



## Department Report

**MEETING DATE:** January 5, 2026

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

**SUBJECT:** Department of Information Technology - November 2025 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 November 1, 2025 – November 31, 2025.

1. Installation work on the Council Chamber AV system upgrade is scheduled to start on 12/17/2025. All work is expected to be complete by the January 5, 2026 Council meeting.
  2. Installation work on the Banquet Hall display upgrade is scheduled to start the week of 12/17/2025. All work is expected to be complete before the end of the year.
  3. Kicked off the project to migrate the City's public website to the CivicPlus platform. The new site is expected to go live in March 2026.
  4. Kicked off the project to migrate the City's meeting agenda management software to the CivicPlus platform, for the City Clerk's office. Tentative Go-Live is February-March 2026.
  5. Kicked off the implementation project for iWorq software for the Public Works Department to manage vehicle maintenance. Tentative Go-Live is late January 2026.
  6. Began working with advisory service Info-Tech to develop and implement a detailed cybersecurity incident response plan, AI policy, IT Strategy & Operations Roadmap and other items, to help the IT Department improve its level of service and preparedness.
  7. 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 Code Compliance, Fire Inspection and BTR modules are in use, with some issues still being addressed in the latter. Modules for Permitting and Zoning are currently in the configuration stage and are expected to be deployed in the next few weeks.
  8. Monthly KnowBe4 simulated phishing email test results:  
Links clicked: 2; attachments opened: 0; QR codes scanned: 0.  
Phish-prone users (vulnerable to email phishing attacks): 1.09%, down from 5.29% during the previous month's campaign.
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## SERVICE DESK REQUESTS

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### November 2025

DEPARTMENT	CURRENT PERIOD	FY 2026 YTD	FY 2026 BUDGET
Administration	9	20	-
Community & Recreation Services	8	14	-
Development & Neighborhood Svcs.	12	32	-
Finance	2	9	-
Fire Rescue	8	17	-
Information Technology	4	7	-
Public Works	0	4	-
Purchasing	1	2	-
Youth Programs	1	4	-
<b>Total Service Desk Requests</b>	<b>45</b>	<b>109</b>	<b>750</b>



## IT Department Monthly Activity Report - November, 2025

Number of Total Tickets

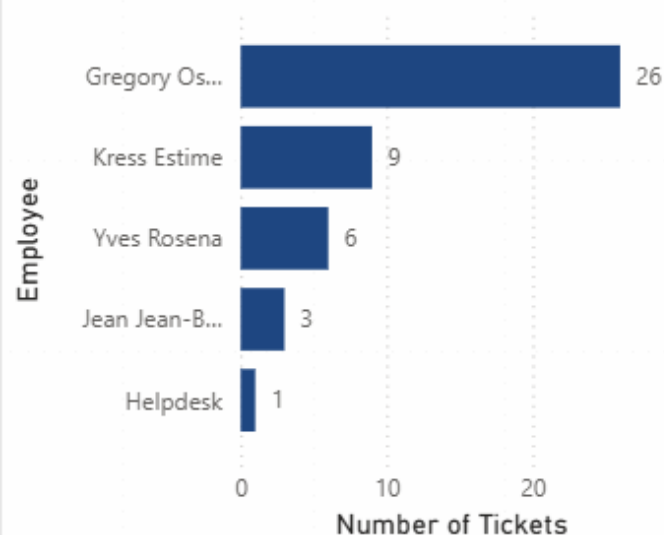
45

Tickets

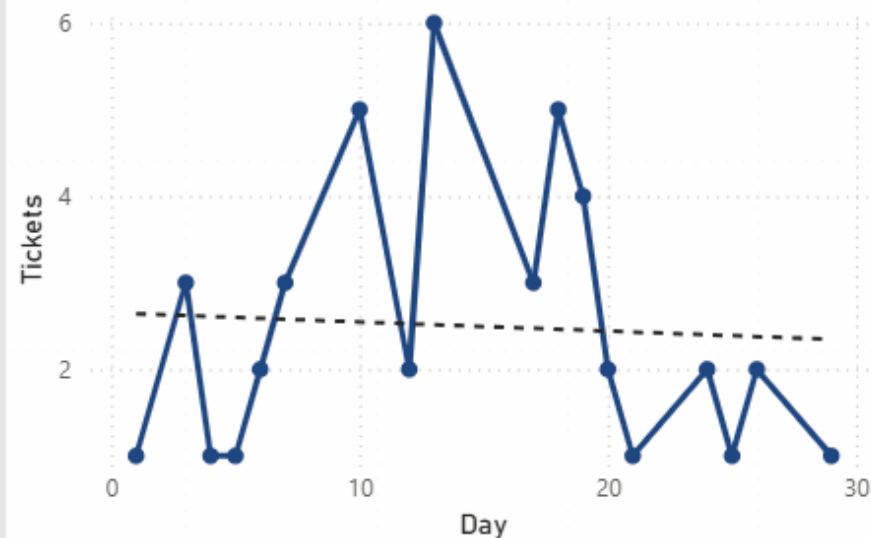
Tickets Resolved



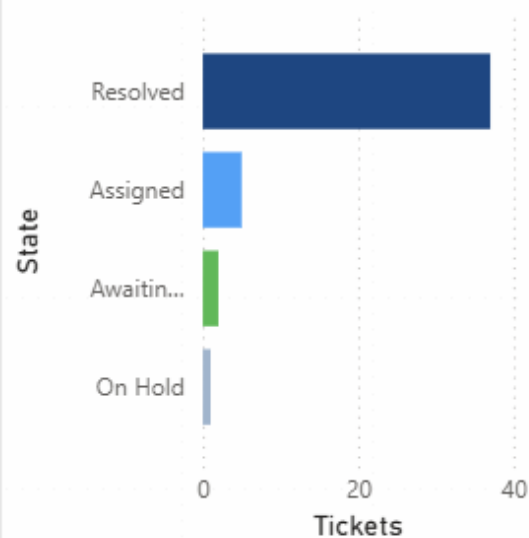
Number of Tickets by Employee



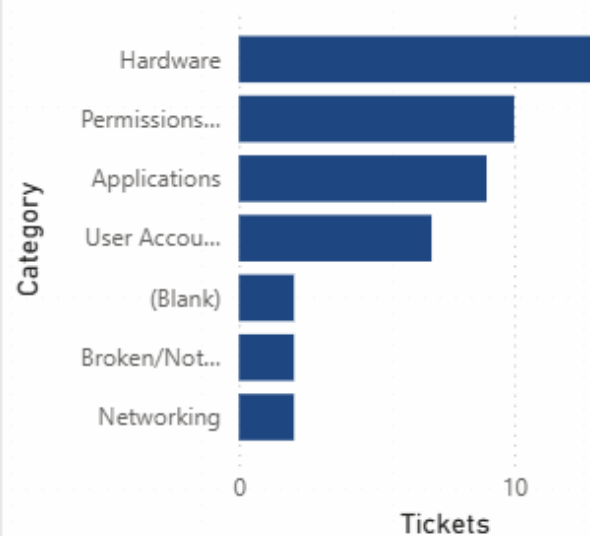
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee

