



Department Report

MEETING DATE: March 17, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – January-February 2025 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from January 1, 2025 - February 28, 2025.

1. CIP 304-091 completed: Installed and configured new server computer hardware for the City's virtual server environment. All virtual servers were migrated, which completes the upgrade of the entire system after last year's data storage upgrade.
2. Completed the upgrade replacement of the City's primary data backup appliance.
3. Completed implementation of Tyler Payments for New World ERP, configured to pass credit card fees for payments made to the Finance department to the customer.
4. Began implementation of new credit card merchant accounts with Vermont Systems RecTrac, to pass credit card fees for payments to the CRS department to the customer.
5. MyGovernmentOnline implementation project continues with the Development & Neighborhood Services Department, to manage all Permitting, Planning & Zoning, Code Enforcement and BTR activities. Staged Go-Live is planned to start June 1, 2025.
6. Training for EasyVote EasyCampaignFinance is complete. City Clerk is configuring the system prior to making it available for use.
7. Solarwinds Service Desk for the Vehicle Maintenance division of Public Works went live.
8. Advanced cybersecurity awareness training completed by all IT personnel, directors, and staff with access to highly sensitive information.
9. Monthly KnowBe4 simulated phishing test results:
 - a. **January:** Links clicked: 5; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 2.75%, down from 3.31% during the previous month's campaign.
 - b. **February:** Links clicked: 5; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 2.75%, down from 3.31% during the previous month's campaign.

While the use of Artificial Intelligence (AI) in current real phishing campaigns significantly increases the effectiveness of attackers' messaging, the overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. Users who take potentially dangerous actions will continue to be assigned remedial training to reinforce the secure handling of emails.

SERVICE DESK REQUESTS

January 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	18	41	-
Community & Recreation Services	8	24	-
Development & Neighborhood Svcs.	9	35	-
Finance	3	16	-
Fire Rescue	6	20	-
Information Technology	6	18	-
Public Works	4	13	-
Purchasing	4	5	-
Youth Programs	4	24	-
Total Service Desk Requests	62	196	800

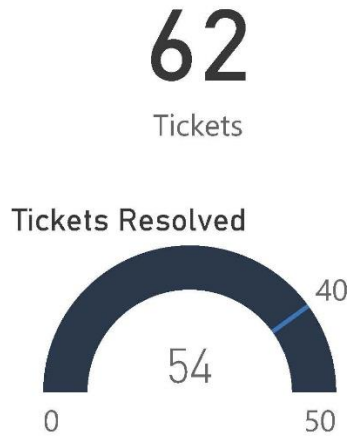
February 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	24	65	-
Community & Recreation Services	7	31	-
Development & Neighborhood Svcs.	7	42	-
Finance	2	18	-
Fire Rescue	4	24	-
Information Technology	4	22	-
Public Works	4	17	-
Purchasing	2	7	-
Youth Programs	4	28	-
Total Service Desk Requests	58	254	800

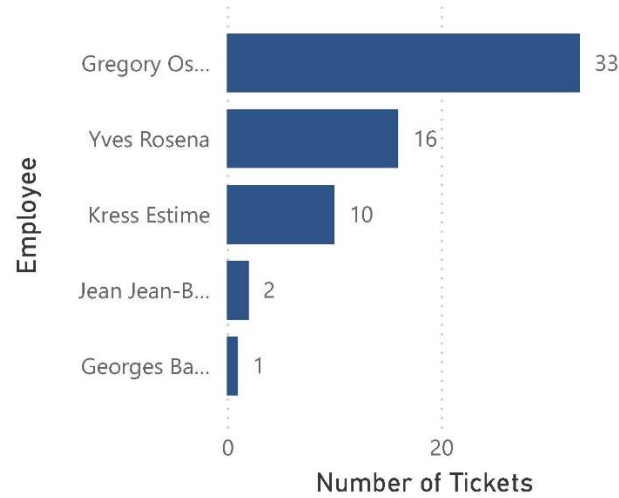


IT Department Monthly Activity Report - January, 2025

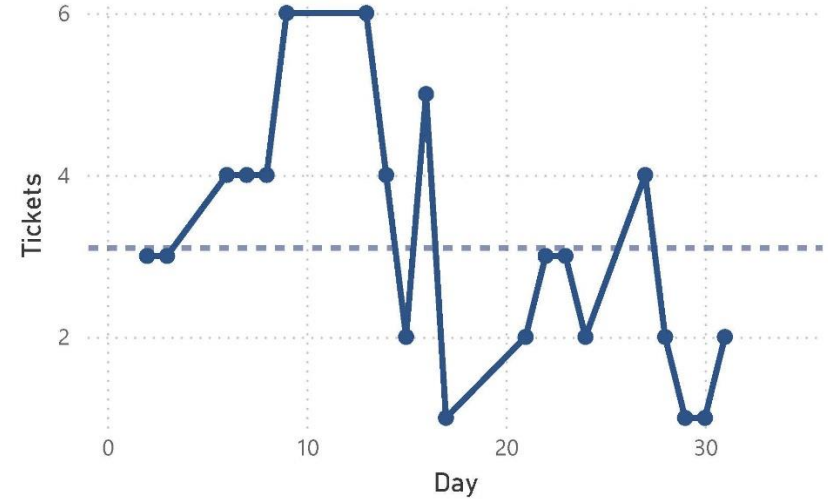
Number of Total Tickets



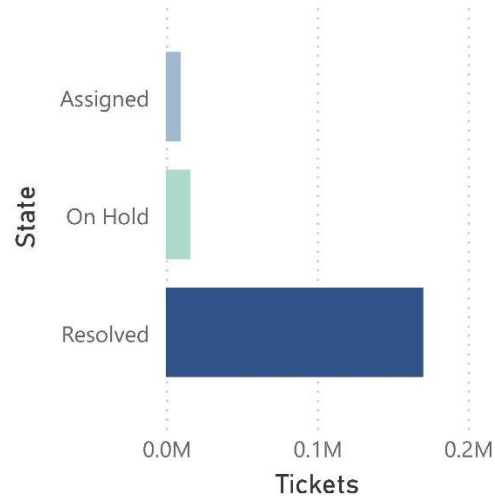
Number of Tickets by Employee



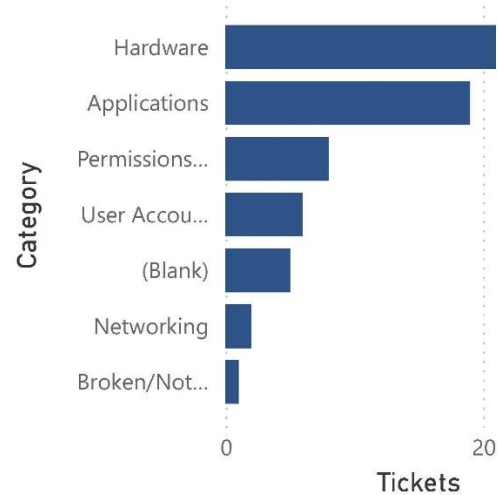
Tickets by Day



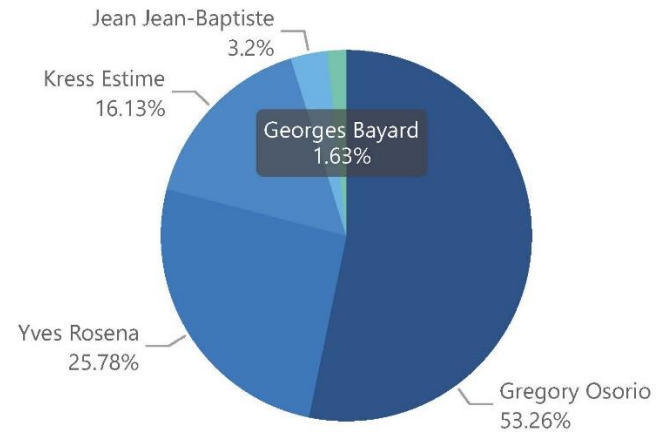
Tickets by State



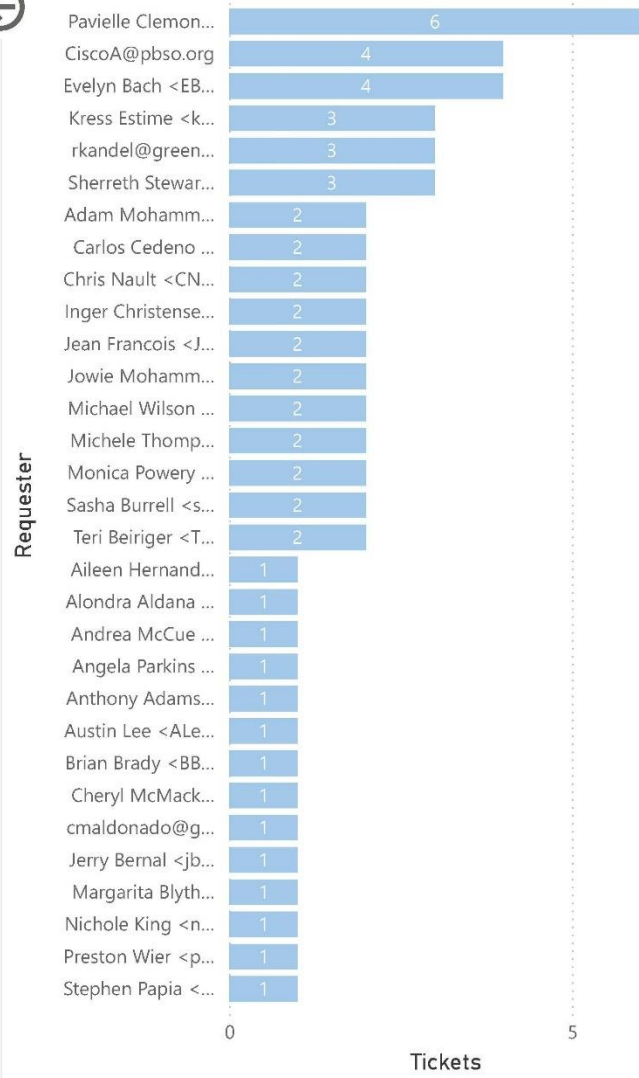
Tickets by Category



% of Tickets by Employee



Tickets by Requester

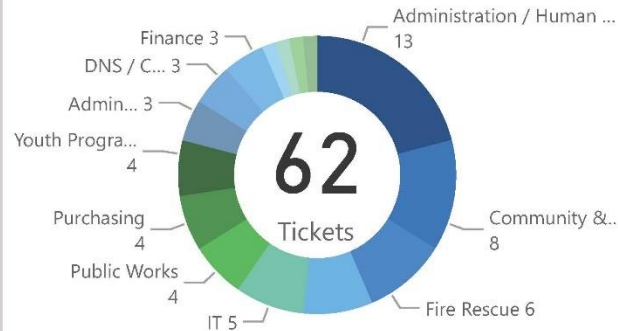


Requester
35

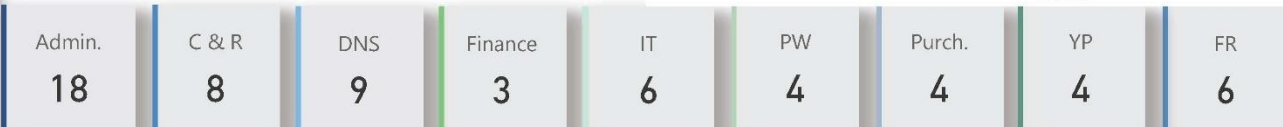
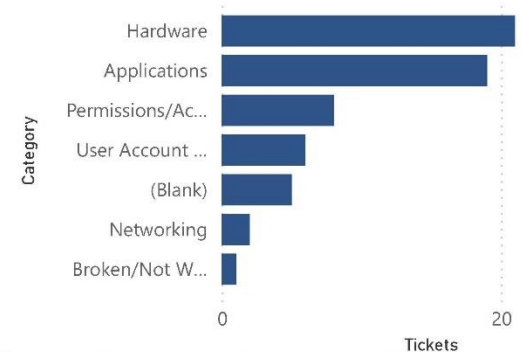
Categories
7

Departments
16

Tickets by Department



Tickets by Category



Tickets by Subcategory



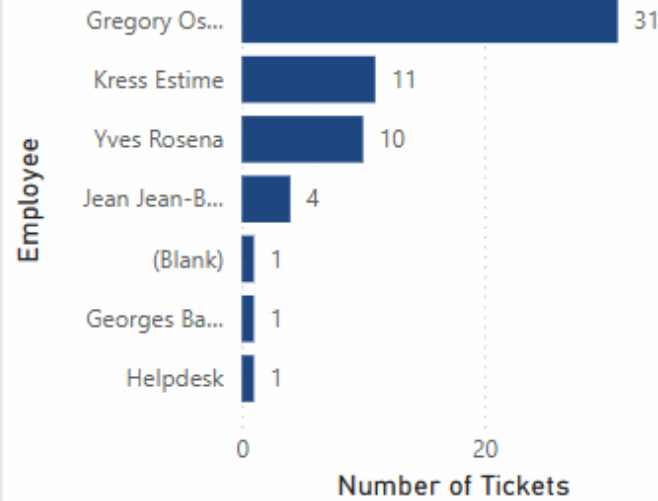


IT Department Monthly Activity Report - February, 2025

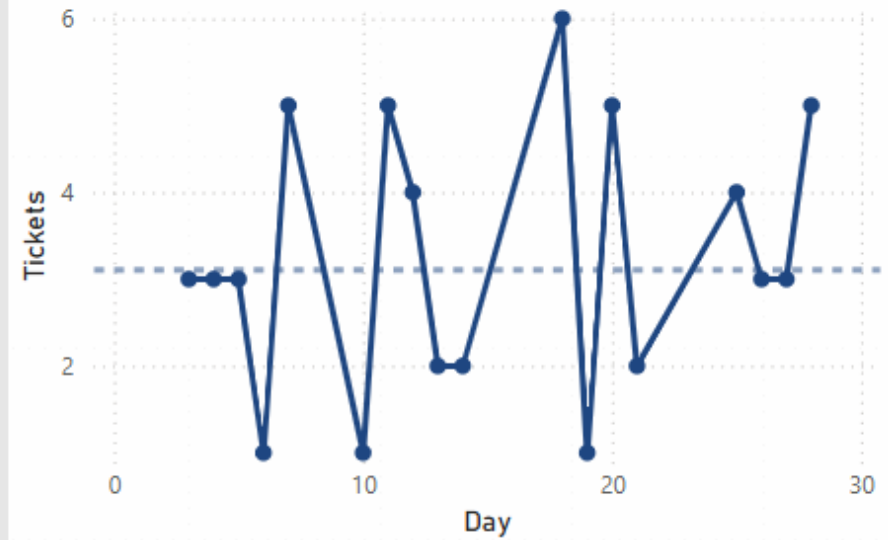
Number of Total Tickets

58
Tickets

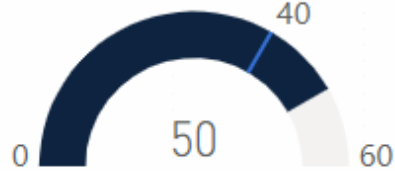
Number of Tickets by Employee



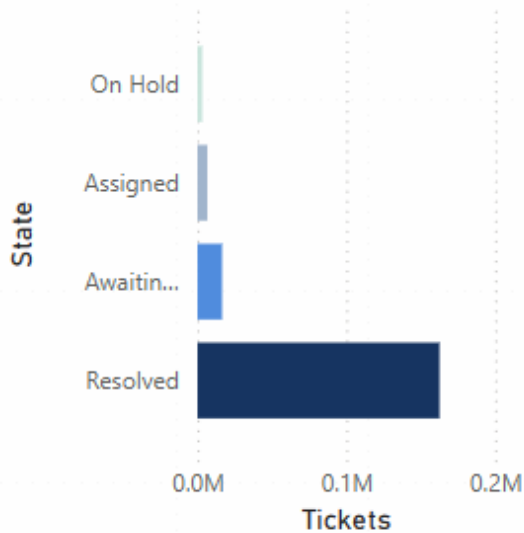
Tickets by Day



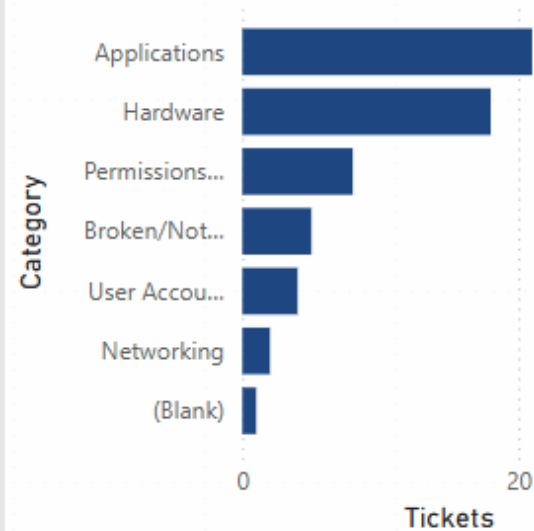
Tickets Resolved



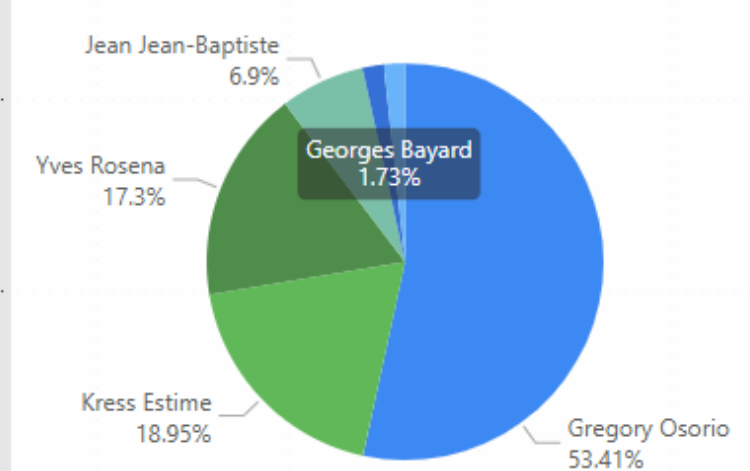
Tickets by State



Tickets by Category



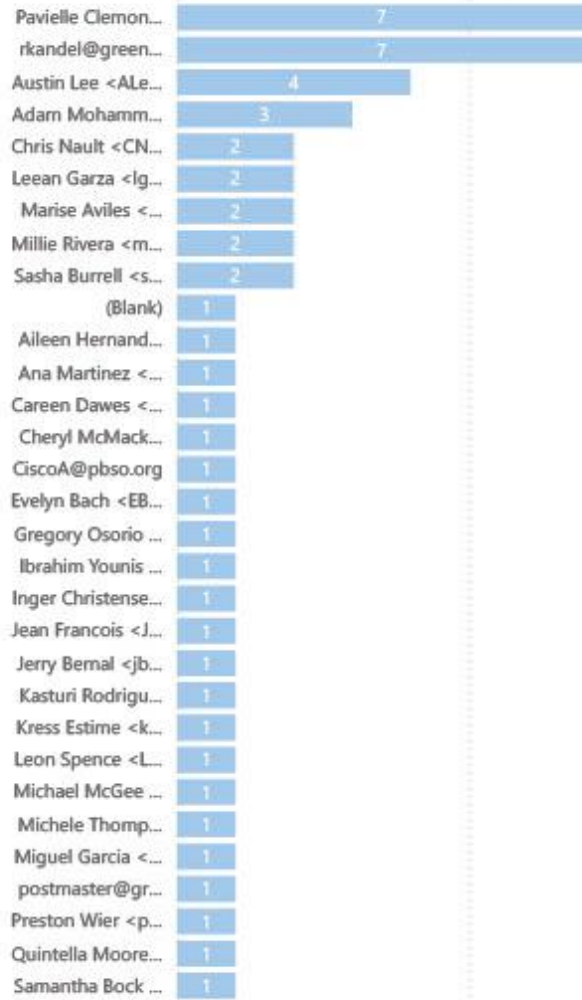
% of Tickets by Employee



Tickets by Requester



Requester



0 Tickets 5

Requesters

37

Categories

7

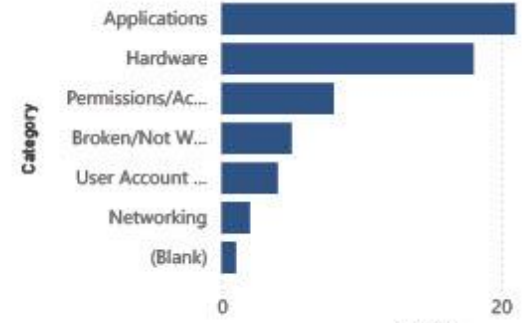
Departments

15

Tickets by Department



Tickets by Category



Tickets by Subcategory

