

Information Technology Department Report

July 5, 2019 Update

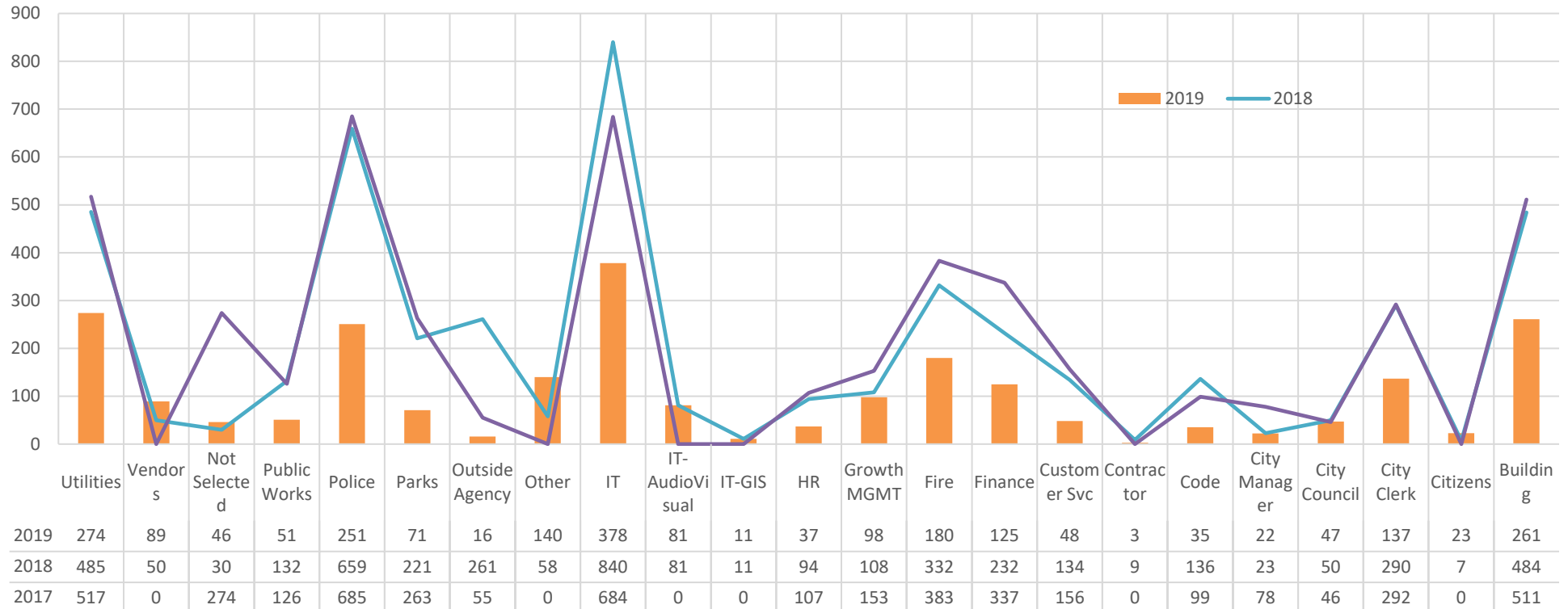
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status																								
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	<p>391 helpdesk tickets were resolved in June 2019.</p> <p><i>It averaged out to 19.6 Help tickets per business day.</i></p> <p>4675 tickets (2017) 4802 tickets (2018) 2462 tickets (2019 YTD)</p>																								
Server 2019 O/S upgrades	March 2019	March 2020	<ul style="list-style-type: none">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>16</td><td>Win 2012r2</td><td>+2</td></tr><tr><td>7</td><td>Win 2012</td><td>-2</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>	QTY	OS	Change	6	Win 2019	0	15	Win 2016	0	16	Win 2012r2	+2	7	Win 2012	-2	6	Win 2008r2	0	1	Win 2008	0	0	Win 2003	0
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1	Win 2008	0																									
0	Win 2003	0																									
Computer System refresh cycle	FY18	Ongoing FY19	<p>Replace desktop systems every 4 years with new technologies as appropriate.</p> <ul style="list-style-type: none">FY19 Refresh<ul style="list-style-type: none">35 Workstations(4 left to be deployed)FY 18 Refresh<ul style="list-style-type: none">45 Workstations5 Laptops																								
MUNIS Module Upgrades		ONGOING	<ul style="list-style-type: none">Utility Billing Migration of ADG ->TYLERMUNIS s/w Upgrade 10.5+<ul style="list-style-type: none">SAAS Deployment - Summer 2019																								

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Server, Storage, and Networks	Jan 18	Ongoing	<ul style="list-style-type: none">Storage Migration and Reallocation underway

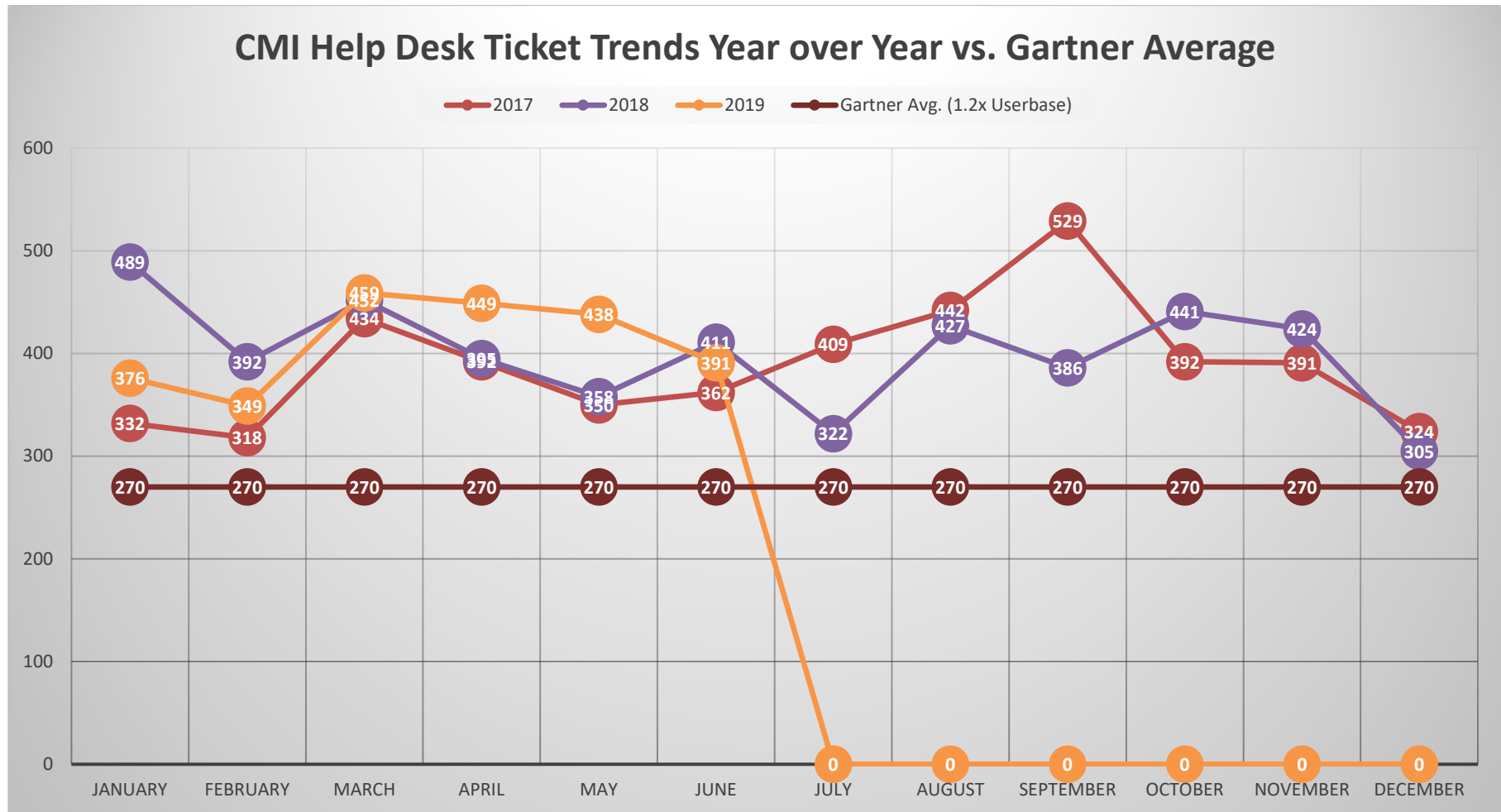
IT Help Desk Ticket Breakdown by Department

(Period: 2017 thru 2019)

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



CMI Help Desk Ticket Trending



Granicus Site Visitor Statistics – Period: JUNE 2019

OVERVIEW



21,064

👁 Total Page Views ?

1,435

👁 Total Visits ?

1,220

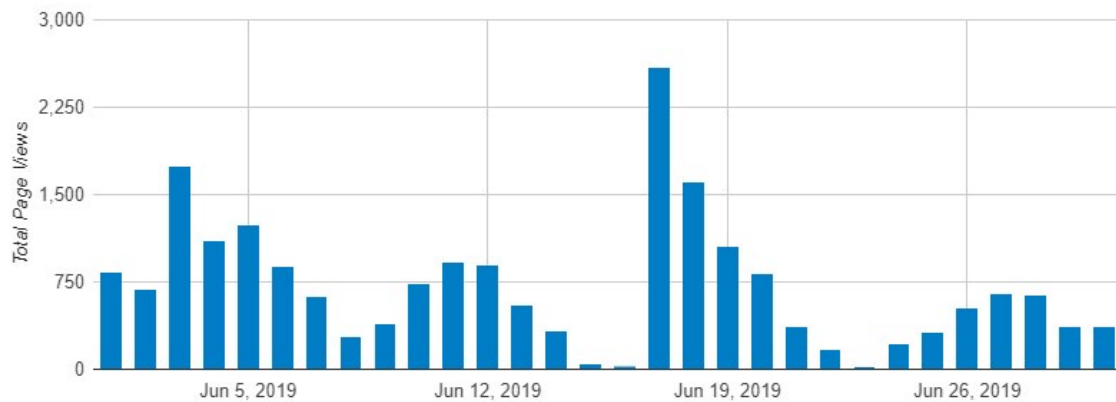
👤 Total Unique Visitors ?



82%
Desktop



18%
Mobile



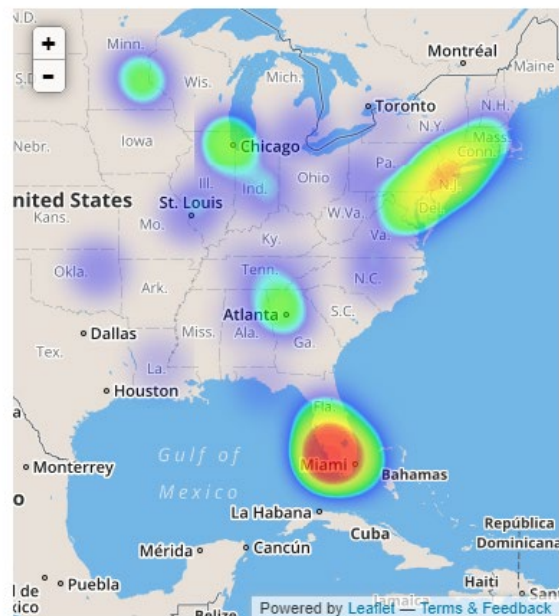
WHERE YOUR CITIZENS LIVE



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

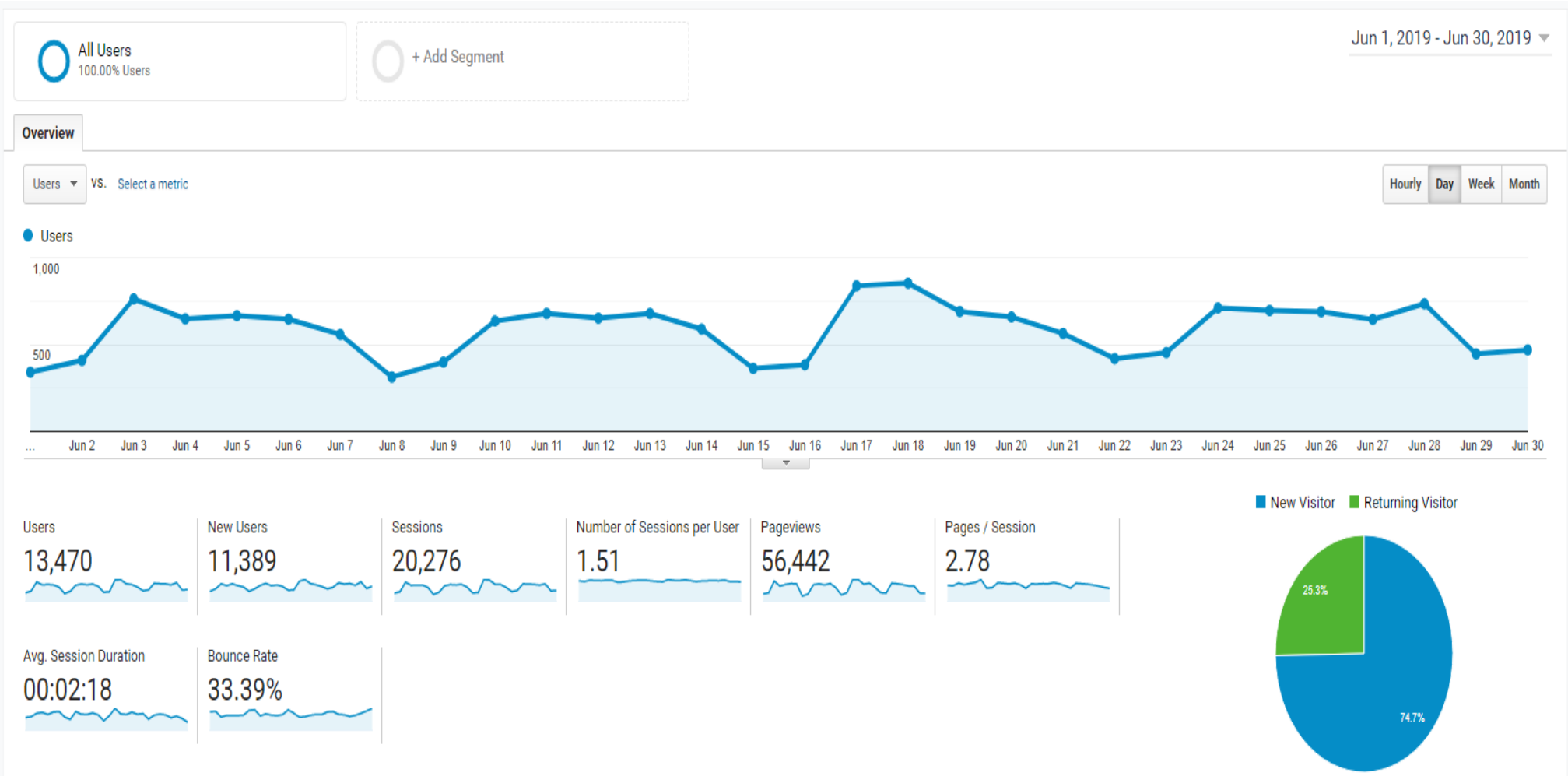
City	Unique Visitors
Filter by name	try > 100
Marco Island	300
Atlanta	35
Golden Gate	23
Tampa	23
Miami	23
Cape Coral	19
Lely Resort	19
(not set)	15
Fort Myers	15
North Naples	12

« < 1 to 10 > » Show 10 per page



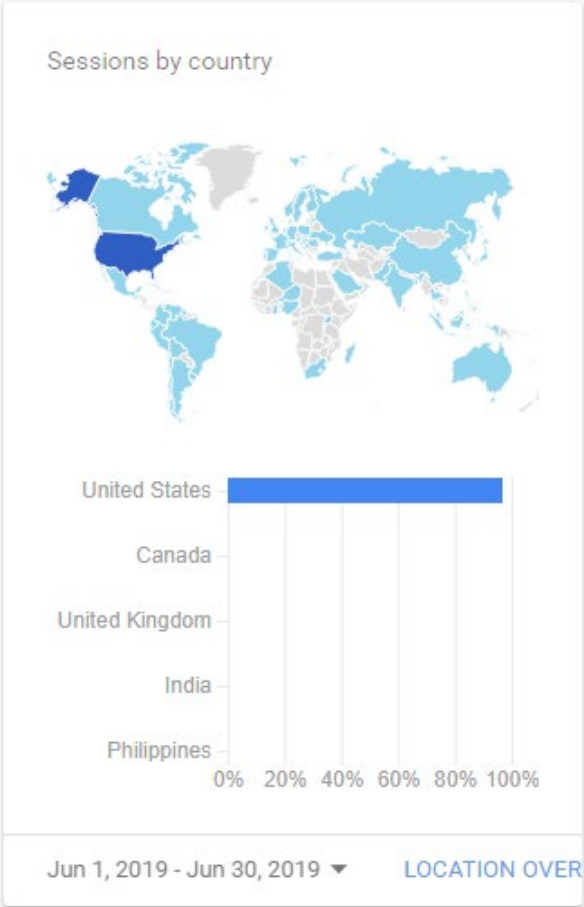
Internet Site Visitor Statistics – June 2019

External Users – 56,442 Page Views in June 2019

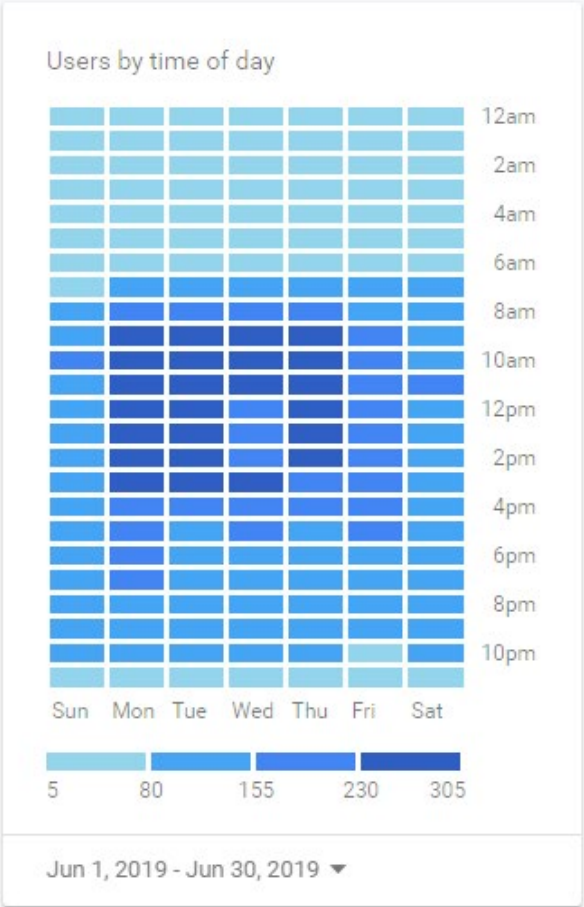


Other Overall Website Statistics – MAY 2019

Where are your users?



When do your users visit?



What are your top devices?

