



**FY 2025**

# Information & Technology Year in Review

Director/Department Head  
Staff: Percento

Jason Weinstock

**Services & Service Levels:**

Maintain the operability of the City Network bridging 7 sites, 85 Users, 105 software applications, and 250 devices. A network uptime close to 100%, average ticket resolution/response 1 hour.

Provide support during City Council and Planning and Zoning Commission Meetings when in City Hall.

Department goal is 100% network uptime, 1 hour ticket reply/resolution during regular business hours, staying alert for Cyber Security changes in industry.

**FY 2025 Budget Highlights:**

What did it cost to provide the services at the desired levels mentioned above.

Total Software \$100,000

Percento cost \$88,515

Utilizing free or already paid for services like SharePoint to build inventory.

| <b>Projects:</b>               | <b>Start Date:</b> | <b>Completion Date:</b> | <b>Status:</b> | <b>Notes:</b> |
|--------------------------------|--------------------|-------------------------|----------------|---------------|
| • Development Services Project | 11/01/2023         | 07/01/2024              | Completed      |               |
| • Cell gateway                 | 10/01/2023         | 07/01/2024              | Completed      |               |

**Future:**

As we continue to grow, a part time administration assistant, upgrading free services to industry specific tools IE.. SharePoint to Manage Engine.

Surface replacements (Council tablets).