

Information Technology Department Report

March 2021 Update

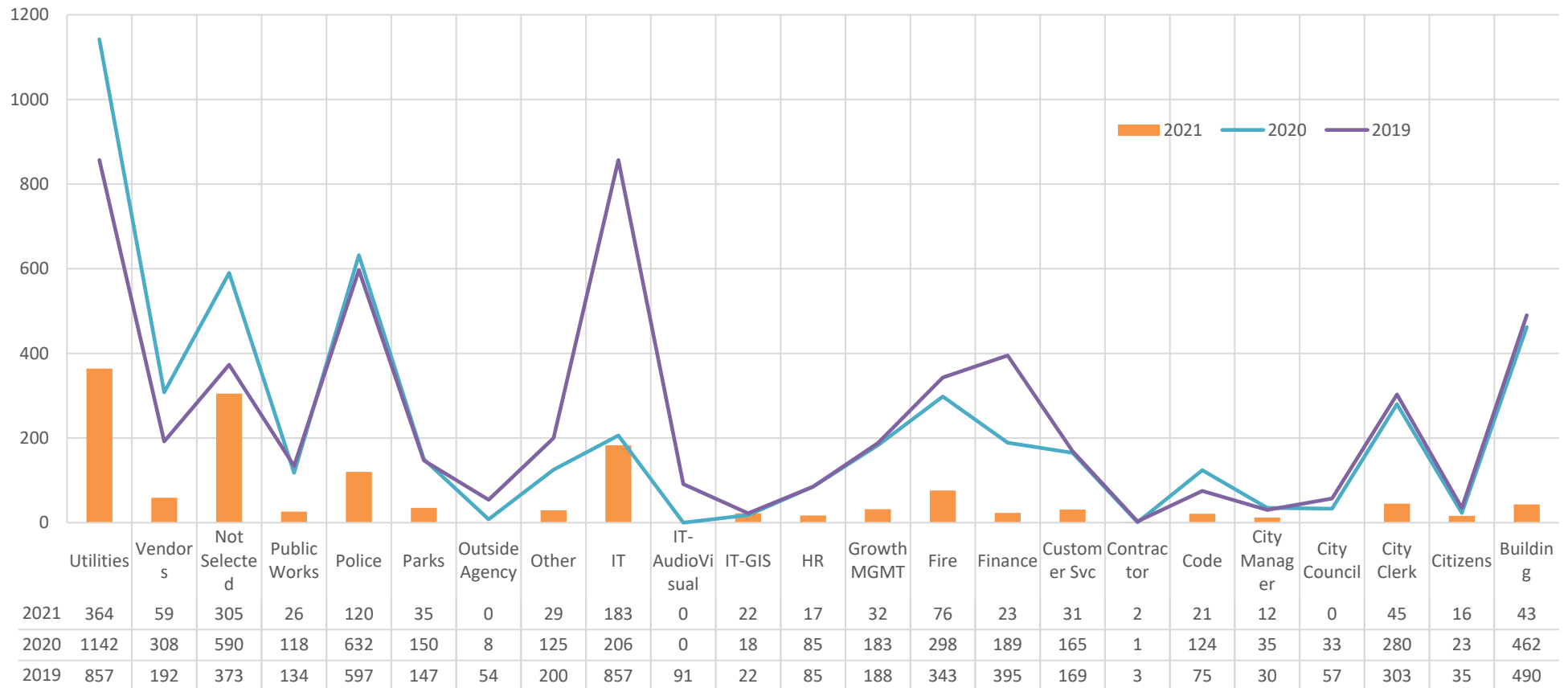
IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p>464 helpdesk tickets were submitted in March, 2021.</p> <p><i>It averaged out to 21.09 Help tickets per business day.</i></p> <p><i>4802 tickets (2018)</i></p> <p><i>5695 tickets (2019)</i></p> <p><i>5175 tickets (2020)</i></p> <p><i>1461 tickets (2021)</i></p>
Server, Storage, and Networks	Jan 21	Ongoing	<ul style="list-style-type: none"> Storage Area Network purchase upgrade to facilities video storage to allow for 30+ days of recording.
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"> FY21 Refresh 5 Laptops FY20 Refresh 45 Workstations FY19 Refresh 35 Workstations

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.
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> Fiber run between PD and Annex is being completed. Quotes on internal Building wiring, network equipment. WiFi, Switches, Racks, Battery Backups in progress.

IT Help Desk Ticket Breakdown by Department

(Period: 2019 thru 2021)

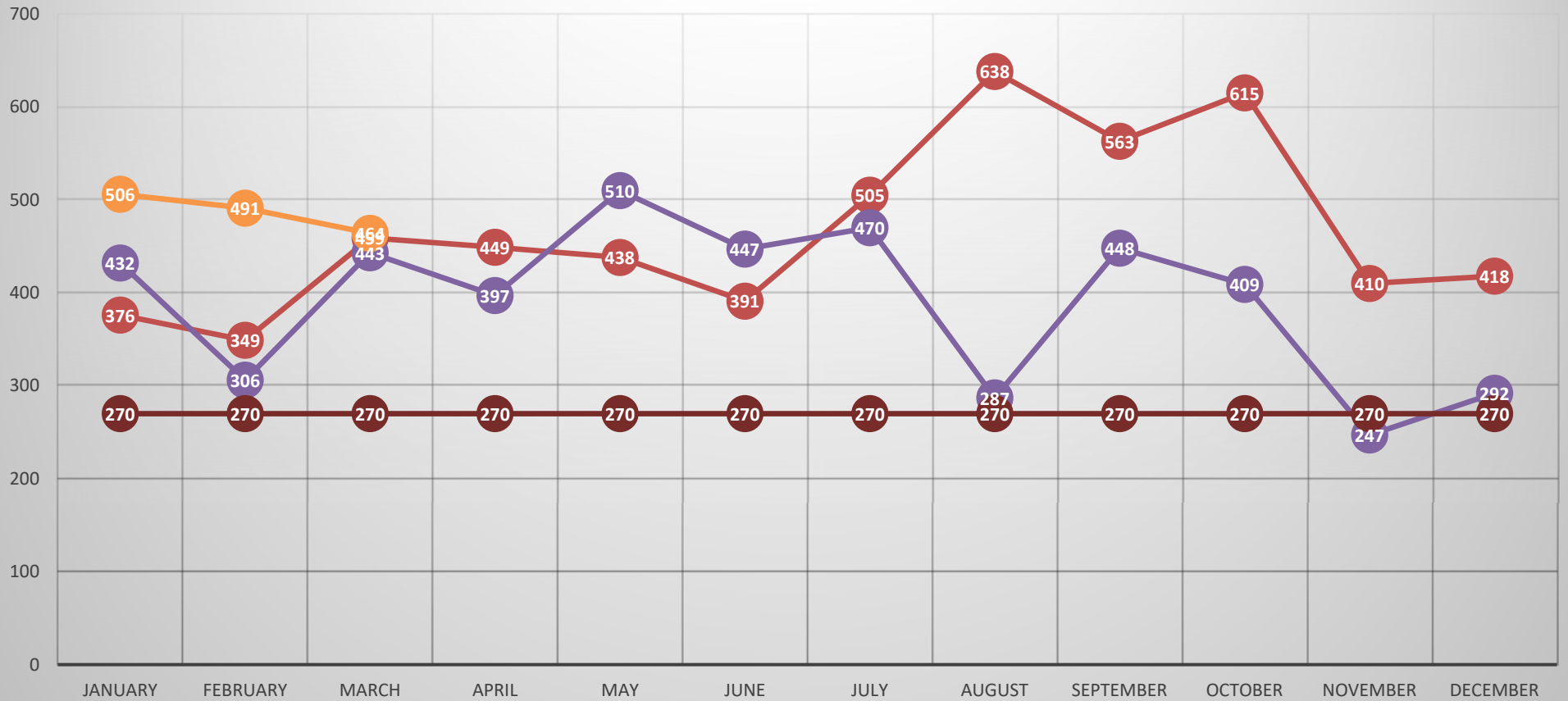
RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



CMI Help Desk Ticket Trending – MARCH 2021

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

2019 2020 2021 Gartner Avg. (1.2x Userbase)



Granicus Site Visitor Statistics – Period: MARCH 2021

2,159

👁 Total Page Views ?

809

👁 Total Visits ?

641

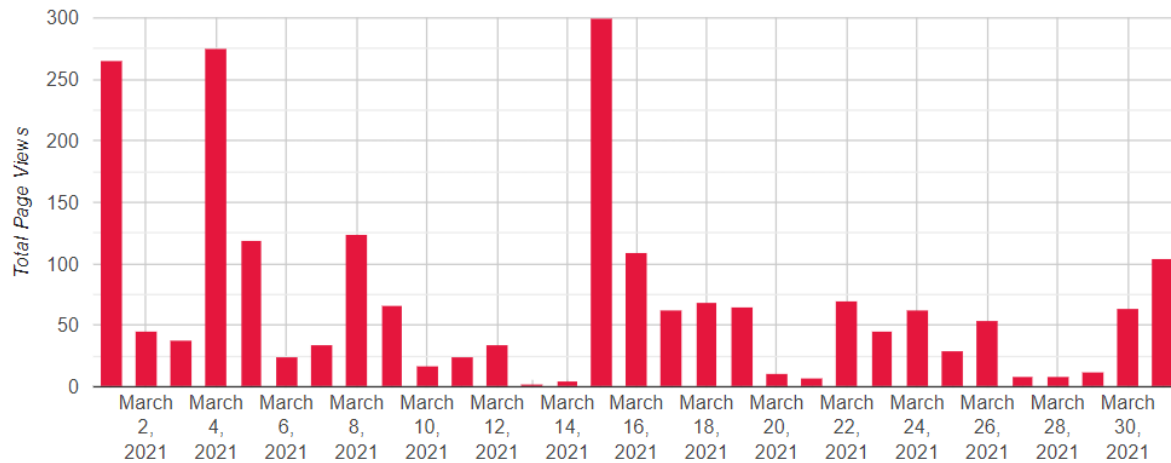
👤 Total Unique Visitors ?



54%
Desktop



46%
Mobile



WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media

Live Events

Encoder Streams

On Demand Media

Filter by title

Media Title ?	Type ?	Total Views ?
City Council on 2021-03-15 5:30 PM	Archive	114
City Council on 2021-03-01 5:30 PM	Archive	44
Virtual Community Meeting 9-28-20	Archive	43
City Council on 2021-03-15 5:30 PM	Live event	36
Code Enforcement Magistrate on 2018-08-28 10:30 AM	Archive	29
City Council on 2019-09-26 5:30 PM - Special-Called Meeting	Archive	29
Code Enforcement Magistrate on 2021-02-23 10:30 AM	Archive	29
Waterways Advisory Committee on 2021-03-26 9:00 AM - Special-Called Meeting	Live event	28
Beautification Advisory Committee on 2021-03-03 3:30 PM	Archive	22
Code Enforcement Magistrate on 2019-05-28 10:30 AM	Archive	14

ALL MEDIA

971

📺 Total Media Stream Views ?



971

0

External Views ?

Internal Views ?

CITYOFMARCOISLAND.COM

Internet Site Visitor Statistics – MARCH 2021

External Users – 160,125 Page Views in MARCH 2021



Users

52,080

New Users

48,148

Sessions

70,362

Number of Sessions per User

1.35

Pageviews

160,125

Pages / Session

2.28

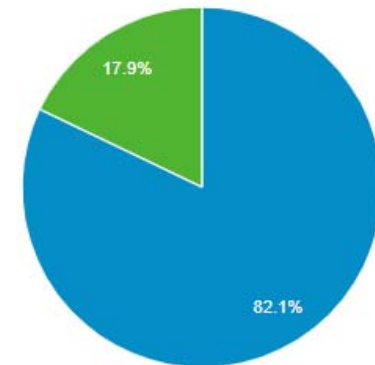
Avg. Session Duration

00:02:03

Bounce Rate

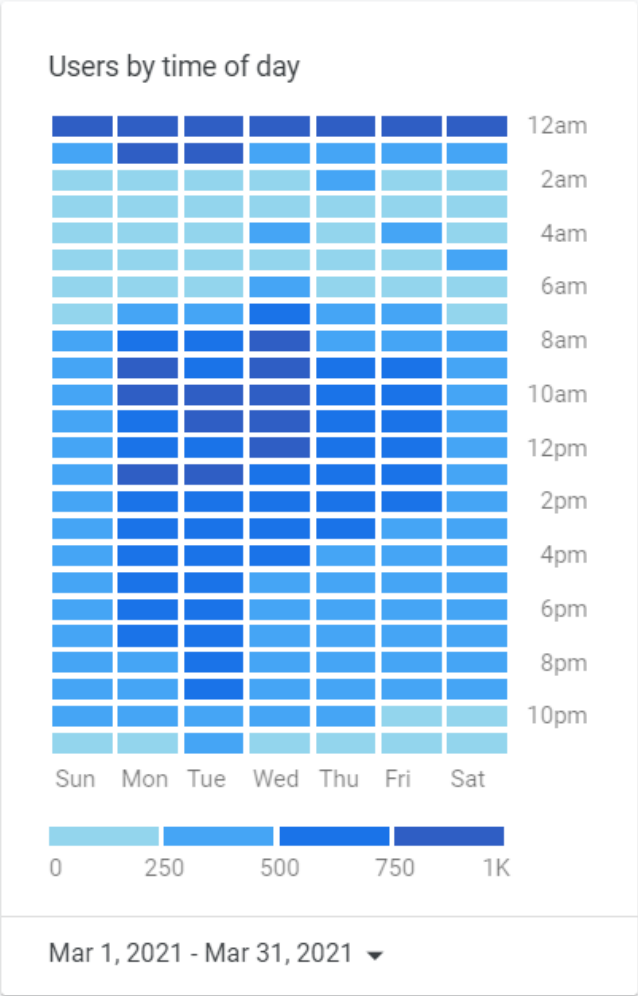
43.76%

■ New Visitor ■ Returning Visitor

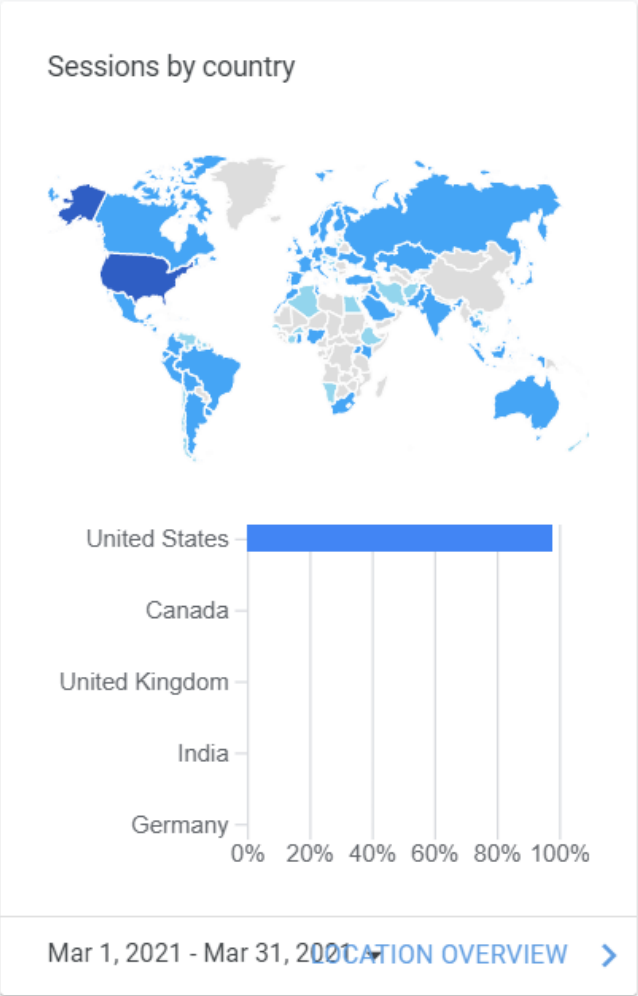


Other Overall Website Statistics – MARCH 2021

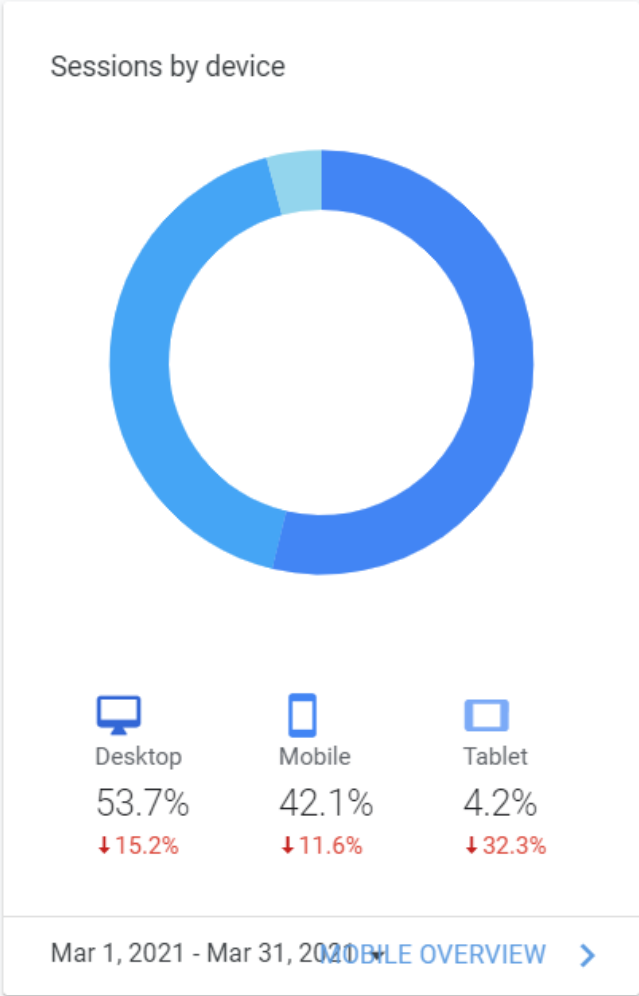
When do your users visit?



Where are your users?



What are your top devices?



10 Most Popular Pages - Website Statistics – MARCH 2021

What pages do your users visit?

Page	Pageviews
/	19,517
/emergency/page/covi...navirus-information	8,097
/emergency/page/city...-vaccine-information	7,334
/emergency/page/cov...intment-information	5,120
/parksrec/page/farmers-market-0	4,931
/community/page/beach-access	4,593
/building/webform/citi...ice-building-services	3,773
/building/page/citizen-self-service	3,054
/calendar	2,738
/watersewer/page/customer-service	2,310

Mar 1, 2021 - Mar 31, 2021 ▼

[PAGES](#)