



## Department Report

**MEETING DATE:** March 16, 2026

**FROM:** Georges Bayard, Director, Information Technology

**SUBJECT:** Department of Information Technology – January-February 2026 Activity Report

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### DEPARTMENT HIGHLIGHTS

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The following report provides the highlights of activity within the Information Technology Department for the reporting period from January 1, 2026 – February 28, 2026.

1. The Council Chamber AV system upgrade was completed in time for the January 5, 2026 Council meeting.
2. Installation of the 135" high-definition direct view LED display in the Banquet Hall was completed on January 15, 2026.
3. The Design Discovery meeting for the migration of the City's public website to the new CivicPlus platform began on January 28, 2026, kicking off the design phase of the project. The tentative launch date for the new site is March 24, 2026.
4. Initial staff training for the City's new meeting agenda management software on the CivicPlus platform was held on January 22, 2026.
5. Implementation work continues on the iWorq software for the Public Works Department to manage vehicle maintenance.
6. Work continues in consultation with Info-Tech on development of a cybersecurity incident response plan, AI policy, Backup & Disaster Recovery Plan.
7. MyGovernmentOnline (MGO) project: Code Compliance, Business Tax Receipt (BTR) and Fire Inspection modules are in use, while the Permitting and Zoning modules are in final stages of configuration. Go Live is tentatively scheduled for the week of April 6, 2026.
8. Network equipment was received for the new Youth Center building. IT staff is overseeing the final installation by contractors of the building's network and security infrastructure.
9. Configuration of Exclaimer email signature management software was completed at the end of January. Now working on the final design and deployment to all City personnel.
10. Monthly KnowBe4 simulated phishing email test results:

**January** - Links clicked: 5; attachments opened: 1; QR codes scanned: 0. Phish-prone users (vulnerable to email phishing attacks): 3.23%, up from 1.09% in December.

**February** - Links clicked: 6; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to email phishing attacks): 3.11%, down from 3.23% in January.

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## SERVICE DESK REQUESTS

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### January 2026

DEPARTMENT	CURRENT PERIOD	FY 2026 YTD	FY 2026 BUDGET
Administration	7	36	-
Community & Recreation Services	2	19	-
Development & Neighborhood Svcs.	22	67	-
Finance	4	20	-
Fire Rescue	9	43	-
Information Technology	2	12	-
Public Works	3	8	-
Purchasing	0	2	-
Youth Programs	1	7	-
<b>Total Service Desk Requests</b>	<b>50</b>	<b>214</b>	<b>750</b>

### February 2026

DEPARTMENT	CURRENT PERIOD	FY 2026 YTD	FY 2026 BUDGET
Administration	18	54	-
Community & Recreation Services	1	20	-
Development & Neighborhood Svcs.	15	82	-
Finance	5	25	-
Fire Rescue	6	49	-
Information Technology	1	13	-
Public Works	4	12	-
Purchasing	0	2	-
Youth Programs	1	8	-
<b>Total Service Desk Requests</b>	<b>51</b>	<b>265</b>	<b>750</b>



# IT Department Monthly Activity Report - January, 2026

### Number of Total Tickets

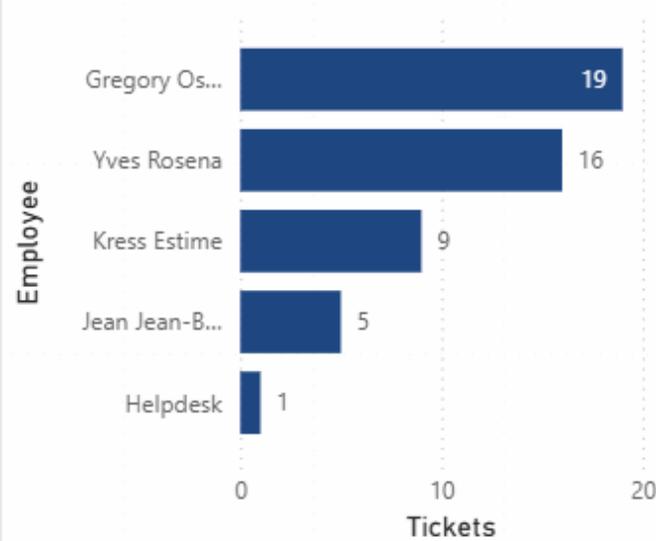
50

Tickets

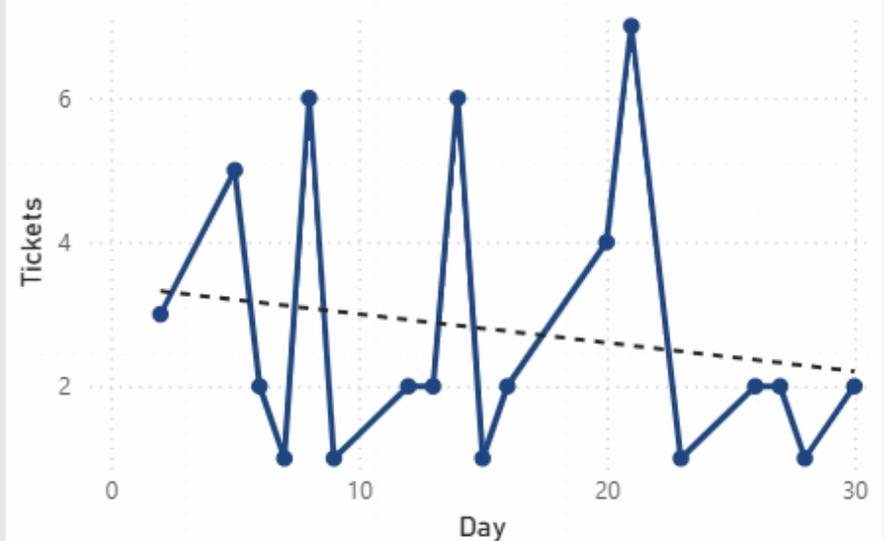
### Tickets Resolved



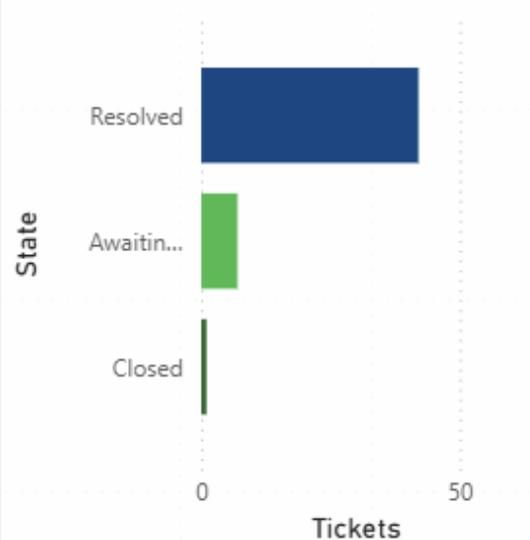
### Tickets by Employee



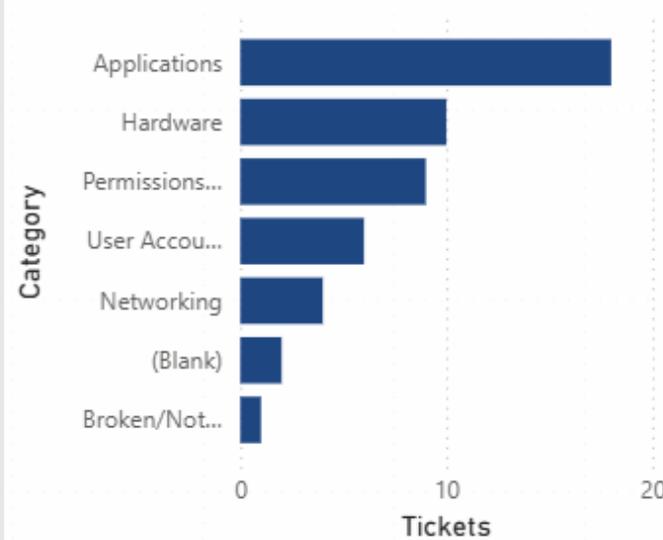
### Tickets by Day



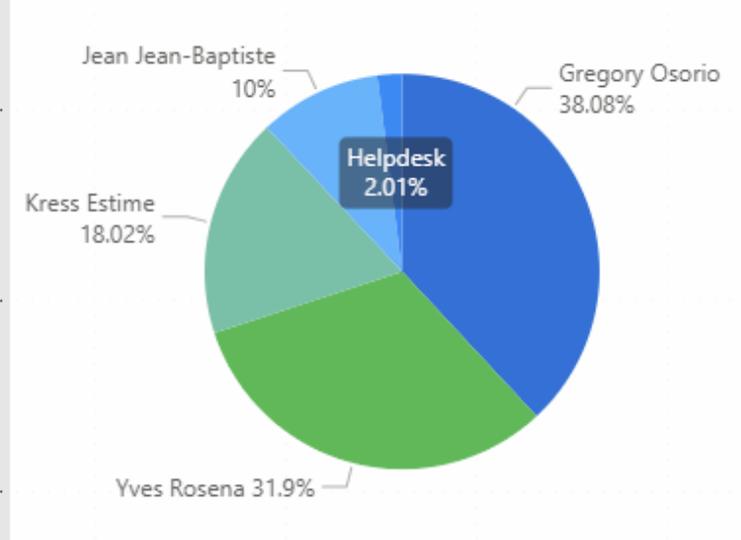
### Tickets by State



### Tickets by Category



### % of Tickets by Employee





# IT Department Monthly Activity Report - February, 2026

### Number of Total Tickets

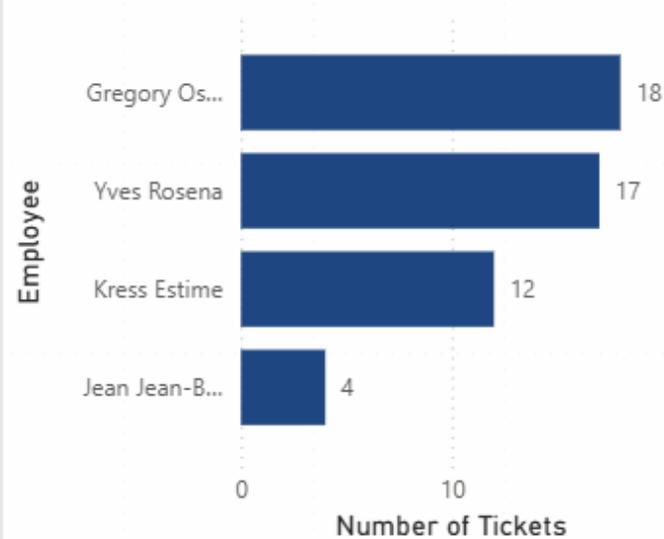
51

Tickets

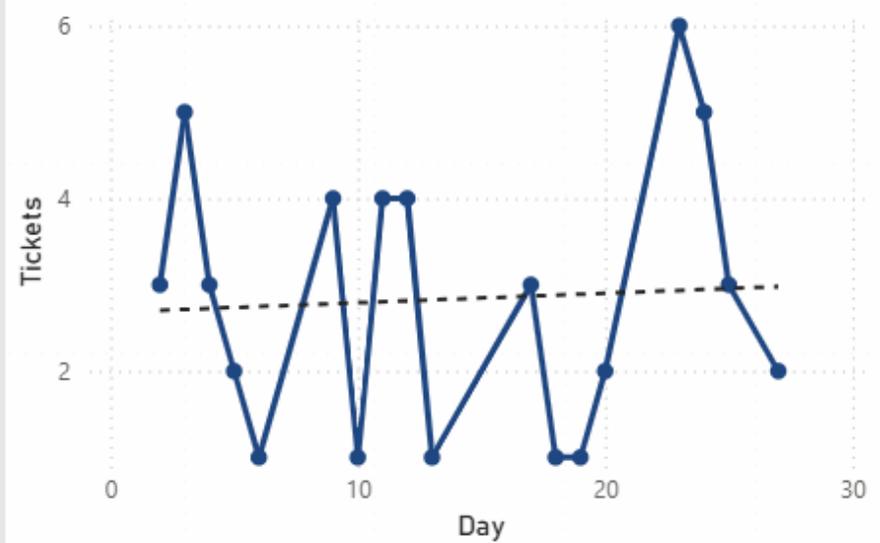
### Tickets Resolved



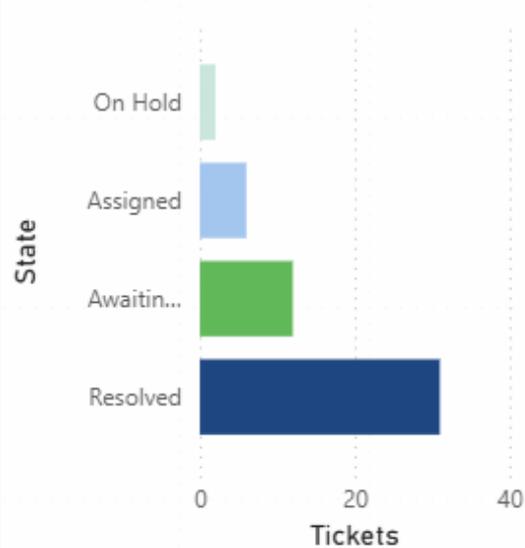
### Number of Tickets by Employee



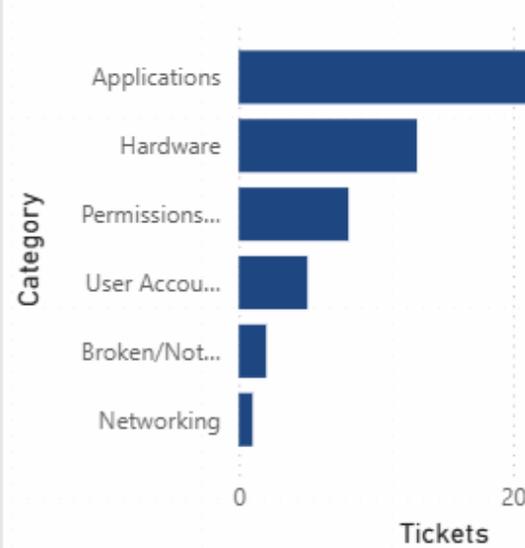
### Tickets by Day



### Tickets by State



### Tickets by Category



### % of Tickets by Employee

