Department Report

MEETING DATE: December 16th, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – December 2024 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from November 1 - November 30, 2024.

1. Kicked off the implementation project for the MyGovernmentOnline software with the Development & Neighborhood Services Department, to manage all Permitting, Planning & Zoning, Code Enforcement and BTR activities. The estimated timeframe is for a staged Go-Live in early summer 2025.
2. Kicked off implementation of the EasyVote EasyCampaignFinance module, to automate the filing and management of the necessary forms for candidate eligibility and campaign finance reporting.
3. Completed the planned upgrade of 48 security cameras throughout the City's buildings and parks, bringing the system back to 100% functionality.
4. Development of paperless processes for requisitions and purchase orders, and for Purchasing card ("P-card") reconciliations is still proceeding. The objective is to automate as much as possible the generation of these documents and their storage in the appropriate locations in the Laserfiche document management system.
5. Implementation of Solarwinds Service Desk for the Vehicle Maintenance division of Public Works is proceeding and is expected to go live before the end of the year.
6. Implementation of the Keeper Security password management system for all City users is proceeding. It will provide capability to securely store application and web site credentials, and to share and reassign them as needed. It will also provide a Family Plan at no charge to all employees.
7. Monthly KnowBe4 simulated phishing test results:
    a. **November:** Links clicked: 5; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 2.75%, down from 2.2% during the previous month's 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 reinforce the secure handling of emails.

SERVICE DESK REQUESTS

November 2024

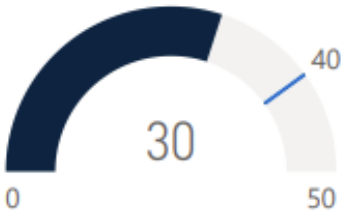
DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	7	15	-
Community & Recreation Services	5	9	-
Development & Neighborhood Svcs.	3	17	-
Finance	5	11	-
Fire Rescue	2	8	-
Information Technology	7	9	-
Public Works	5	8	-
Purchasing	0	1	-
Youth Programs	8	14	-
Total Service Desk Requests	**42**	**92**	**800**

Number of Total Tickets

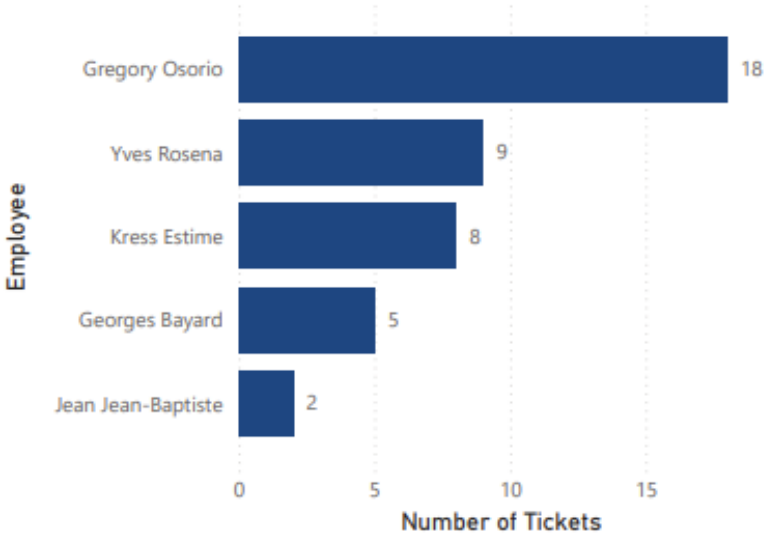
42

Total Tickets

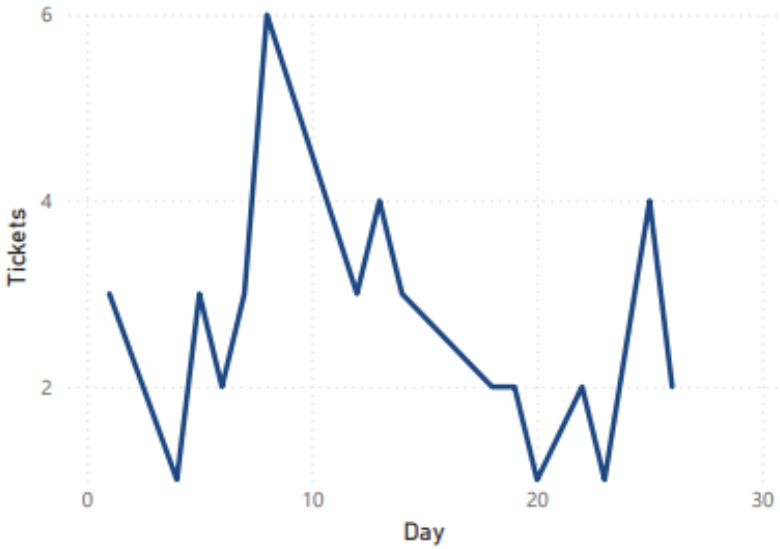
Tickets Resolved



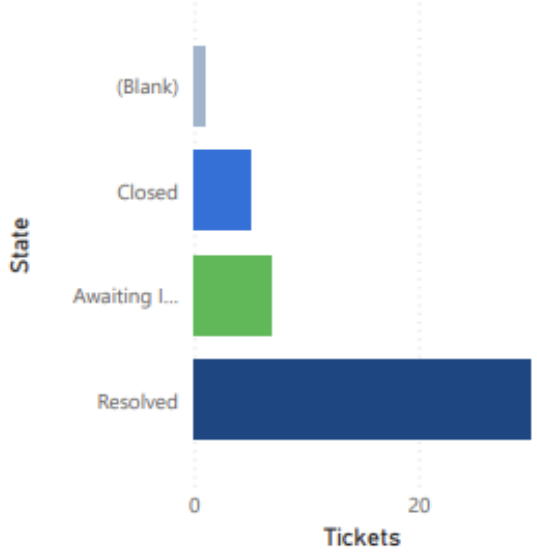
Number of Tickets by Employee



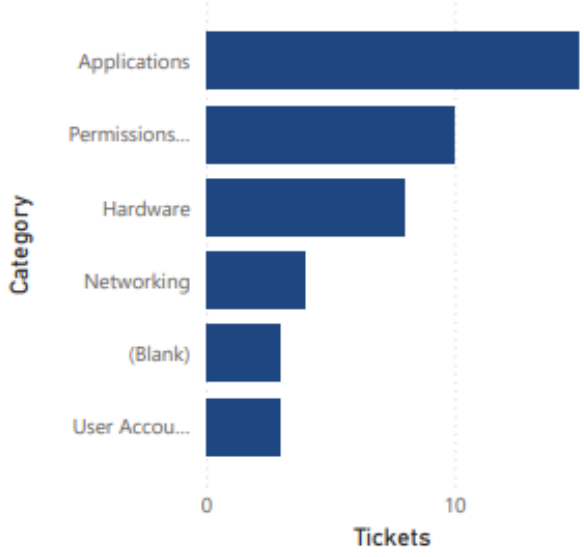
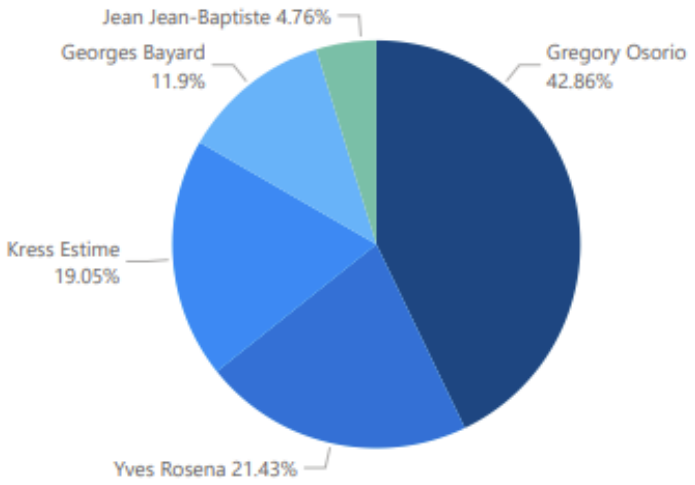
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee