



Department Report

MEETING DATE: October 20th, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology - September 2025 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from September 1, 2025 - September 30, 2025.

1. Working with vendor assistance on the project to build and deploy the City's new Intranet website, based on Microsoft SharePoint. This new intranet is expected to provide improved collaboration capabilities and easy access to a variety of tools such as AI and process automation, in addition to being the centralized private network hub where employees can access the information, resources, and tools they need to do their jobs.
 2. Completed deployment of new network firewall appliances, to replace the aging primary security hardware components that are protecting the City's data resources from external access.
 3. Finalizing the network segmentation project for the Municipal Complex, to separate workstations and critical equipment - e.g. servers and switches - into distinct sub-networks, a best practice adding another security layer to the City's information systems.
 4. Arranged meeting with AVI-SPL, the vendor who will be performing the upgrade to Council Chamber AV system and the Banquet Hall display, with the EOC Design/Building team, to begin identifying the Audiovisual technology requirements and potential design for the new building.
 5. The MyGovernmentOnline (MGO) implementation project continues with the DNS Department, to manage all Permitting, Planning & Zoning, Code Compliance and Business Tax Receipts (BTRs) activities. The Go-Live for the BTR and Fire Inspection modules is expected to take place by October 1, to be followed by the additional modules.
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SERVICE DESK REQUESTS

September 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	12	166	-
Community & Recreation Services	10	81	-
Development & Neighborhood Svcs.	13	110	-
Finance	1	54	-
Fire Rescue	5	80	-
Information Technology	1	36	-
Public Works	2	46	-
Purchasing	2	19	-
Youth Programs	3	61	-
Total Service Desk Requests	49	653	800



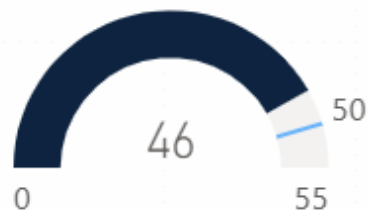
IT Department Monthly Activity Report - September, 2025

Number of Total Tickets

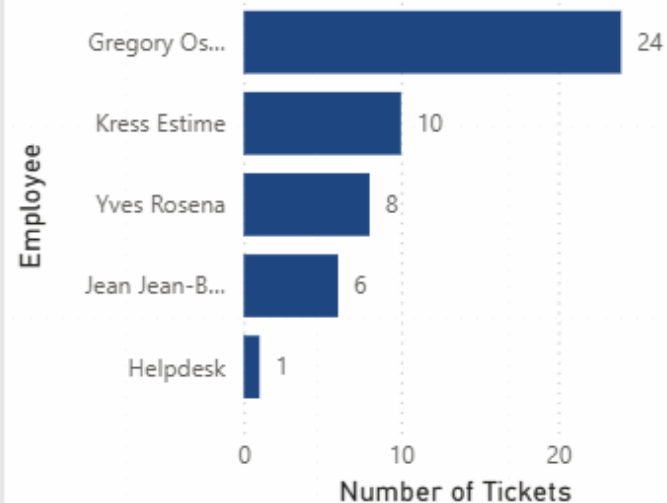
49

Tickets

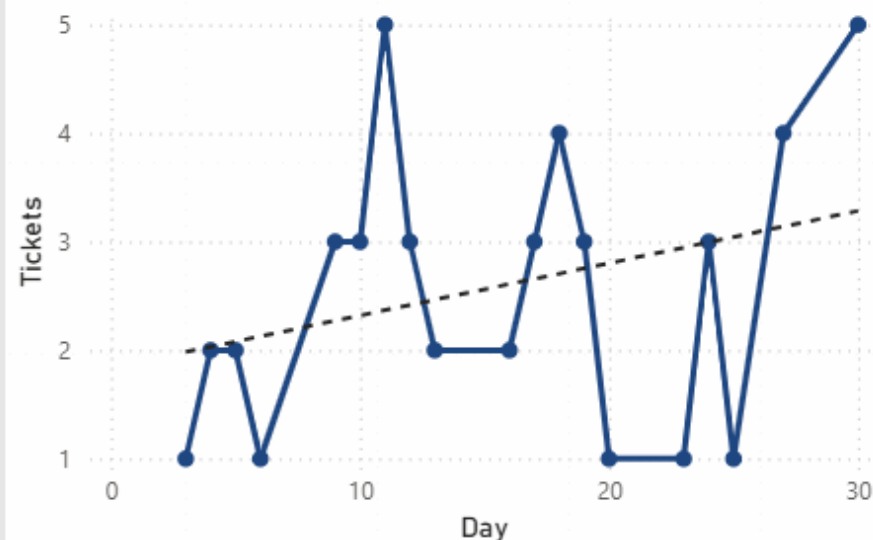
Tickets Resolved



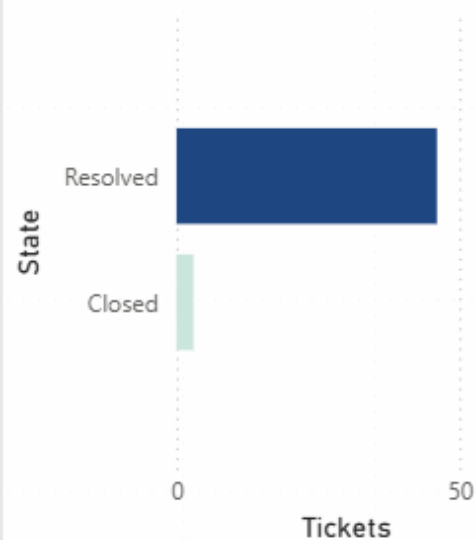
Number of Tickets by Employee



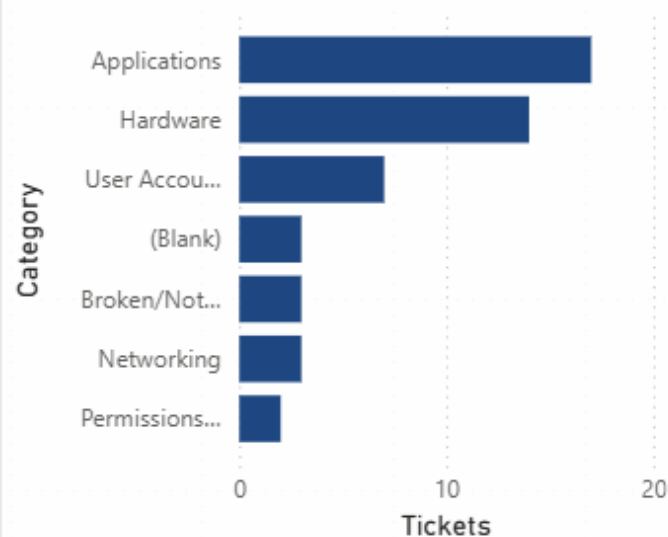
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee

