Information Technology Department Report
April 2020 Update
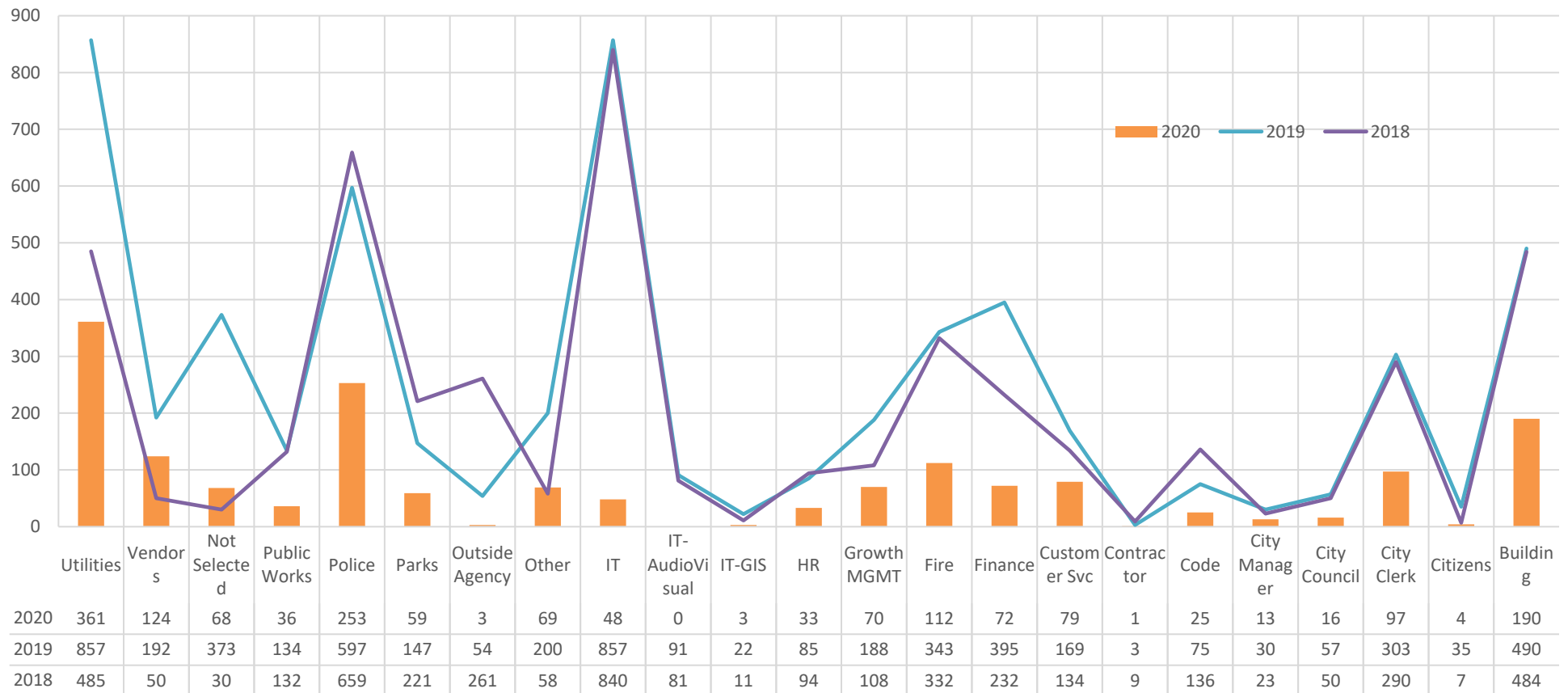
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		ONGOING	**397** helpdesk tickets were resolved in April 2020. *It averaged out to **18.05** Help tickets per business day.* *4675 tickets (2017)* *4802 tickets (2018)* *5695 tickets (2019)* *1663 tickets (2020)*
Server O/S upgrades	March 2019	Dec 2020	• Server OS Upgrades for all systems within the next 12 months <table><tr><td>QTY</td><td>OS</td><td>Change</td></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>

Computer system refresh cycle	FY18	Ongoing FY20	Replace desktop systems every 4 years with new technologies as appropriate.
			
			• FY20 Refresh
			  o 30 Workstations
			• FY19 Refresh
			  o 35 Workstations
			• FY 18 Refresh
			  o 45 Workstations
			  O 5 Laptops

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Switch Upgrades	06/20	10/20	• Working on cabling and space logistics within closet prior to programming and swapping hardware.
Server, Storage, and Networks	Jan 18	Ongoing	• 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

	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
2020	361	124	68	36	253	59	3	69	48	0	3	33	70	112	72	79	1	25	13	16	97	4	190
2019	857	192	373	134	597	147	54	200	857	91	22	85	188	343	395	169	3	75	30	57	303	35	490
2018	485	50	30	132	659	221	261	58	840	81	11	94	108	332	232	134	9	136	23	50	290	7	484

CMI Help Desk Ticket Trending – 2020

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

Legend: 2018 — 2019 — 2020 — Gartner Avg. (1.2x Userbase)

Month	2018	2019	2020	Gartner Avg.
JANUARY	489	376	432	270
FEBRUARY	392	349	306	270
MARCH	443	459	443	270
APRIL	391	449	393	270
MAY	358	438	0	270
JUNE	411	391	0	270
JULY	322	505	0	270
AUGUST	427	638	0	270
SEPTEMBER	386	563	0	270
OCTOBER	441	615	0	270
NOVEMBER	424	410	0	270
DECEMBER	305	418	0	270
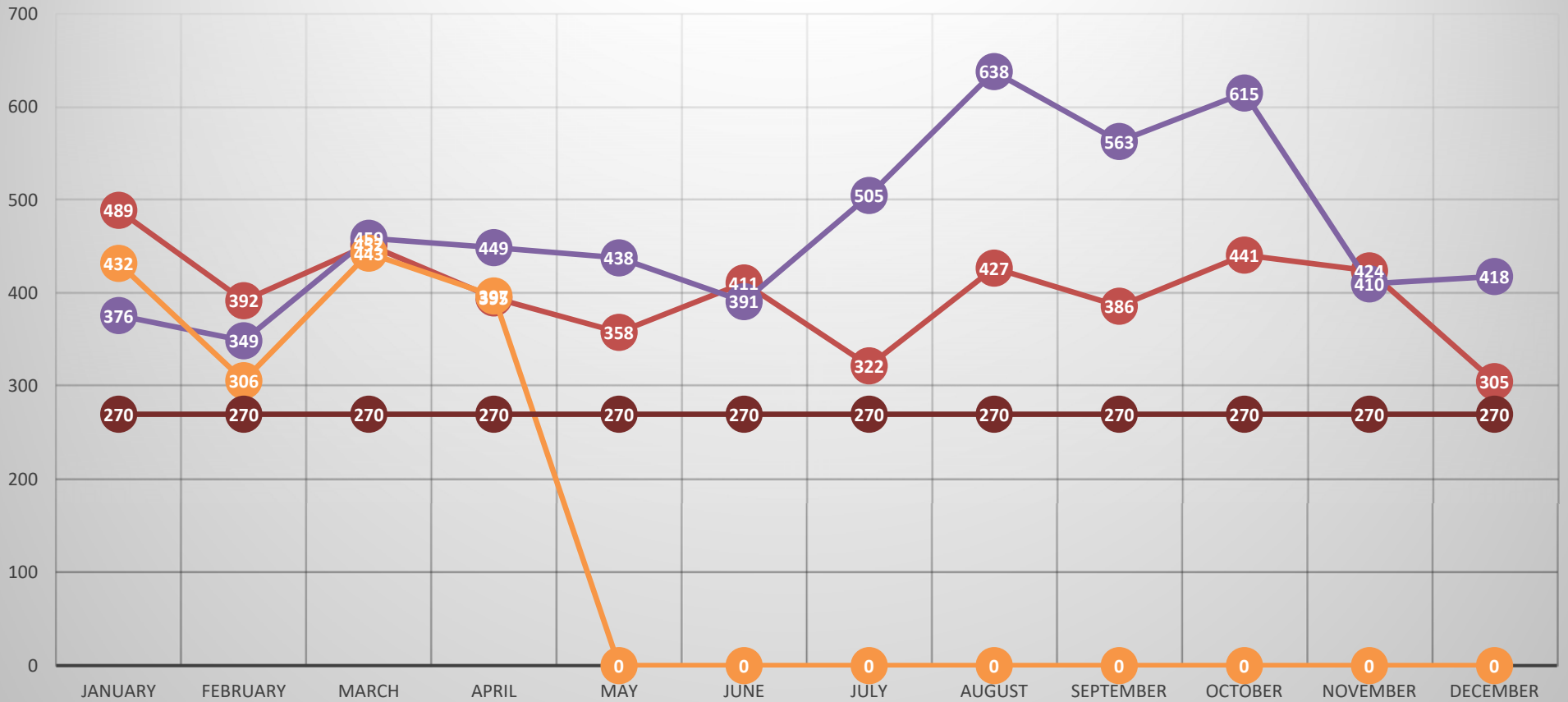
Granicus Site Visitor Statistics – Period: APRIL 2020

OVERVIEW

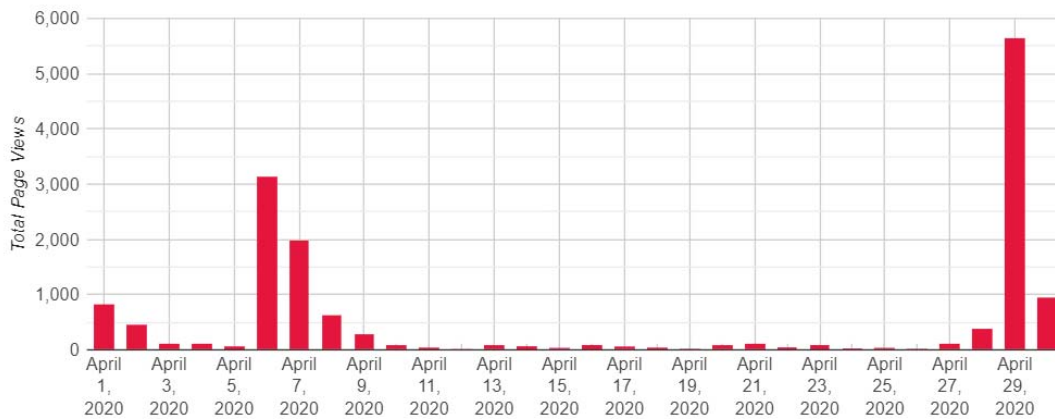| 15,940	2,333	1,859	87% Desktop	13% Mobile
👁 Total Page Views ❓	👁 Total Visits ❓	👤 Total Unique Visitors ❓		

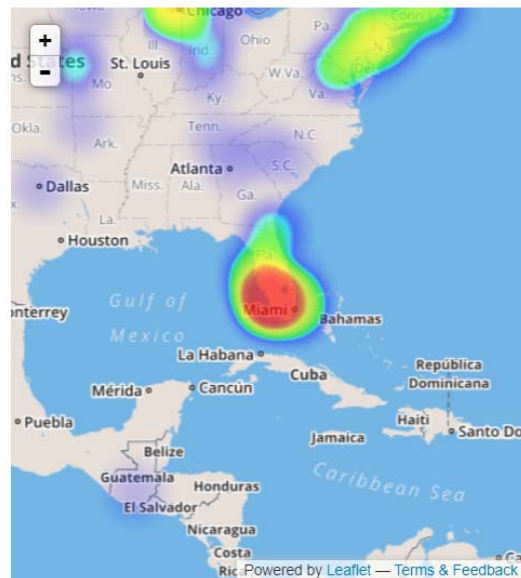## WHERE YOUR CITIZENS LIVE

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

City ⬍	Unique Visitors ⬍
Filter by name	try > 100
Marco Island	709
Cape Coral	68
Naples	49
(not set)	39
Lely Resort	39
Ashburn	29
Miami	29
North Naples	29
Brandon	24
Fort Myers	24

« < | 1 to 10 | > » Show 10 ▾ per page

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CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – APRIL 2020

External Users – 302,776 Page Views in APRIL 2020

All Users 100.00% Users	+ Add Segment	Apr 1, 2020 - Apr 30, 2020 ▾

Overview

Users ▾ VS. Select a metric

Hourly | **Day** | Week | Month

● Users

■ New Visitor ■ Returning Visitor

Users	New Users	Sessions
149,609	143,245	175,610

Number of Sessions per User	Pageviews	Pages / Session
1.17	302,776	1.72

Avg. Session Duration	Bounce Rate	
00:00:44	75.06%	

8.2%

91.8%

Other Overall Website Statistics – APRIL 2020

When do your users visit?

Users by time of day

Sun	Mon	Tue	Wed	Thu	Fri	Sat

12am
2am
4am
6am
8am
10am
12pm
2pm
4pm
6pm
8pm
10pm

0   1.5K   3K   4.5K   6K
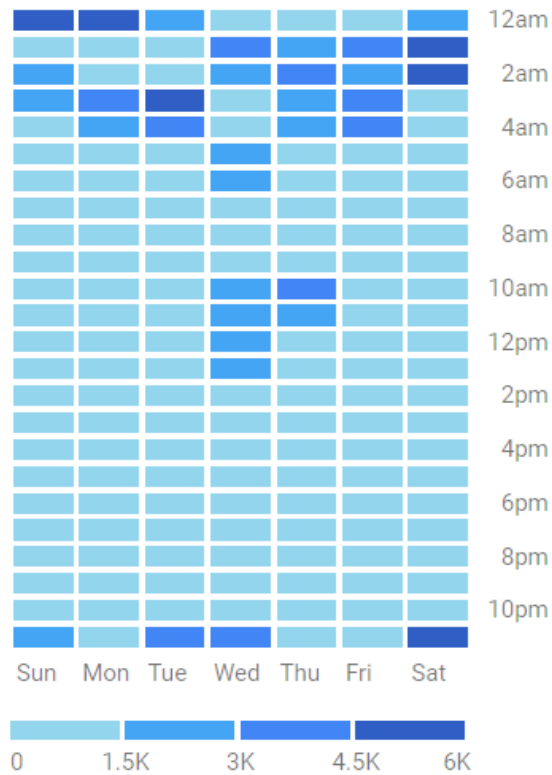
Apr 1, 2020 - Apr 30, 2020 ▾

Where are your users?

Sessions by country

United States
Canada
United Kingdom
Germany
India

0% 20% 40% 60% 80% 100%
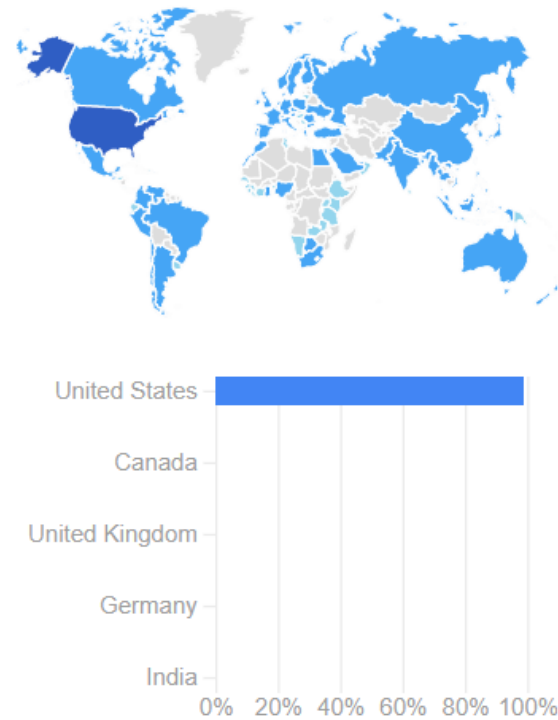
Apr 1, 2020 - Apr 30, 2020   LOCATION OVERVIEW ❯

What are your top devices?

Sessions by device

Desktop	Mobile	Tablet
79.4%	17.8%	2.8%
↓7.9%	↓40.3%	↓27.3%
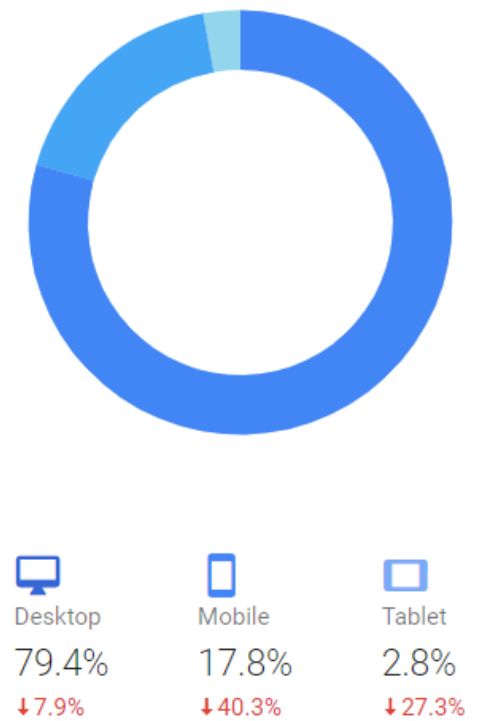
Apr 1, 2020 - Apr 30, 2020   MOBILE OVERVIEW ❯