

# Information Technology Department Report

## August 2021 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p><b>548</b> helpdesk tickets were submitted in August, 2021.</p> <p><i>It averaged out to 25 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>3558 tickets (2021)</i></p>
Server, Storage, and Networks	Jan '21	Ongoing	<ul style="list-style-type: none"> <li>Storage Area Network purchase upgrade to facilities video storage to allow for 30+ days of recording. <b><u>COMPLETED</u></b></li> <li>Assessing current storage and future needs.</li> <li>Implementing campus wide WiFi upgrade</li> </ul>
Computer system refresh cycle	FY18	Ongoing	<p>Replace desktop systems every 4 years with new technologies as appropriate.</p> <ul style="list-style-type: none"> <li>FY21 Refresh 20 Laptops</li> <li>FY20 Refresh 45 Workstations</li> <li>FY19 Refresh 35 Workstations</li> </ul>

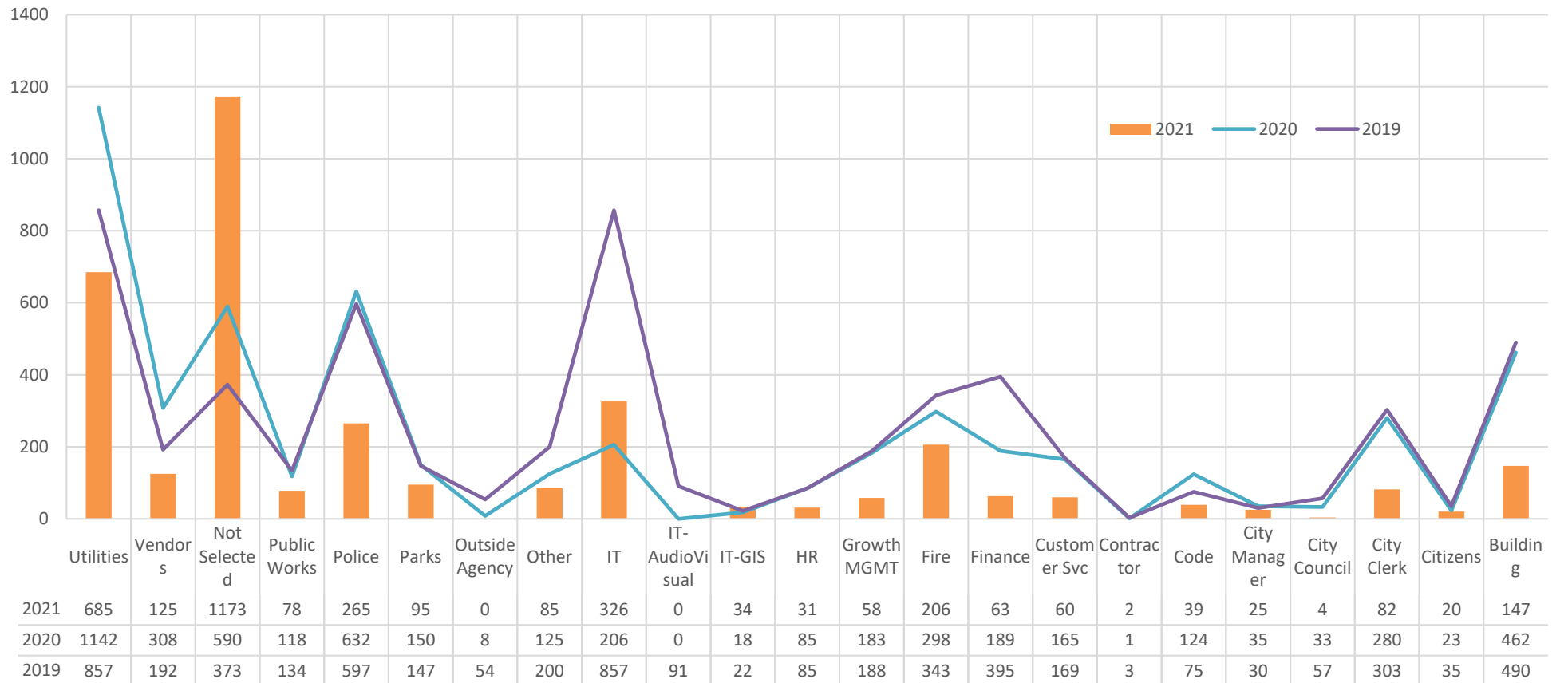
Switch Upgrades	06/20	Ongoing	<ul style="list-style-type: none"> <li>Continued progress, annex install complete, proposed upgrade at police station.</li> </ul>
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IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> <li>Building network and wiring completed.</li> <li>Internal Building WiFi completed.</li> <li>Ready to move employee's technology wise.</li> </ul>

## IT Help Desk Ticket Breakdown by Department

(Period: 2019 thru 2021)

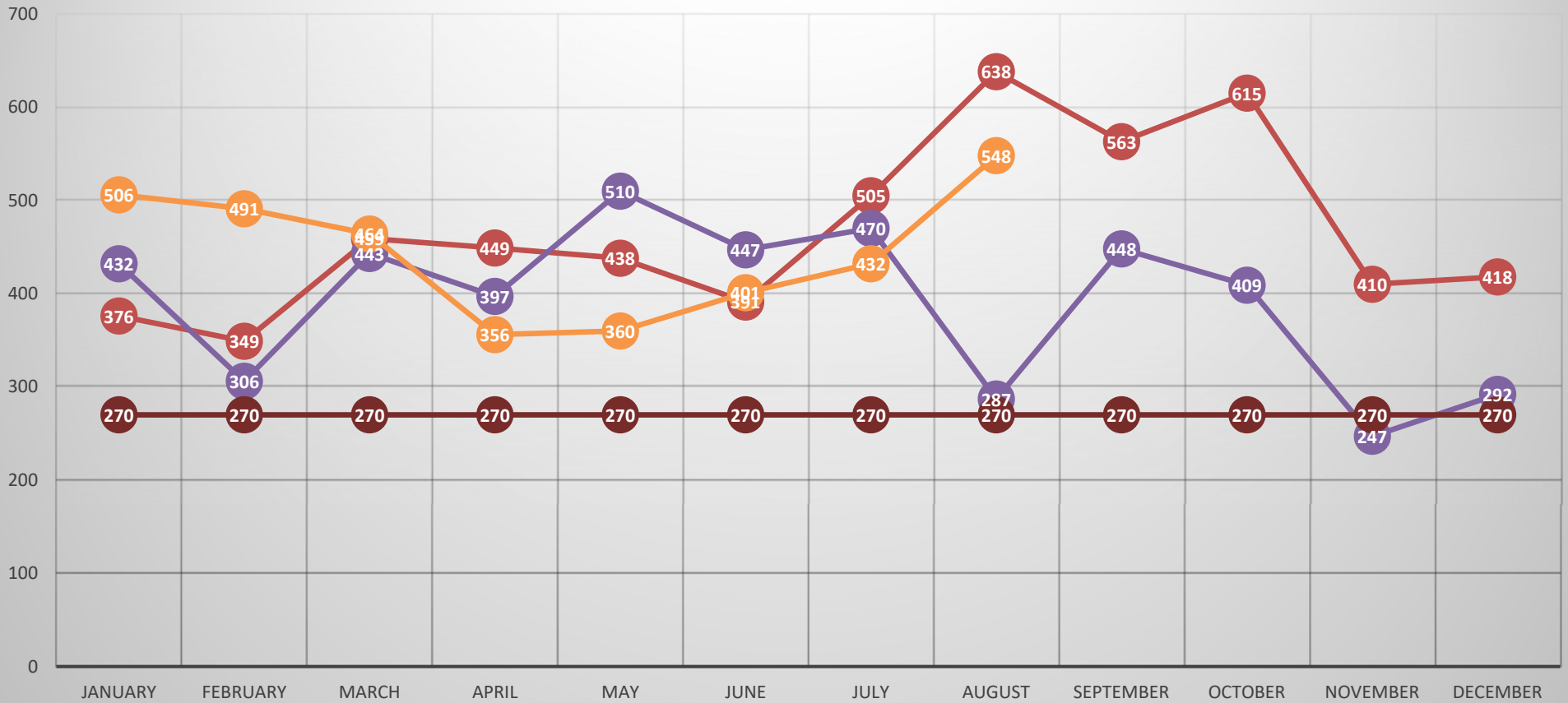
### RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



## CMI Help Desk Ticket Trending – AUGUST 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: AUGUST 2021

3,818

Total Page Views ?

905

Total Visits ?

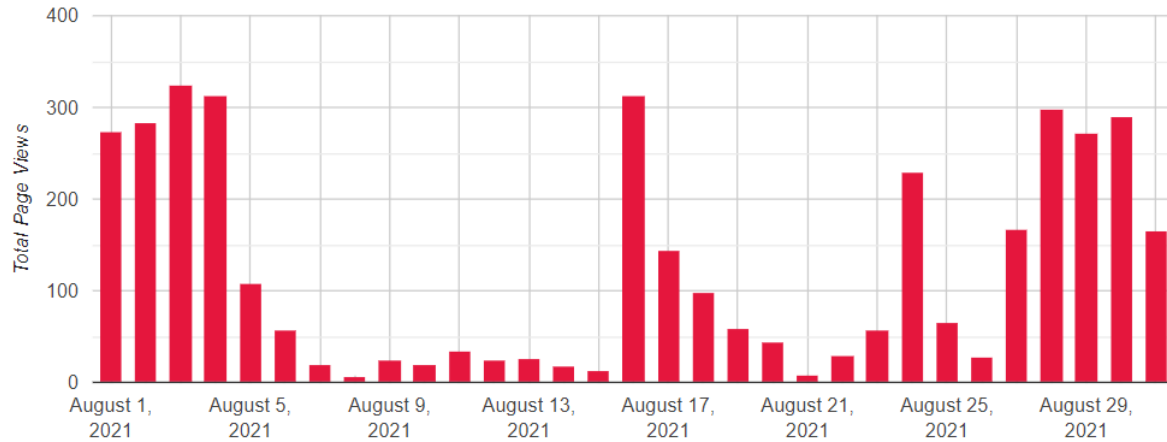
765

Total Unique Visitors ?



60%  
Desktop

40%  
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 2021-08-16 5:30 PM	Archive	175
City Council on 2021-08-16 5:30 PM	Live event	79
Code Enforcement Magistrate on 2021-07-27 10:30 AM	Archive	68
City Council on 2021-07-19 5:30 PM	Archive	43
Waterways Advisory Committee on 2021-08-19 9:00 AM	Archive	33
Planning Board on 2021-08-06 9:00 AM	Archive	33
Code Enforcement Magistrate on 2021-08-31 10:30 AM	Live event	30
Virtual Community Meeting 9-28-20	Archive	27
Parks and Recreation Advisory Committee on 2021-07-20 3:30 PM	Archive	17

ALL MEDIA

1,063

Total Media Stream Views ?



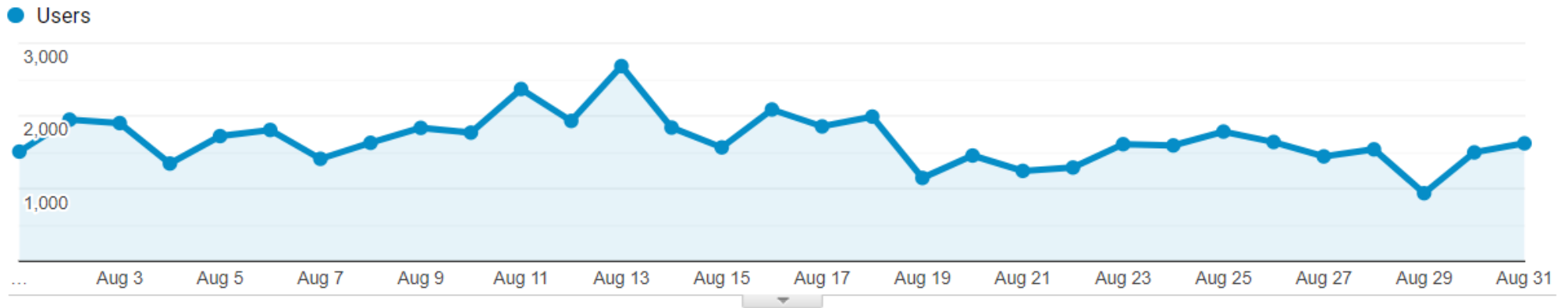
1,063

0

External Views ? Internal Views ?

CITYOFMARCOISLAND.COM  
Internet Site Visitor Statistics – AUGUST 2021

External Users – 114,265 Page Views in AUGUST 2021



Users

45,624



New Users

42,981



Sessions

56,353



Number of Sessions per User

1.24



Pageviews

114,265



Pages / Session

2.03



Avg. Session Duration

00:01:55

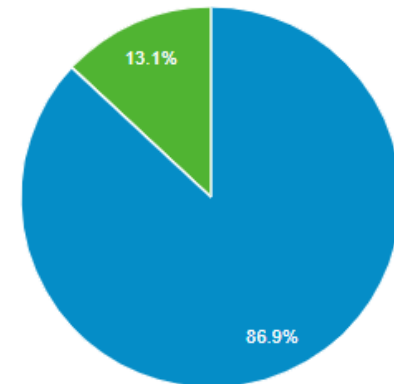


Bounce Rate

54.42%



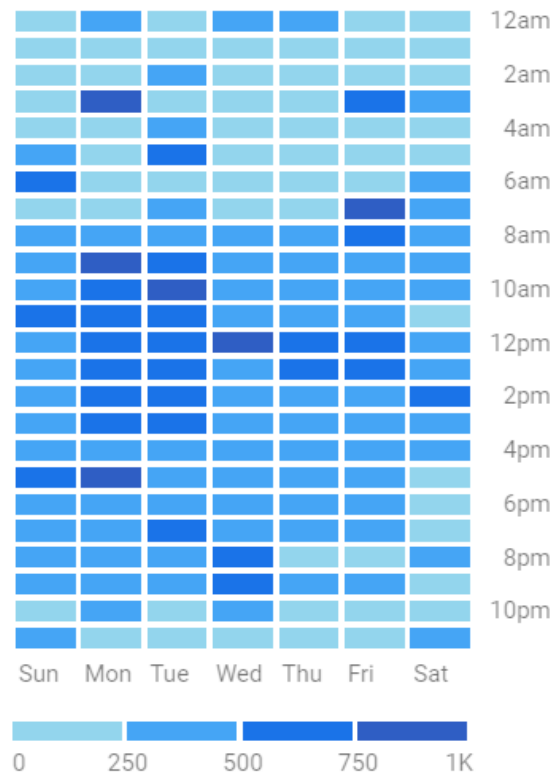
■ New Visitor ■ Returning Visitor



## Other Overall Website Statistics – AUGUST 2021

When do your users visit?

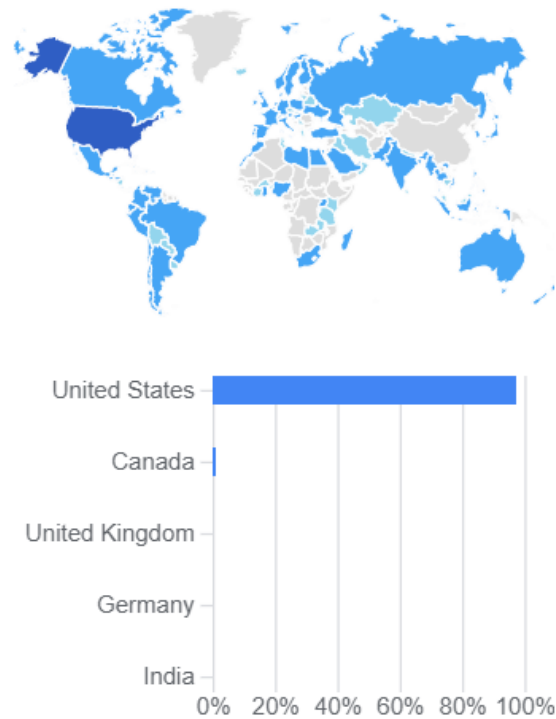
Users by time of day



Aug 1, 2021 - Aug 31, 2021 ▼

Where are your users?

Sessions by country



Aug 1, 2021 - Aug 31, 2021 [LOCATION OVERVIEW](#) >

What are your top devices?

Sessions by device



Aug 1, 2021 - Aug 31, 2021 [DEVICE OVERVIEW](#) >

## 10 Most Popular Pages - Website Statistics – AUGUST 2021

What pages do your users visit?

Page	Pageviews
/	21,188
/emergency/page/covi...navirus-information	4,912
/building/webform/citi...ice-building-services	3,304
/building/page/citizen-self-service	2,995
/community/page/red-tide-information	2,500
/community/page/beach-access	2,270
/watersewer/page/customer-service	2,009
/business/page/vacation-rentals	1,722
/finance/page/online-payments	1,704
/building/page/permitting-information	1,500
Aug 1, 2021 - Aug 31, 2021 ▼	<a href="#">PAGES</a>