



Department Report

MEETING DATE: May 19th, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – April 2025 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. Installed new security cameras to monitor activity at the new fence on Chickasaw Rd bordering the Briarwood mobile home park, which suffered willful damage not long after installation.
 2. Began 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. 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 for early summer this year.
 5. Conducted site visits and responded to questions for RFP 25-004 AV System Upgrade and Equipment Replacement, to replace aging hardware in the Council Chamber and Community Center banquet hall.
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SERVICE DESK REQUESTS

April 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	21	100	-
Community & Recreation Services	4	39	-
Development & Neighborhood Svcs.	6	56	-
Finance	4	24	-
Fire Rescue	12	44	-
Information Technology	4	27	-
Public Works	4	32	-
Purchasing	2	10	-
Youth Programs	2	36	-
Total Service Desk Requests	59	368	800



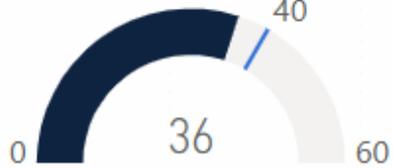
IT Department Monthly Activity Report - April, 2025

Number of Total Tickets

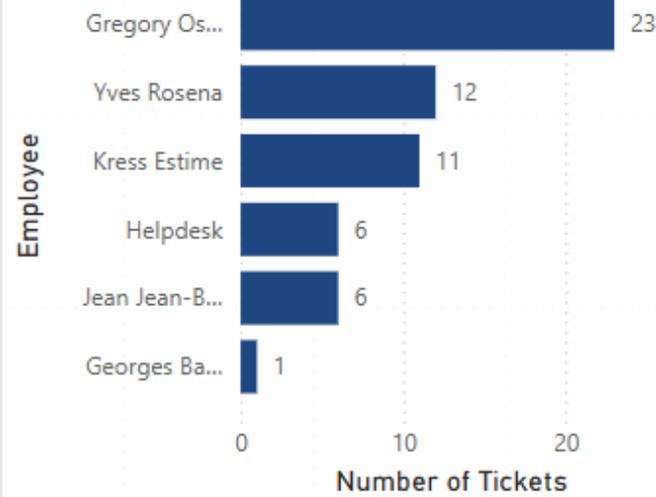
59

Total Tickets

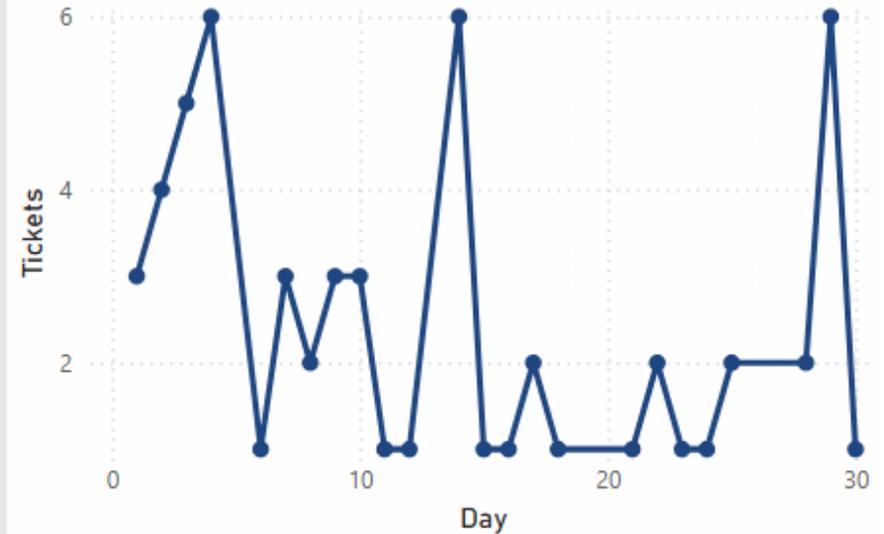
Tickets Resolved



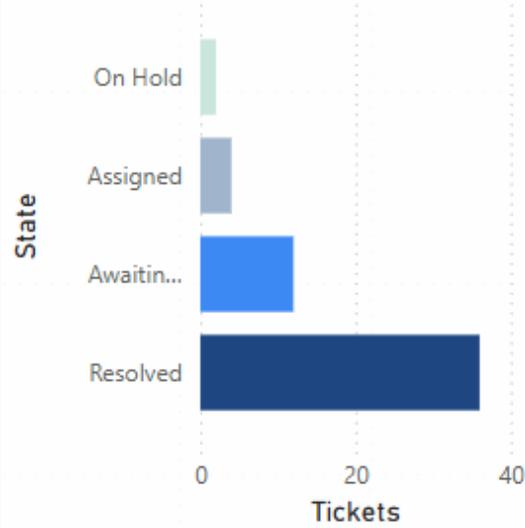
Number of Tickets by Employee



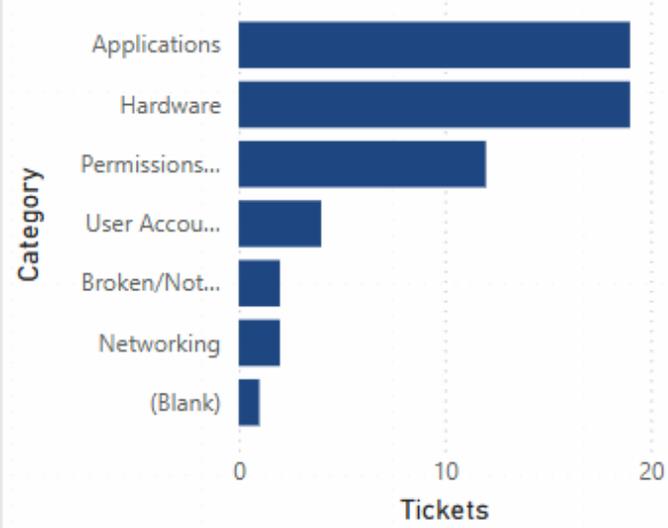
Tickets by Day



Tickets by State



Tickets by Category



Tickets by Employee

