Department Report

MEETING DATE: June 16th, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – May 2025 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. Kicked off deployment of new on-premise ArcGIS Enterprise server environment, to expand the City's capabilities from the current cloud-based ArcGIS Online. The objective is to identify use cases throughout the City's departments and produce Geographical Information Systems (GIS)-based workflows and processes to increase automation and improve services and access to information for constituents.
2. Continuing configuration of new network firewall appliances, to replace the primary security hardware components that are protecting the City's data resources.
3. Continuing 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. The MyGovernmentOnline implementation project continues with the Development & Neighborhood Services Department, to manage all Permitting, Planning & Zoning, Code Compliance and Business Tax Receipts (BTRs) activities. Integration with Tyler New World ERP through Tyler Payments system is in progress. Go-Live for BTRs is planned for July 1, 2025, in time for this year's renewal period, to be followed closely by Code Compliance and Fire Inspections, then by Planning & Zoning and Permitting.
5. Monthly KnowBe4 simulated phishing email test results:

   Links clicked: 3; attachments opened: 1; QR codes scanned: 1. Phish-prone users (vulnerable to email phishing attacks): 2.73%, down from 2.75% during the previous completed 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 encourage the secure handling of emails.

SERVICE DESK REQUESTS

May 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	16	116	-
Community & Recreation Services	1	40	-
Development & Neighborhood Svcs.	10	66	-
Finance	8	32	-
Fire Rescue	3	47	-
Information Technology	3	30	-
Public Works	4	36	-
Purchasing	1	11	-
Youth Programs	3	39	-
Total Service Desk Requests	**49**	**417**	**800**

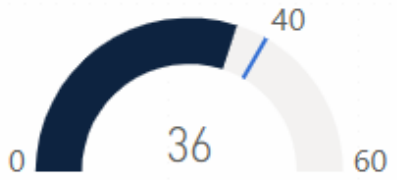
IT Department Monthly Activity Report - May, 2025

Number of Total Tickets

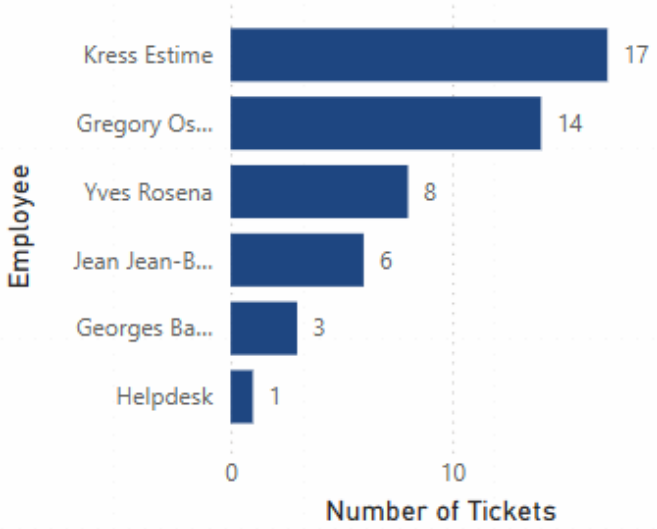
49

Total Tickets

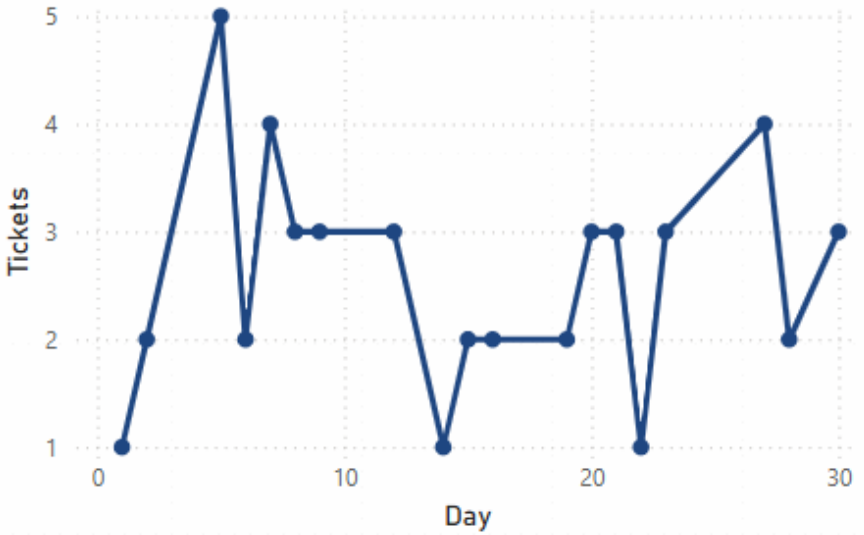
Tickets Resolved



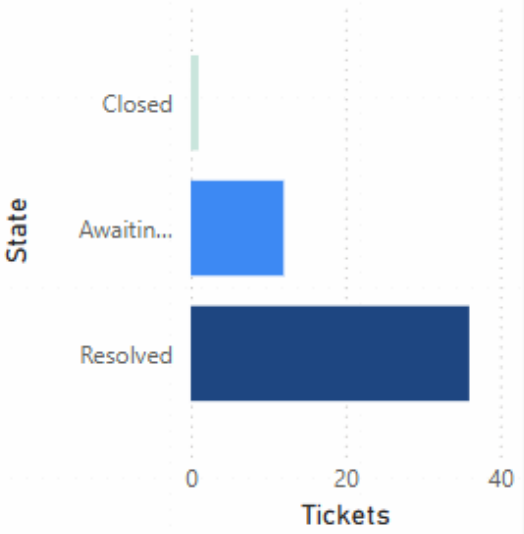
Number of Tickets by Employee



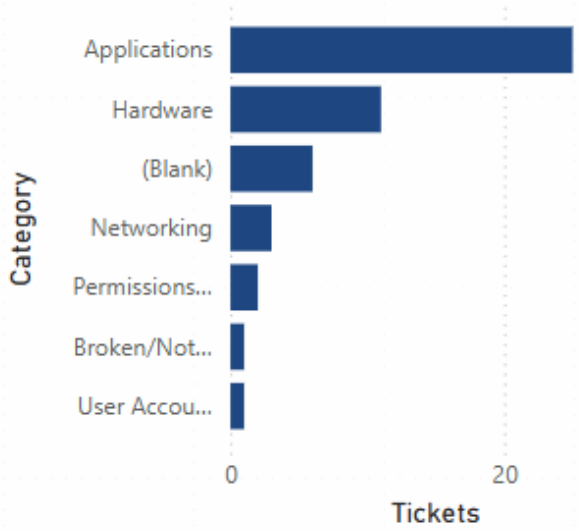
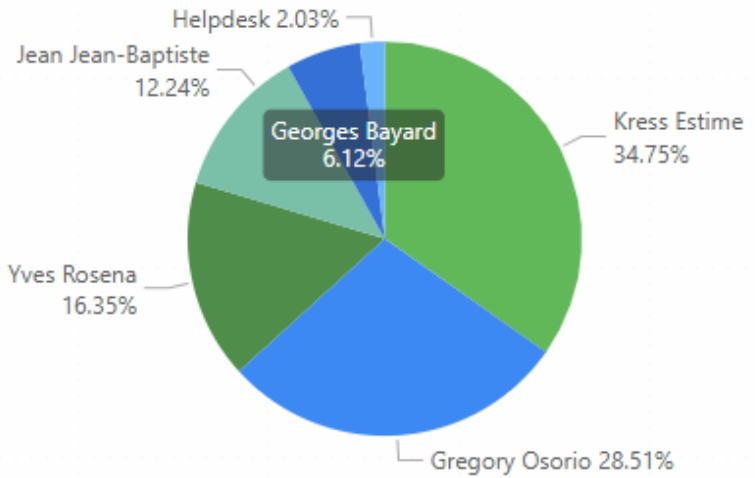
Tickets by Day



Tickets by State



Tickets by Category



Tickets by Employee