progress (50% Deployed)</li></ul></li></ul>															
MUNIS Module Upgrades		ONGOING	<ul style="list-style-type: none"><li>Utility Billing Migration of ADG -&gt; TYLER</li><li>MUNIS s/w Upgrade 10.5 -&gt; 11.3<ul style="list-style-type: none"><li>ON HOLD, will move to hosted platform in Summer 2019</li></ul></li></ul>															

IT Goals and Objectives	Estimated Start	Estimated End	Status																								
Server, Storage, and Networks	Jan 18	Ongoing	<ul style="list-style-type: none"><li>Storage Migration and Reallocation underway</li></ul>																								
Server 2019 O/S upgrades	March 2019	March 2020	<ul style="list-style-type: none"><li>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></li></ul>	QTY	OS	Change	6	Win 2019	0	15	Win 2016	0	14	Win 2012r2	0	9	Win 2012	0	6	Win 2008r2	0	1	Win 2008	0	0	Win 2003	0
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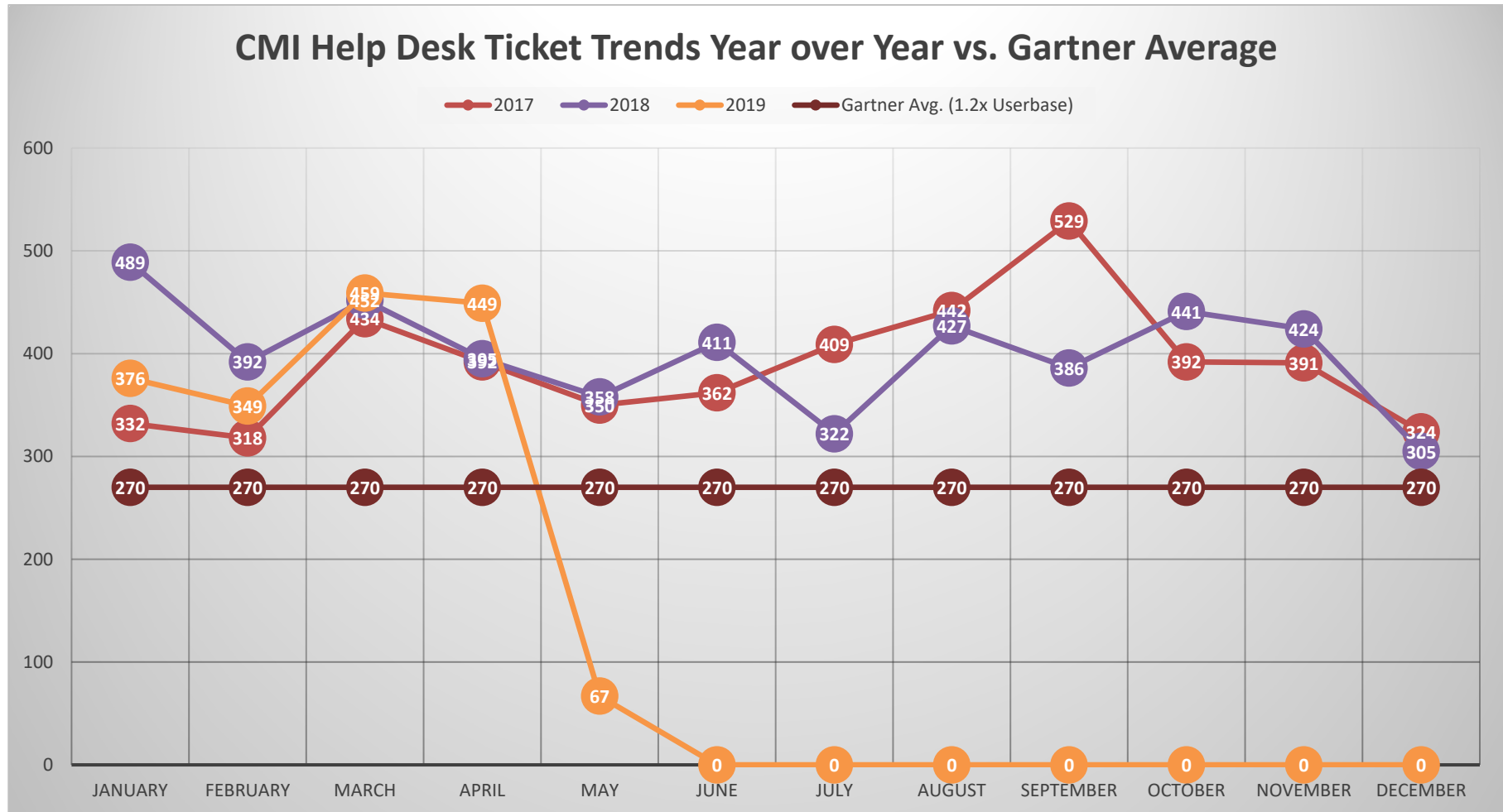
# IT Help Desk Ticket Breakdown by Department

(Period: 2017 thru 2019)

## RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2017 -2018 - 2019



## CMI Help Desk Ticket Trending



## Granicus Site Visitor Statistics – Period: APRIL 2019

### OVERVIEW



14,645

👁 Total Page Views ?

1,719

👁 Total Visits ?

1,470

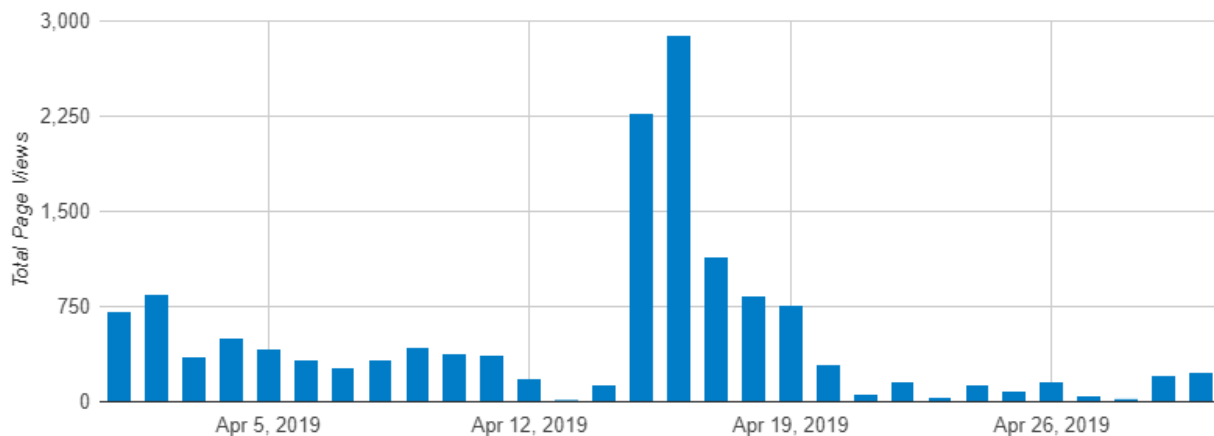
👤 Total Unique Visitors ?



71%  
Desktop



29%  
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 454

Tampa 82

Lely Resort 82

Atlanta 63

Naples 63

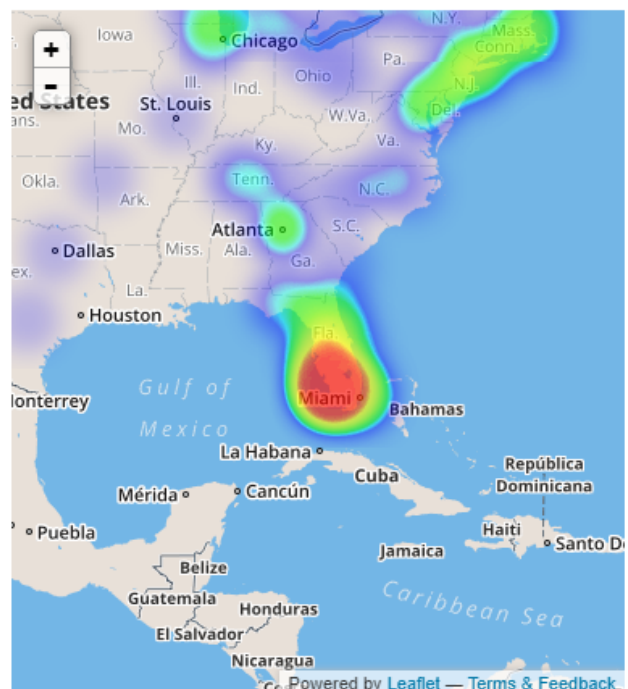
Cape Coral 39

North Naples 34

Golden Gate 29

Miami 19

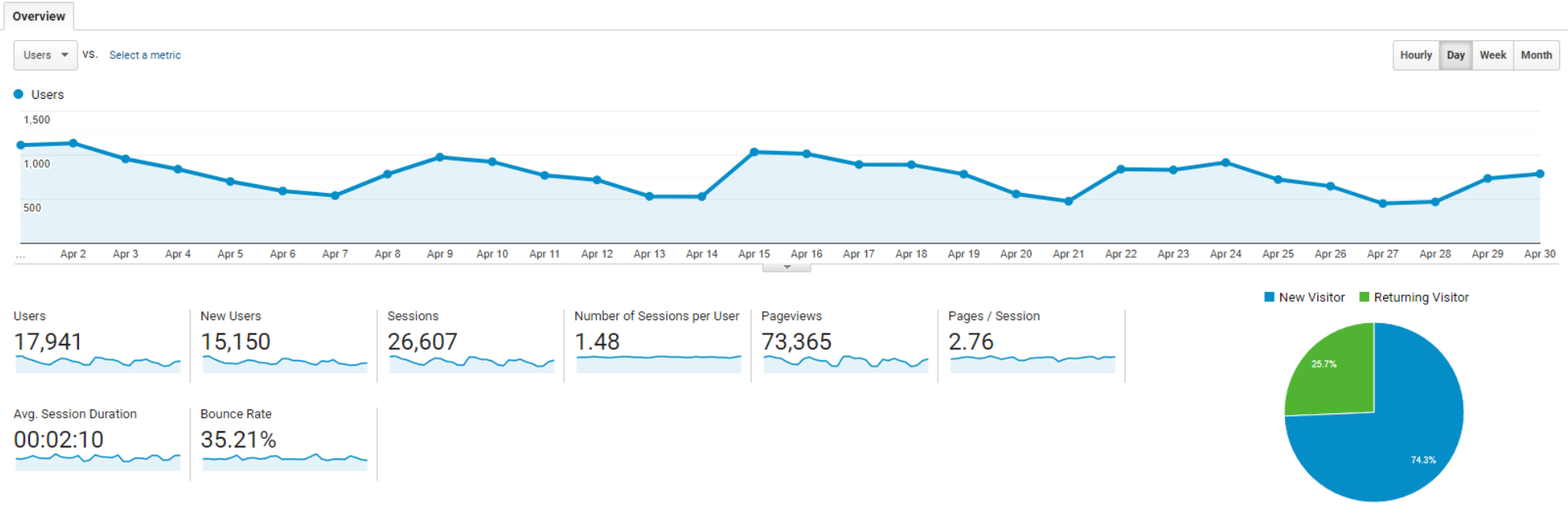
Bonita Springs 19



Internet Site Visitor Statistics – April 2019

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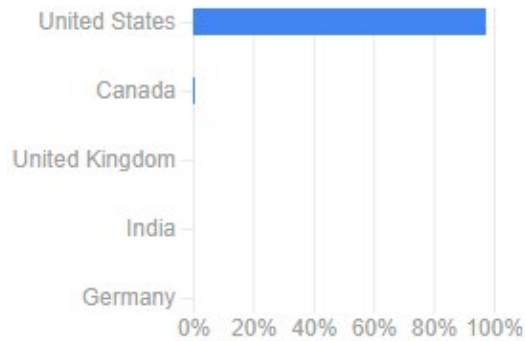
External Users – 73,365 Page Views in April 2019



## Other Overall Website Statistics – April 2019

### Where are your users?

Sessions by country

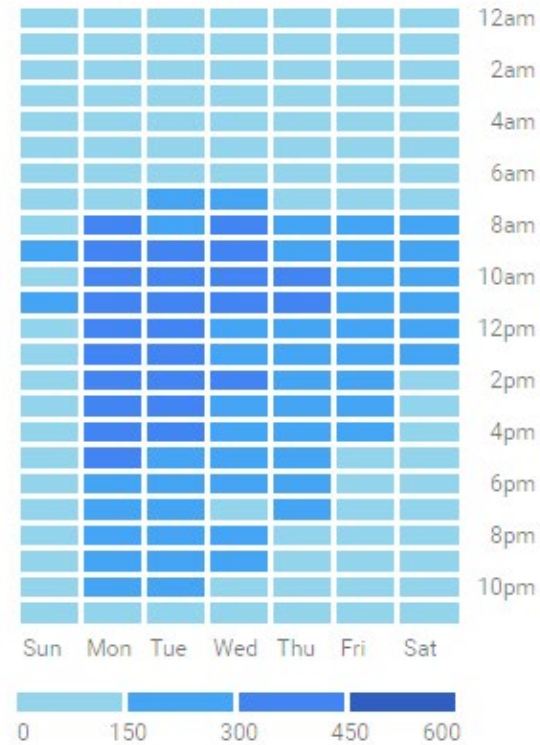


Apr 1, 2019 - Apr 30, 2019 ▼

[LOCATION OVERVIEW](#)

### When do your users visit?

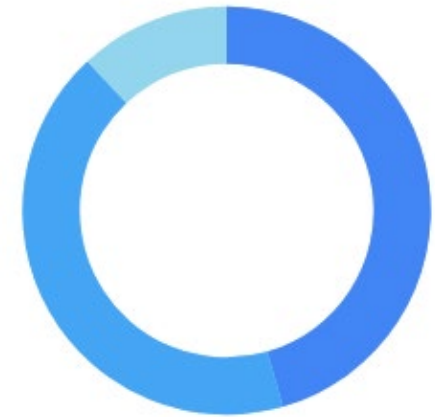
Users by time of day



Apr 1, 2019 - Apr 30, 2019 ▼

### What are your top devices?

Sessions by device



Desktop

45.5%

↑4.3%



Mobile

42.5%

↓2.6%



Tablet

11.9%

↓1.6%

Apr 1, 2019 - Apr 30, 2019 ▼

[MOBILE OVERVIEW](#)