

Information Technology Department Report

March 2020 Update

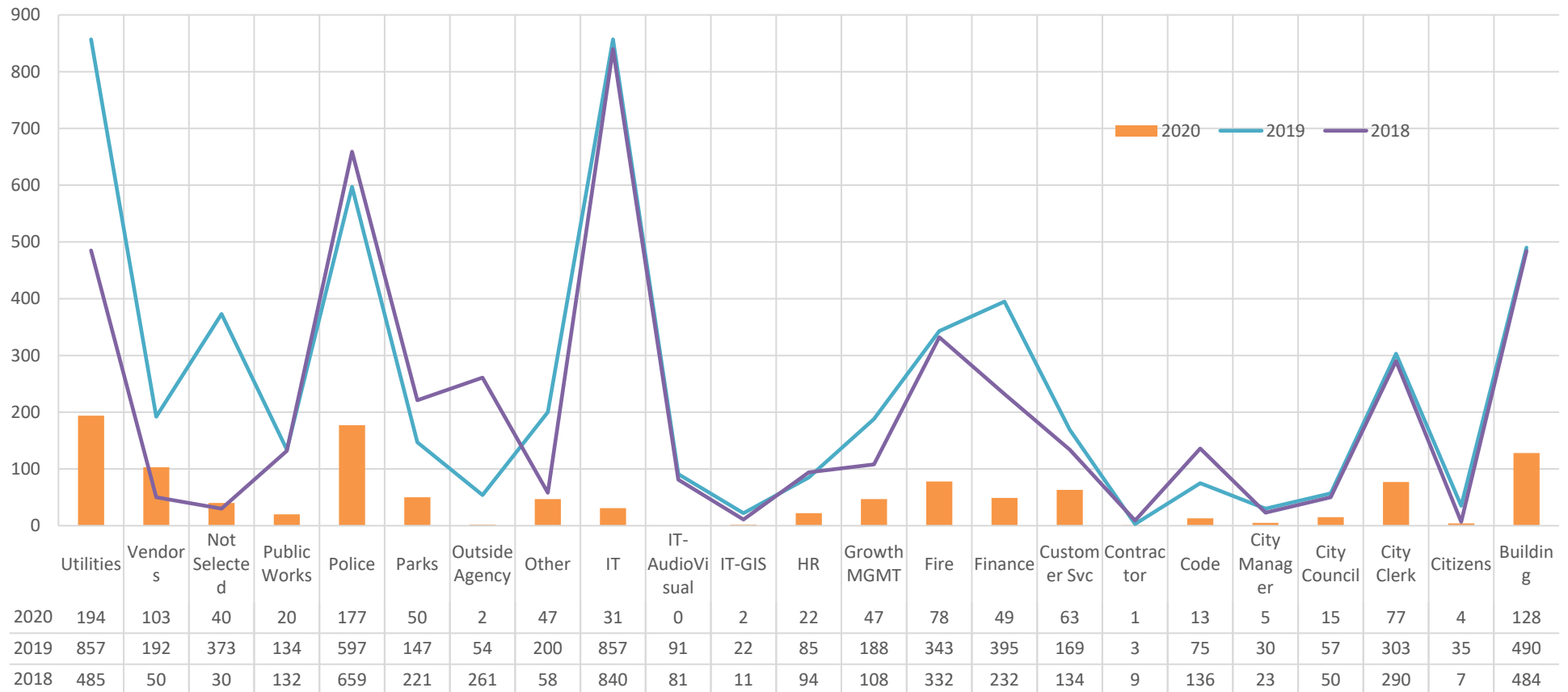
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status																								
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	<p>443 helpdesk tickets were resolved in March 2020.</p> <p><i>It averaged out to 22.15 Help tickets per business day.</i></p> <p><i>4675 tickets (2017)</i></p> <p><i>4802 tickets (2018)</i></p> <p><i>5695 tickets (2019)</i></p> <p><i>1266 tickets (2020)</i></p>																								
Server O/S upgrades	March 2019	Dec 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>7</td><td>Win 2019</td><td>0</td></tr><tr><td>15</td><td>Win 2016</td><td>0</td></tr><tr><td>18</td><td>Win 2012r2</td><td>1</td></tr><tr><td>5</td><td>Win 2012</td><td>0</td></tr><tr><td>5</td><td>Win 2008r2</td><td>-1</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	7	Win 2019	0	15	Win 2016	0	18	Win 2012r2	1	5	Win 2012	0	5	Win 2008r2	-1	1	Win 2008	0	0	Win 2003	0
QTY	OS	Change																									
7	Win 2019	0																									
15	Win 2016	0																									
18	Win 2012r2	1																									
5	Win 2012	0																									
5	Win 2008r2	-1																									
1	Win 2008	0																									
0	Win 2003	0																									
Computer system refresh cycle	FY18	Ongoing FY20	<p>Replace desktop systems every 4 years with new technologies as appropriate.</p> <ul style="list-style-type: none">FY20 Refresh<ul style="list-style-type: none">30 WorkstationsFY19 Refresh<ul style="list-style-type: none">35 WorkstationsFY 18 Refresh<ul style="list-style-type: none">45 Workstations5 Laptops																								

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
MUNIS Module Upgrades		Completed 12/19	<ul style="list-style-type: none"> • Utility Billing Migration of ADG ->TYLER • MUNIS S/W Upgrade 11.3 + <ul style="list-style-type: none"> • SAAS Deployment – Dec 2019 • Completed Deployment on going minor issues, working with Tyler support.
Server, Storage, and Networks	Jan 18	Ongoing	<ul style="list-style-type: none"> • Storage Migration and Reallocation underway • Server drive upgrades on CMIHOST4

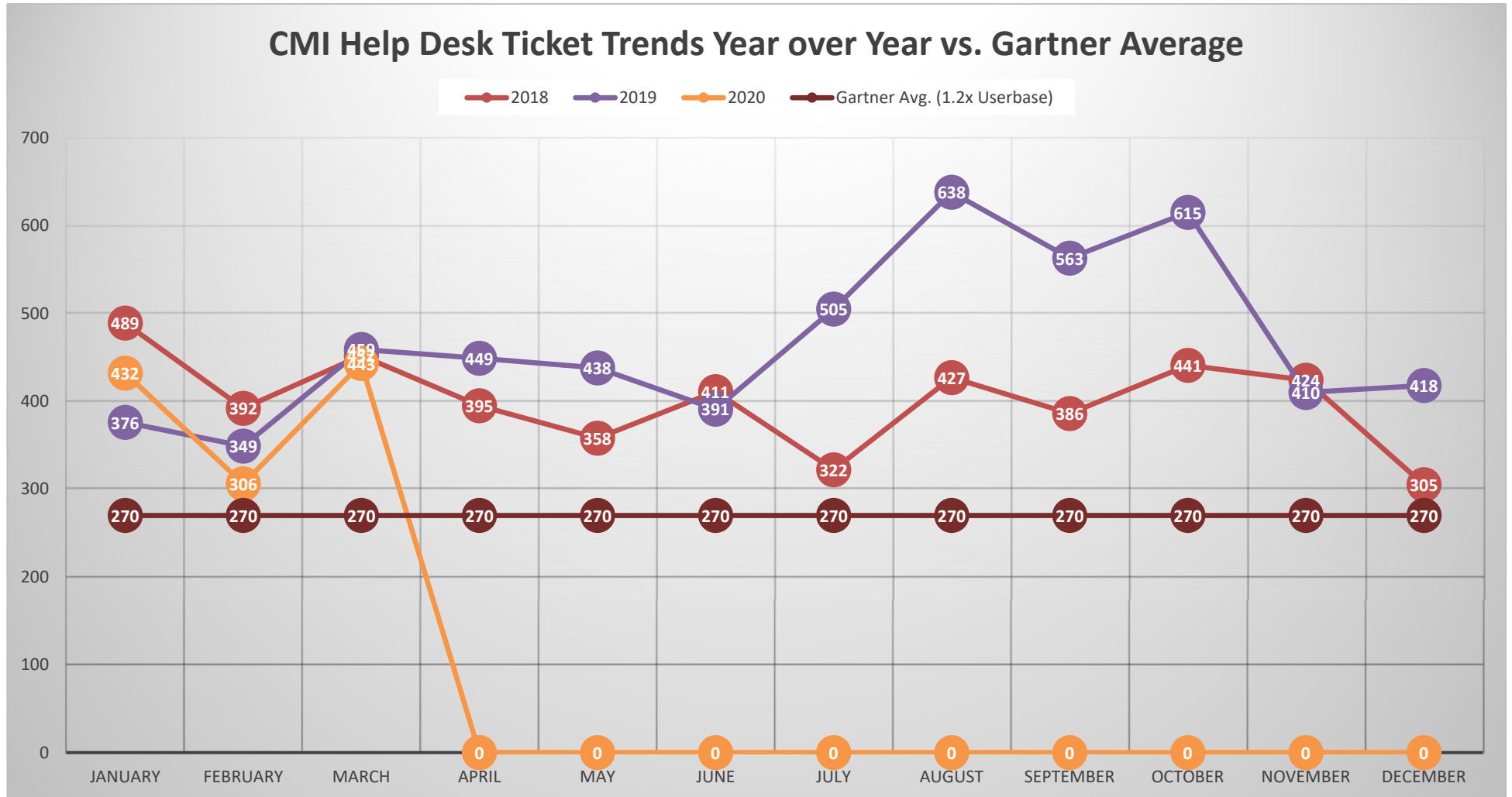
IT Help Desk Ticket Breakdown by Department

(Period: 2018 thru 2020)

RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2018 - 2019 - 2020



CMI Help Desk Ticket Trending – MARCH 2020



Granicus Site Visitor Statistics – Period: MARCH 2020

OVERVIEW

15,464

👁 Total Page Views ?

2,301

👤 Total Visits ?

1,821

👤 Total Unique Visitors ?



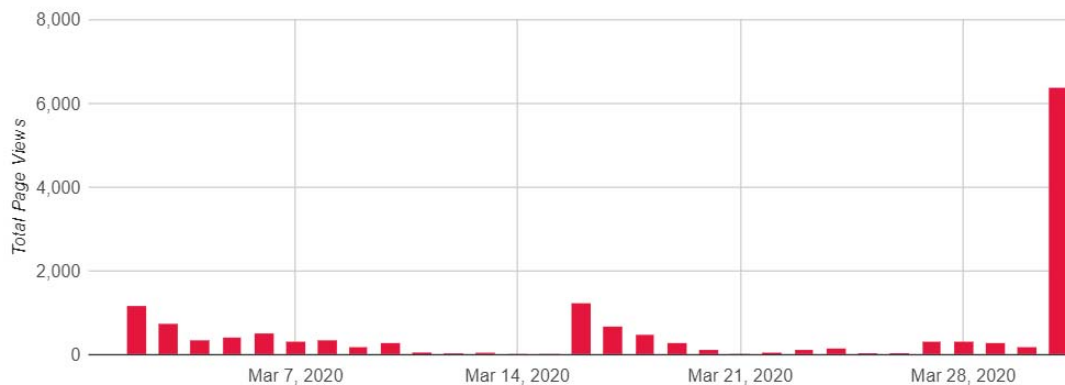
83%

Desktop



17%

Mobile

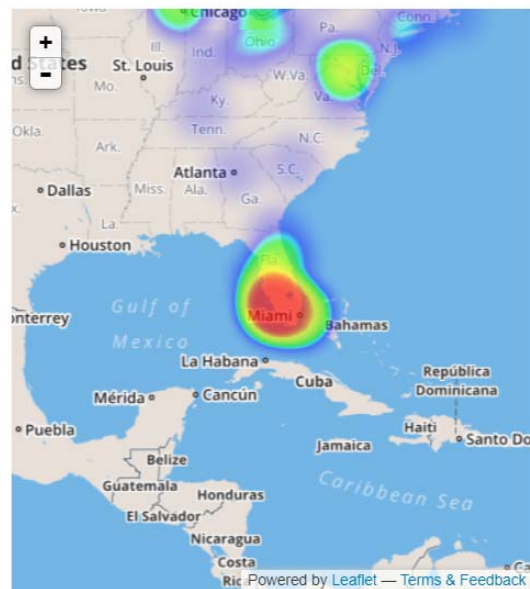


WHERE YOUR CITIZENS LIVE

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

City	Unique Visitors
Filter by name	try > 100
Marco Island	1,109
Marco Island	777
Cape Coral	88
Lely Resort	80
(not set)	72
Cape Coral	67
Golden Gate	64
Miami	64
Naples	64
North Naples	64

« < 1 to 10 > » Show 10 per page



CITYOFMARCOISLAND.COM

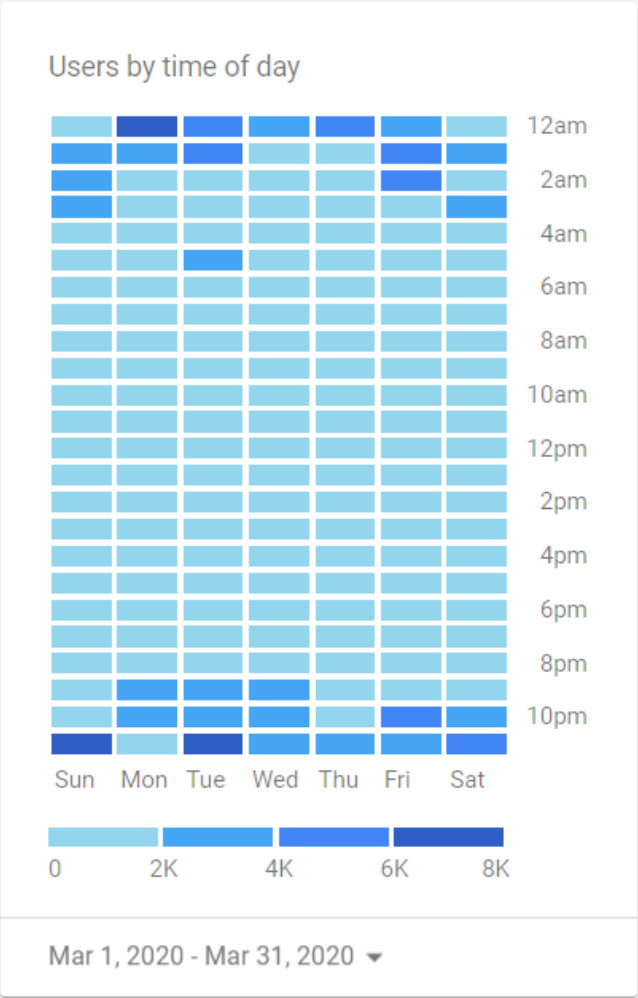
Internet Site Visitor Statistics – MARCH 2020

External Users – 181,989 Page Views in MARCH 2020

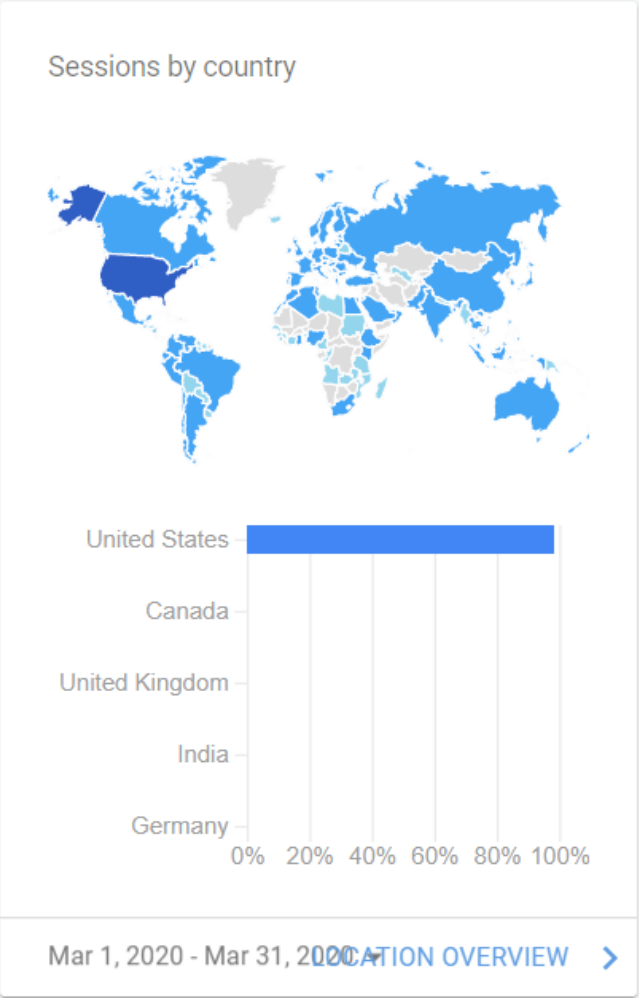


Other Overall Website Statistics – MARCH 2020

When do your users visit?



Where are your users?



What are your top devices?

