

Information Technology Department Report

October 2020 Update

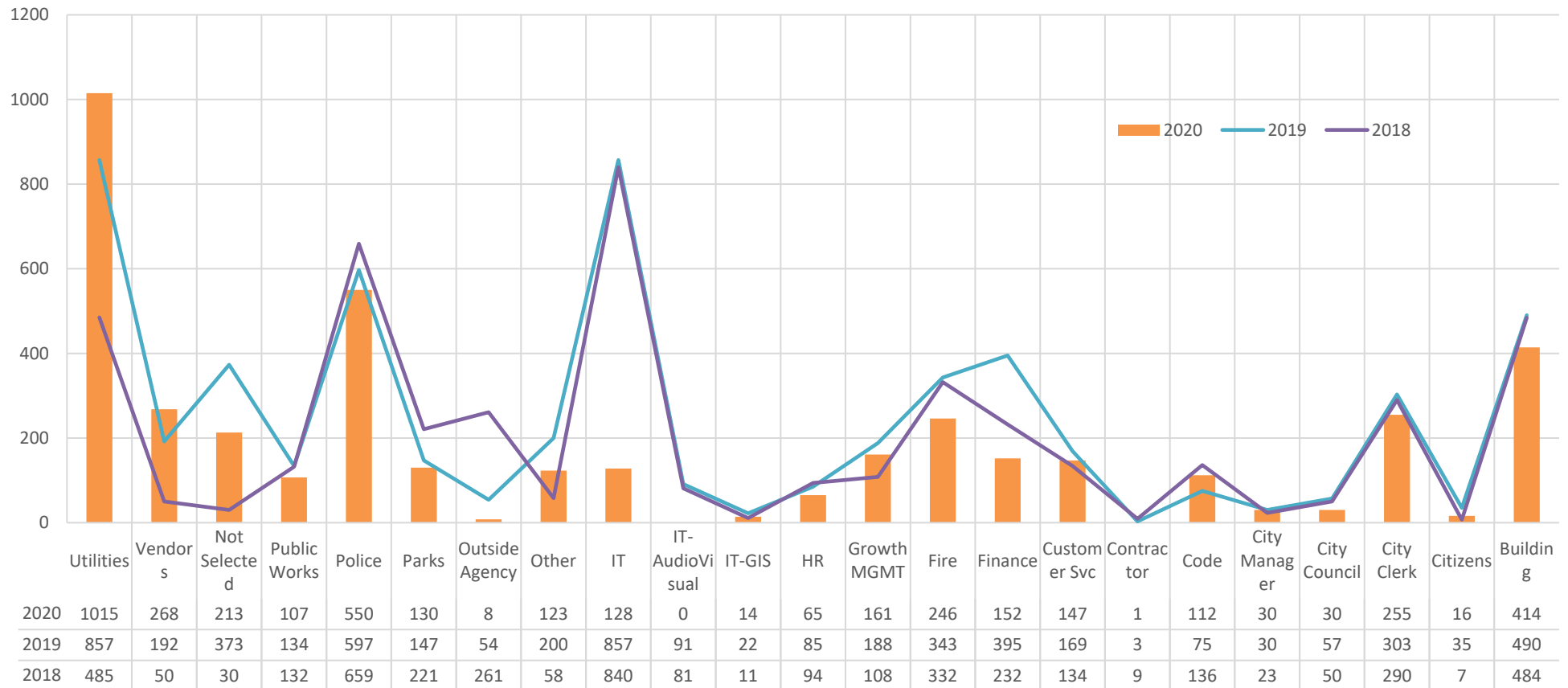
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p>409 helpdesk tickets were submitted in October 2020.</p> <p><i>It averaged out to 20.45 Help tickets per business day.</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>3740 tickets (2020)</i></p>
Server, Storage, and Networks	Jan 20	Ongoing	<ul style="list-style-type: none"> Storage Migration and Reallocation underway Server drive upgrades on CMIHOST4
Computer system refresh cycle	FY18	Ongoing FY21	<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"> 40 Workstations FY19 Refresh <ul style="list-style-type: none"> 35 Workstations FY 18 Refresh <ul style="list-style-type: none"> 45 Workstations 5 Laptops

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Switch Upgrades	06/20	12/21	<ul style="list-style-type: none">Working on cabling and space logistics within closet prior to programming and swapping hardware.

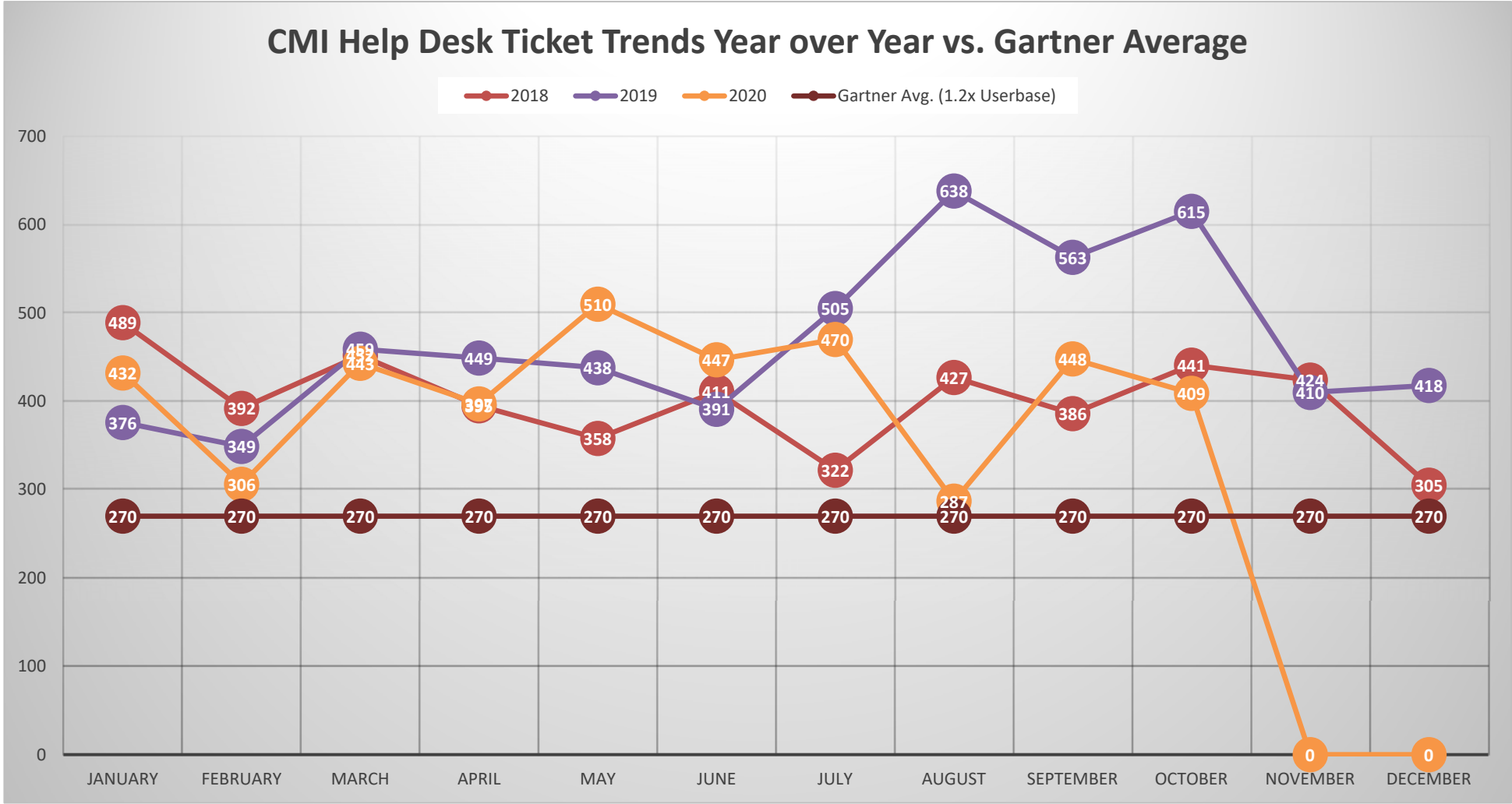
IT Help Desk Ticket Breakdown by Department

(Period: 2018 thru 2020)

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



CMI Help Desk Ticket Trending – OCTOBER 2020



Granicus Site Visitor Statistics – Period: OCTOBER 2020

5,232

👁 Total Page Views ?

2,052

👁 Total Visits ?

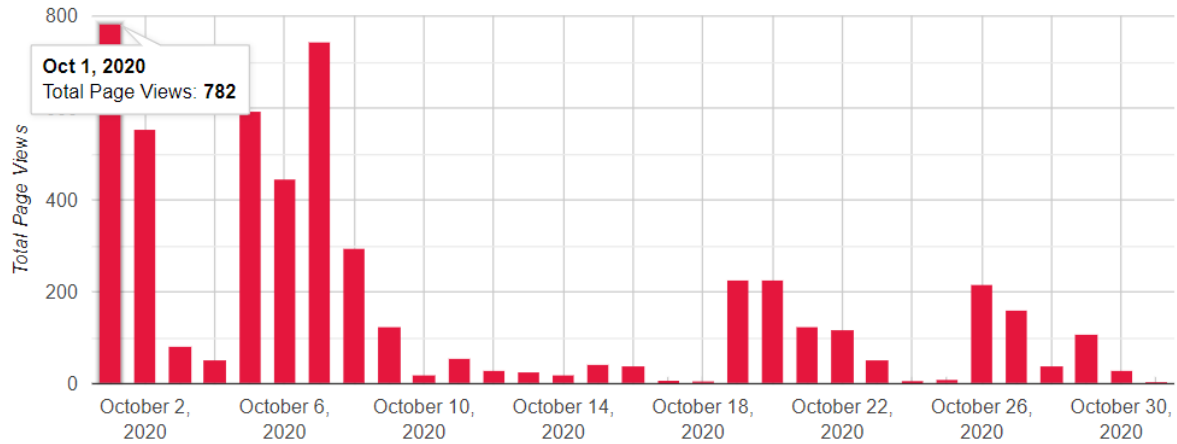
1,705

👤 Total Unique Visitors ?



73%
Desktop

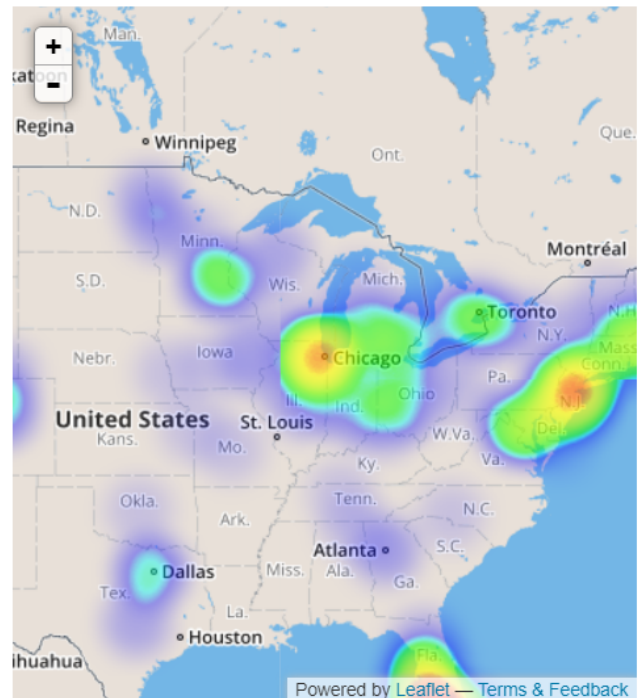
27%
Mobile



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	436
(not set)	37
Chicago	37
Miami	37
Tampa	37
Lely Resort	31
New York	31
Golden Gate	24
Cape Coral	20
Naples	17




« < 1 to 10 > » Show 10 per page

CITYOFMARCOISLAND.COM

Internet Site Visitor Statistics – OCTOBER 2020

External Users – 122,522 Page Views in OCTOBER 2020

 All Users
100.00% Pageviews

 + Add Segment

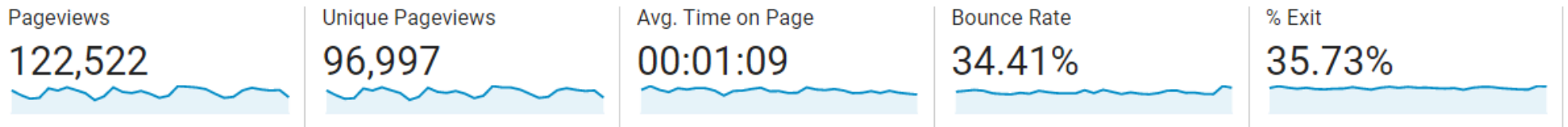
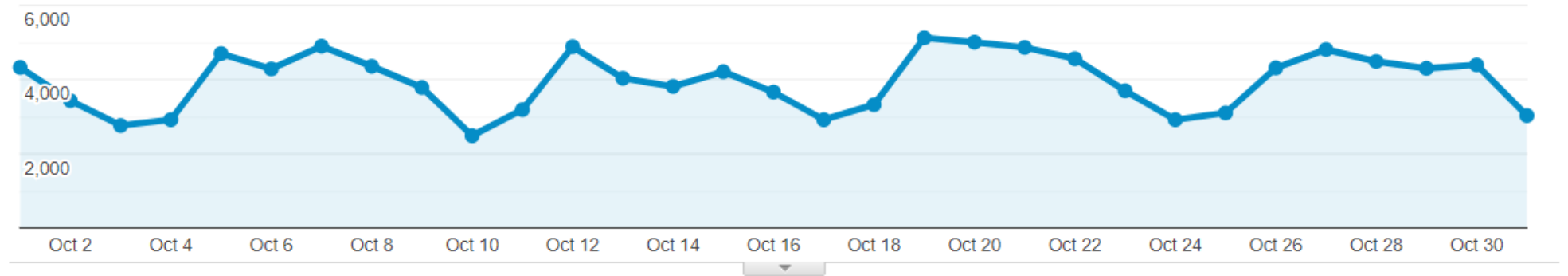
Oct 1, 2020 - Oct 31, 2020 ▼

Overview

Pageviews ▼ vs. [Select a metric](#)

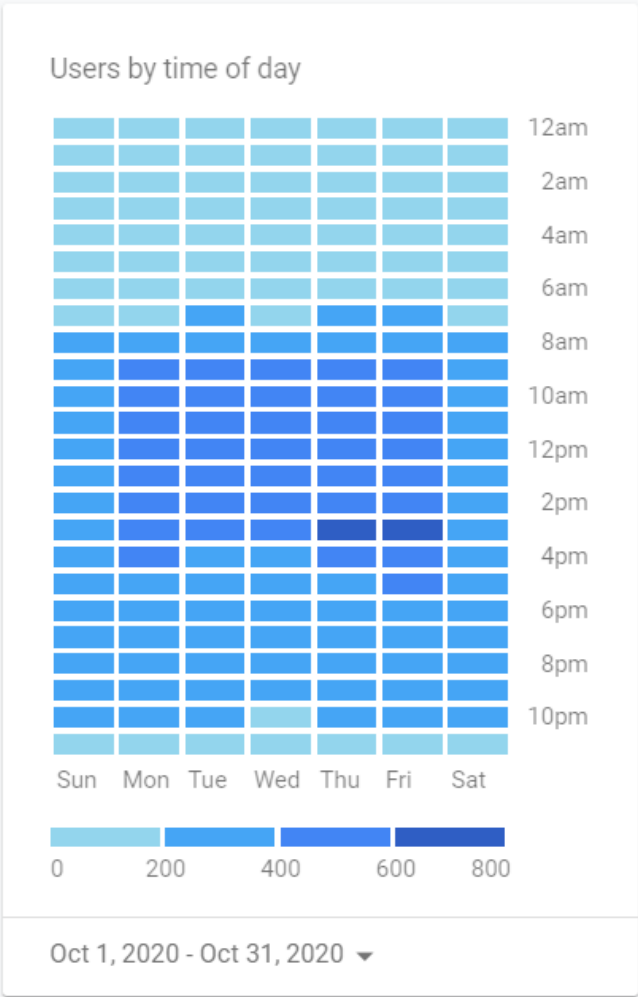
Hourly **Day** Week Month

● Pageviews

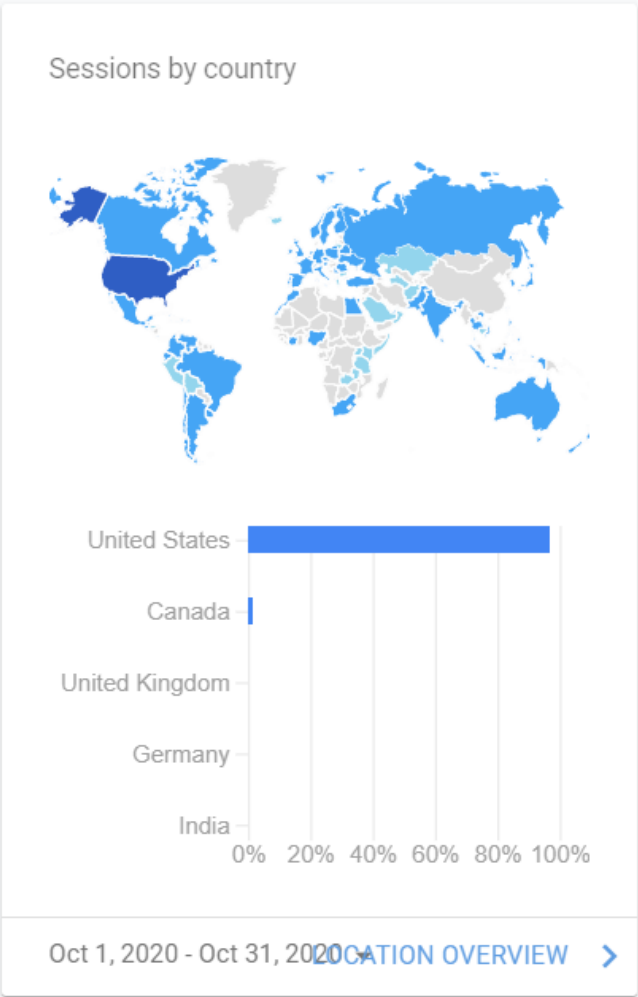


Other Overall Website Statistics – OCTOBER 2020

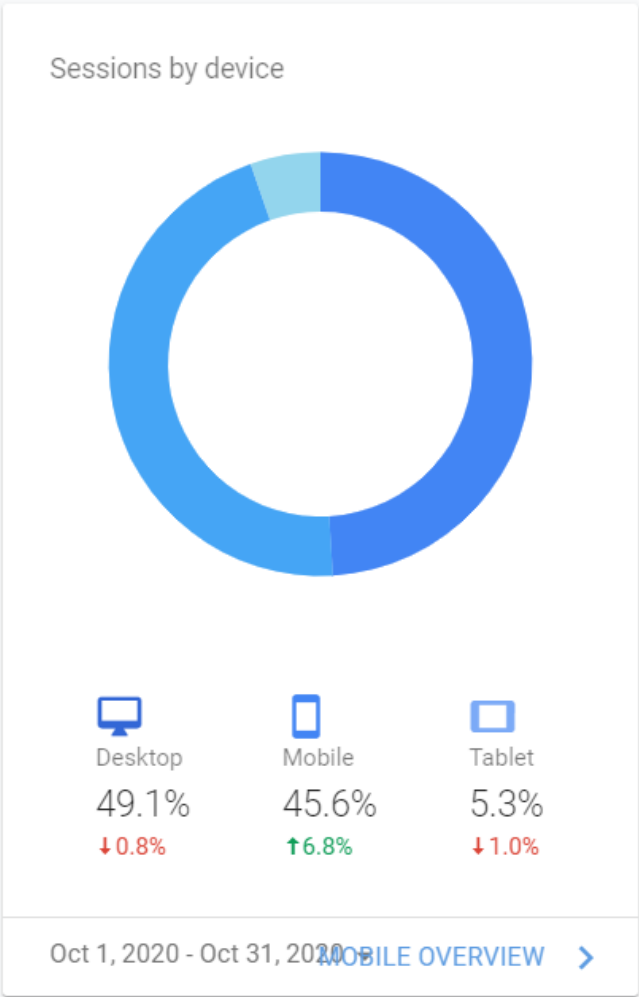
When do your users visit?



Where are your users?



What are your top devices?



10 Most Popular Pages - Website Statistics – OCTOBER 2020

What pages do your users visit?

Page	Pageviews
/	17,294
/emergency/page/covi...navirus-information	11,187
/building/webform/citi...ice-building-services	3,540
/building/page/citizen-self-service	3,182
/emergency/page/fdoh-covid-19-dashboard	2,872
/emergency/page/coronavirus-information	2,526
/community/page/beach-access	1,869
/emergency/page/press-releases	1,718
/watersewer/page/customer-service	1,655
/building/page/permitting-information	1,573
Oct 1, 2020 - Oct 31, 2020 ▼	PAGES