Department Report

MEETING DATE: December 1st, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology - October 2025 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from October 1, 2025 – October 31, 2025.

1. October was Cybersecurity Awareness Month, with annual mandatory training assigned to all City computer system users. This year had a focus on Artificial Intelligence (AI), due to the significant increase in the use of this powerful technology by malicious actors to generate increasingly effective attack campaigns.
2. Completed work with vendor 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. The site is built and departments are completing development of their respective pages.
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. Kicked off the project to upgrade to Council Chamber AV system and the Banquet Hall display. Awaiting system design plans and an equipment procurement update prior to scheduling the work.
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. Onsite training sessions were provided by the vendor; Code Compliance is now using the software, with BTRs and Fire Inspections on hold due to the unexpected need to contract with a new credit card payment processing firm, which requires a weeks-long application and implementation process. Modules for Permitting and Zoning are currently in the configuration stage and are expected to be deployed in the next few weeks.

SERVICE DESK REQUESTS

October 2025

DEPARTMENT	CURRENT PERIOD	FY 2026 YTD	FY 2026 BUDGET
Administration	11	11	-
Community & Recreation Services	6	6	-
Development & Neighborhood Svcs.	20	20	-
Finance	7	7	-
Fire Rescue	9	9	-
Information Technology	3	3	-
Public Works	4	4	-
Purchasing	1	1	-
Youth Programs	3	3	-
Total Service Desk Requests	**64**	**64**	**750**

IT Department Monthly Activity Report - October, 2025

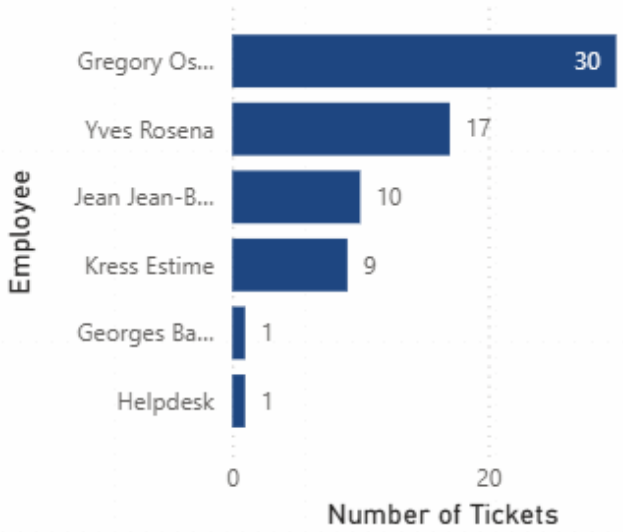
Number of Total Tickets

68

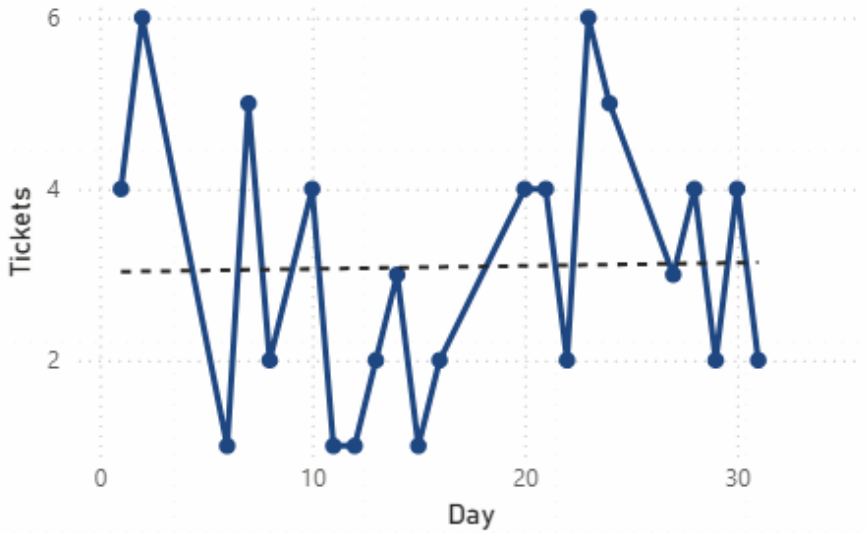
Tickets

Tickets Resolved

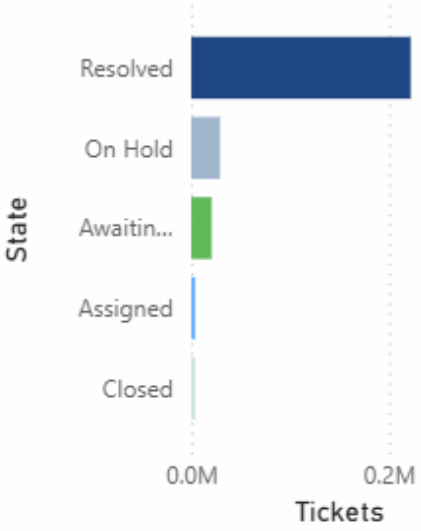
Number of Tickets by Employee



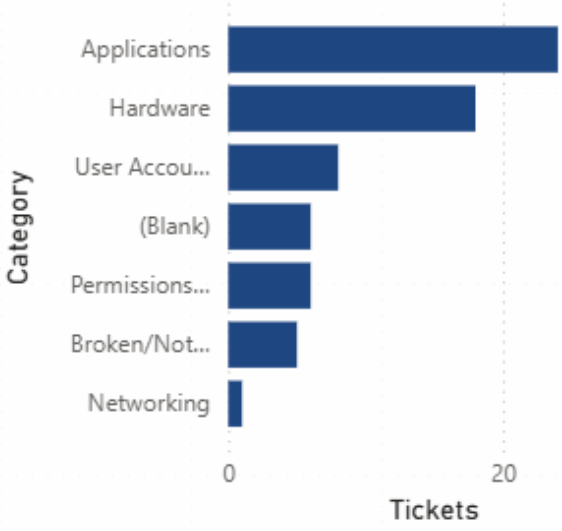
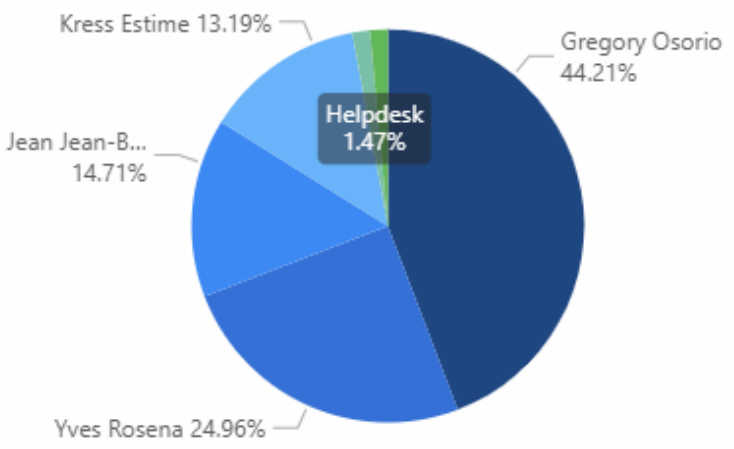
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee