

Information Technology Department Report

September 2021 Update

IT Projects, Goals, and Objectives	Start	Estimated End	Status
Support all networks, network devices, telecommunications, communications and software City wide.		Ongoing	<p>475 helpdesk tickets were submitted in September, 2021.</p> <p><i>It averaged out to 25 Help tickets per business day.</i></p> <p>4802 tickets (2018)</p> <p>5695 tickets (2019)</p> <p>5175 tickets (2020)</p> <p>3960 tickets (2021)</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. <u>COMPLETED</u> Assessing current storage and future needs. Implementing campus wide WiFi upgrade, completed in building upgrades, work is being done to exterior.
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"> FY21 Refresh 20 Laptops FY20 Refresh 45 Workstations FY19 Refresh 35 Workstations

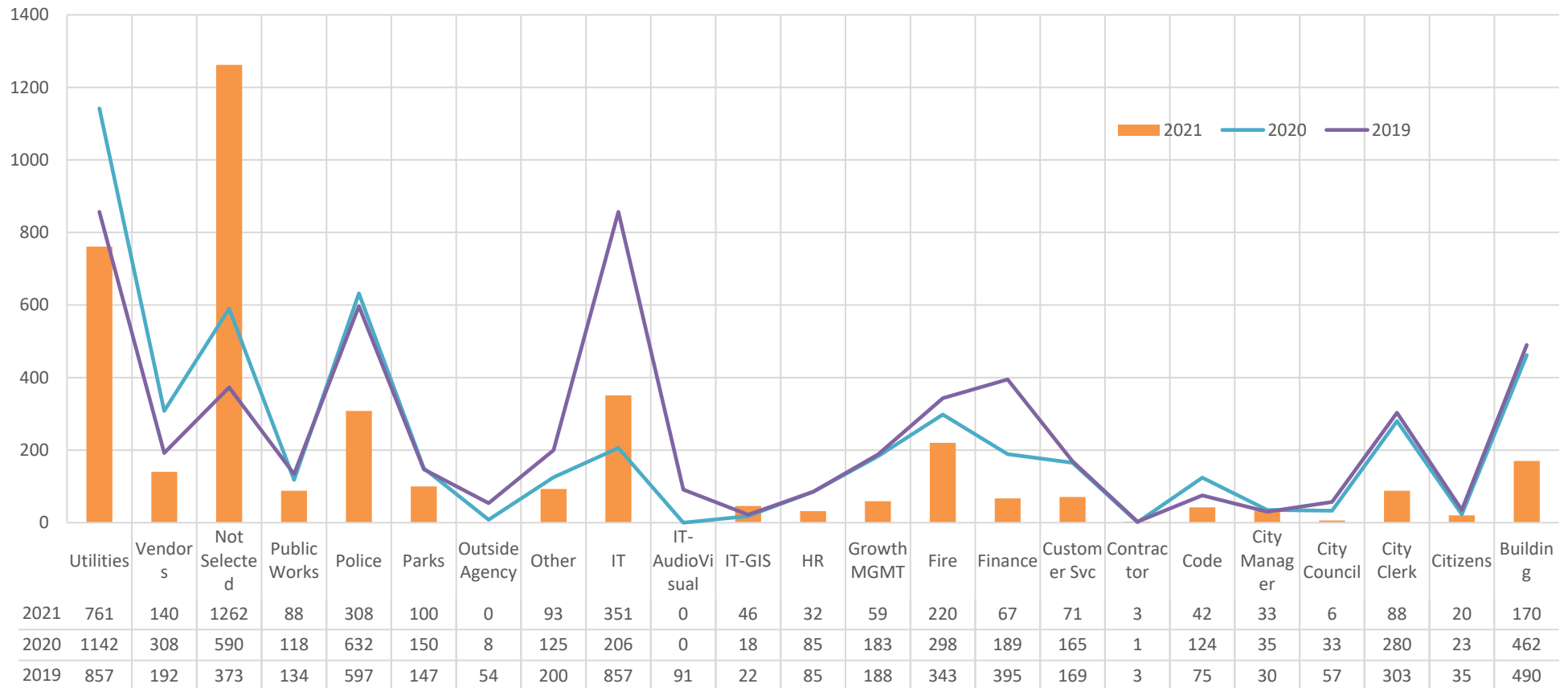
Switch Upgrades	06/20	Ongoing	<ul style="list-style-type: none"> Continued progress, annex install complete, proposed upgrade at police station.
-----------------	-------	---------	---

IT Projects, Goals, and Objectives	Estimated Start	Estimated End	Status
Annex Building Network Logistics	01/21	08/21	<ul style="list-style-type: none"> Building network and wiring completed. Internal Building WiFi completed. Ready to move employee's, technology wise.

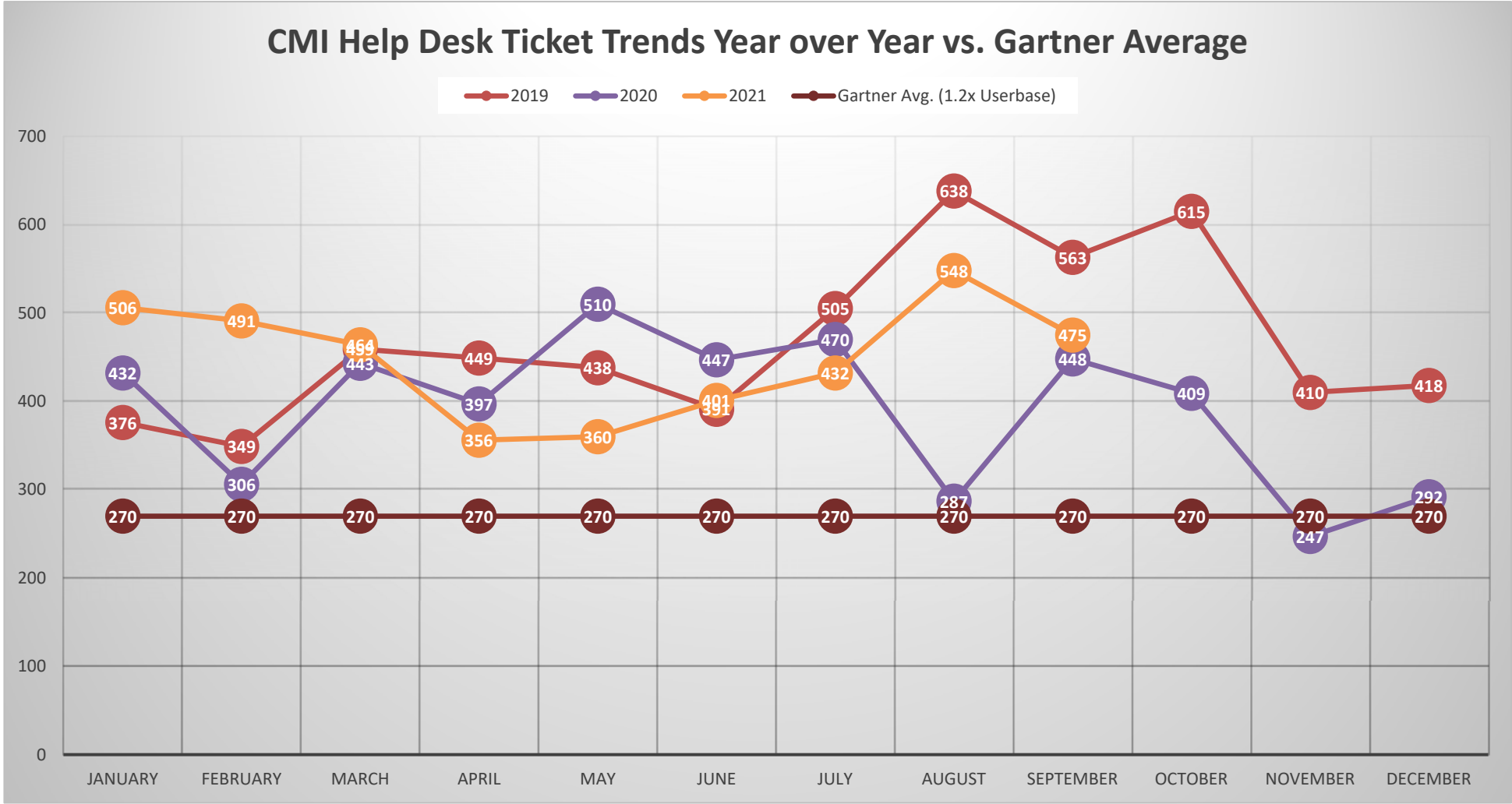
IT Help Desk Ticket Breakdown by Department

(Period: 2019 thru 2021)

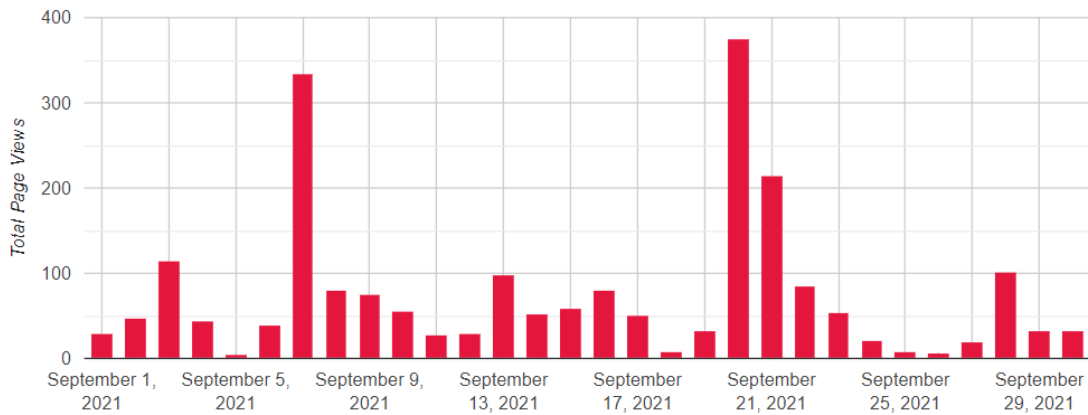
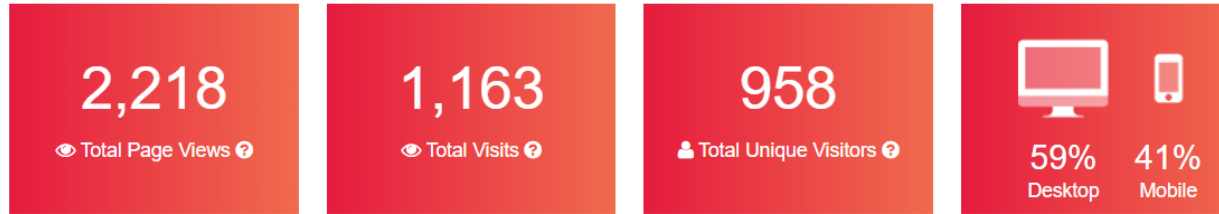
RECATEGORIZED - # HELP DESK TICKETS BY DEPT. TOTALS 2019 - 2020 - 2021



CMI Help Desk Ticket Trending – SEPTEMBER 2021



Granicus Site Visitor Statistics – Period: SEPTEMBER 2021



WHAT MEDIA YOUR CITIZENS ARE VIEWING

All Media
Live Events
Encoder Streams
On Demand Media

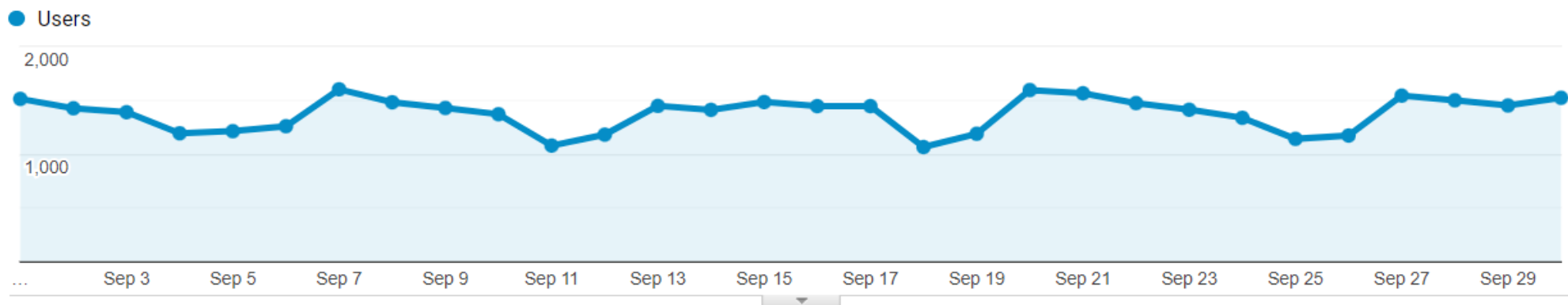
Filter by title

Media Title ?	Type ?	Total Views ?
Planning Board on 2021-09-03 9:00 AM	Archive	143
City Council on 2021-09-20 5:30 PM	Live event	116
City Council on 2021-09-20 5:30 PM	Archive	106
City Council on 2021-09-07 3:00 PM - Special-Called Meeting	Archive	91
City Council on 2021-09-07 5:30 PM	Archive	56
City Council on 2021-09-20 9:30 AM - Special-Called Meeting	Archive	48
Virtual Community Meeting 9-28-20	Archive	40
Waterways Advisory Committee on 2021-09-16 9:00 AM	Archive	38
Code Enforcement Magistrate on 2021-08-31 10:30 AM	Archive	33
Code Enforcement Magistrate on 2021-09-28 10:30 AM	Archive	30



CITYOFMARCOISLAND.COM
Internet Site Visitor Statistics – SEPTEMBER 2021

External Users –89,979 Page Views in SEPTEMBER 2021



Users

36,275

New Users

34,007

Sessions

44,437

Number of Sessions per User

1.23

Pageviews

89,979

Pages / Session

2.02

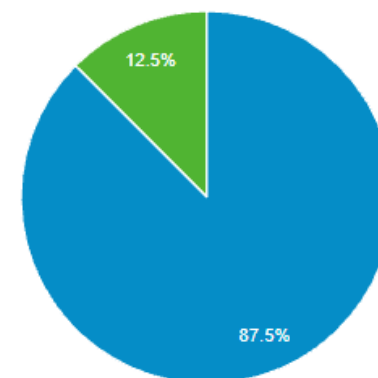
Avg. Session Duration

00:01:51

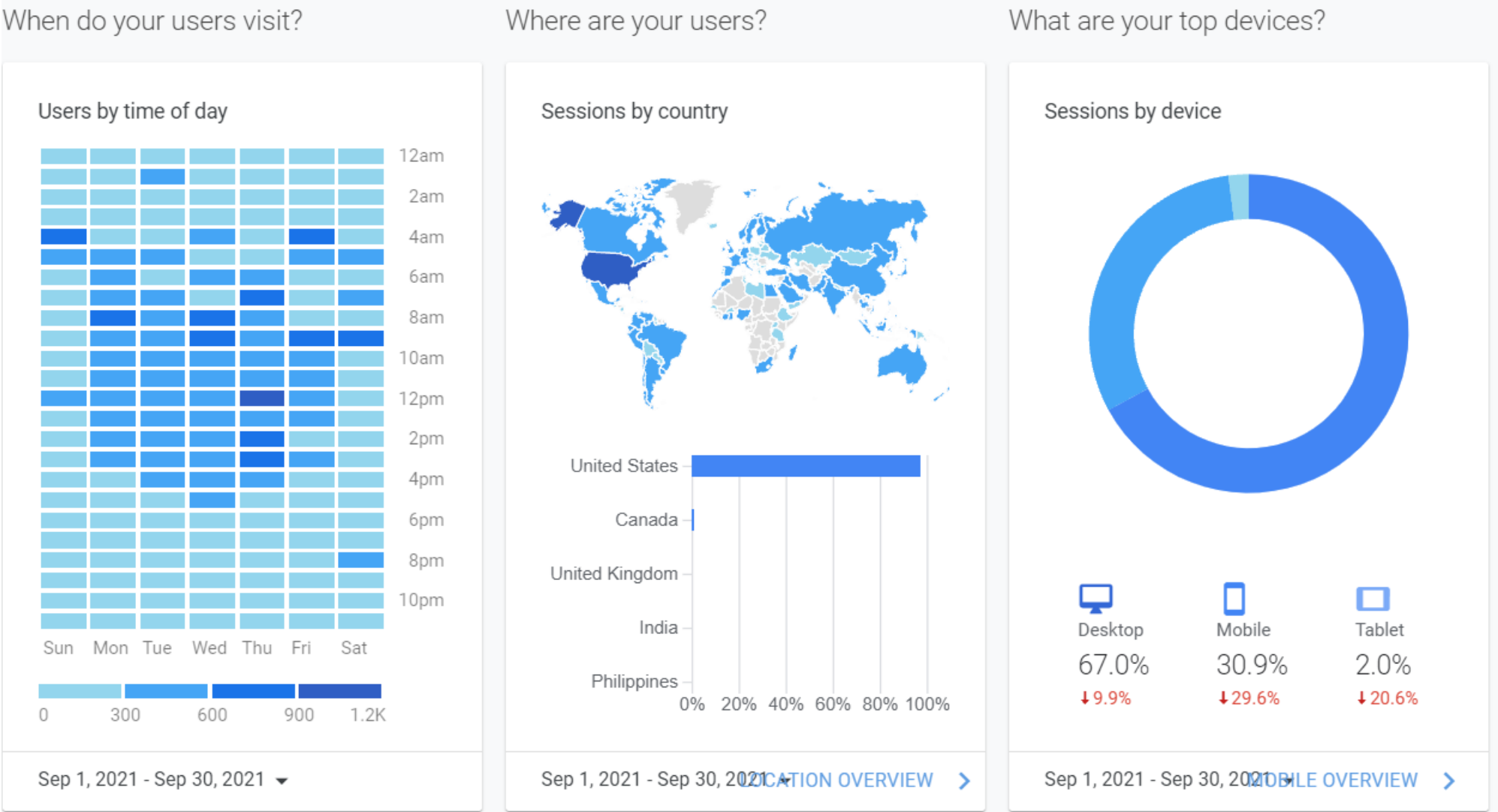
Bounce Rate

57.78%

■ New Visitor ■ Returning Visitor



Other Overall Website Statistics – SEPTEMBER 2021



10 Most Popular Pages - Website Statistics – SEPTEMBER 2021

What pages do your users visit?

Page	Pageviews
/	17,288
/building/webform/citi...ice-building-services	2,999
/building/page/citizen-self-service	2,628
/emergency/page/covi...navirus-information	1,950
/watersewer/page/customer-service	1,932
/finance/page/online-payments	1,628
/community/page/beach-access	1,465
/business/page/vacation-rentals	1,458
/building/page/permitting-information	1,299
/calendar	1,131
Sep 1, 2021 - Sep 30, 2021 ▼	PAGES