



Department Report

MEETING DATE: September 17th, 2025

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology - July & August 2025 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. Kicked off the project 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.
 2. Implemented new cybersecurity solutions from the Florida Local Government Cybersecurity Grant, providing additional layers to those already in place.
 3. Continuing configuration of new network firewall appliances, to replace the aging primary security hardware components that are protecting the City's data resources from external access. CRS, Fire Rescue Station 94 and 96 are completed, and the primary firewall at City Hall is expected to be completed very shortly.
 4. 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.
 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. The Go-Live for the BTR and Fire Inspection modules is expected to take place by October 1, to be followed by the additional modules.
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SERVICE DESK REQUESTS

July 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	16	143	-
Community & Recreation Services	9	60	-
Development & Neighborhood Svcs.	7	85	-
Finance	3	44	-
Fire Rescue	10	66	-
Information Technology	1	33	-
Public Works	4	42	-
Purchasing	2	15	-
Youth Programs	3	50	-
Total Service Desk Requests	55	538	800

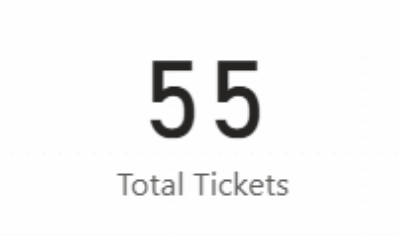
August 2025

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	11	154	-
Community & Recreation Services	11	71	-
Development & Neighborhood Svcs.	12	97	-
Finance	9	53	-
Fire Rescue	9	75	-
Information Technology	2	35	-
Public Works	2	44	-
Purchasing	2	17	-
Youth Programs	8	58	-
Total Service Desk Requests	66	604	800

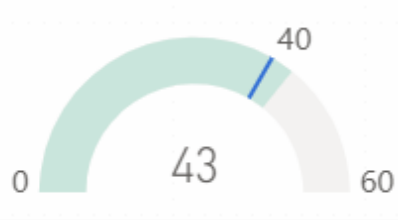


IT Department Monthly Activity Report - July, 2025

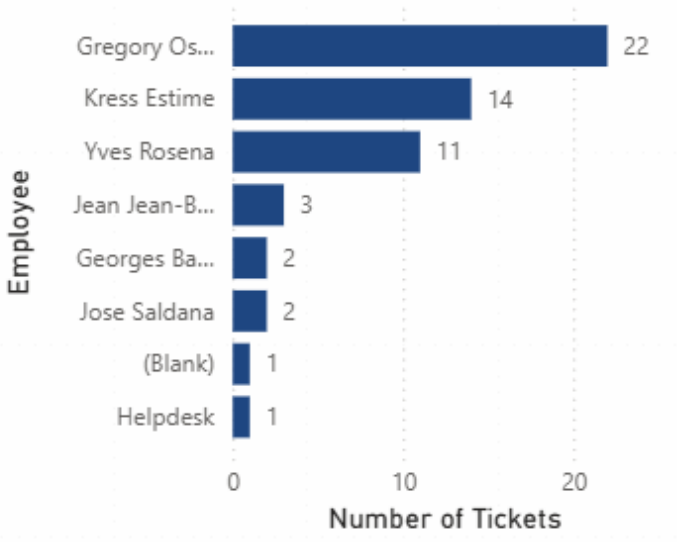
Number of Total Tickets



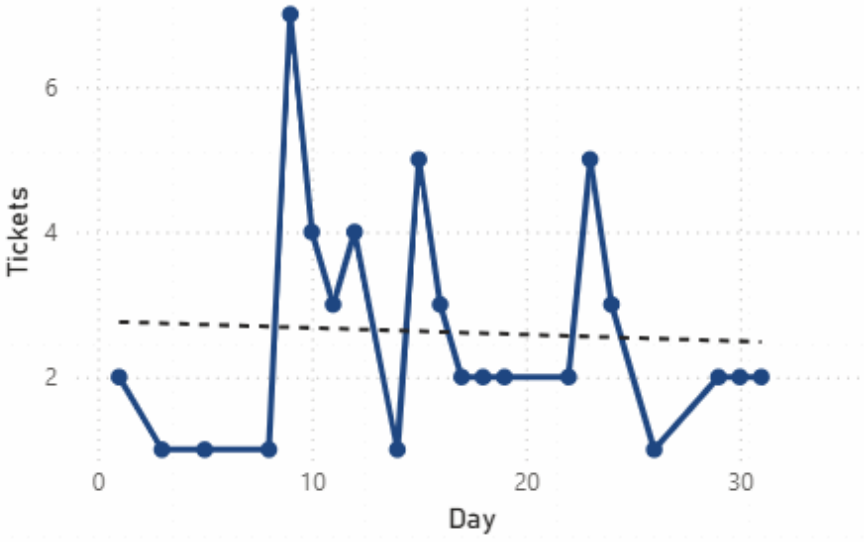
Tickets Closed



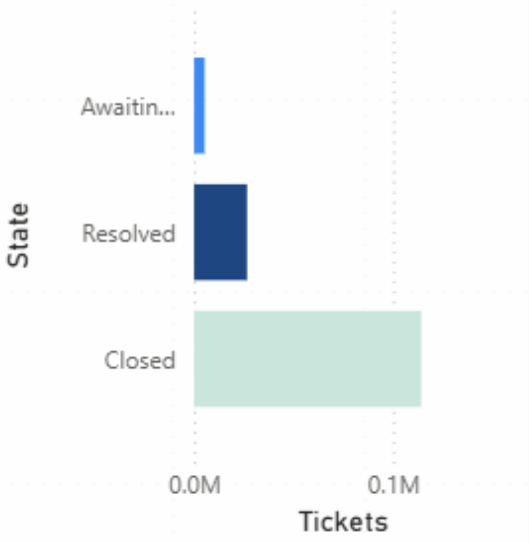
Number of Tickets by Employee



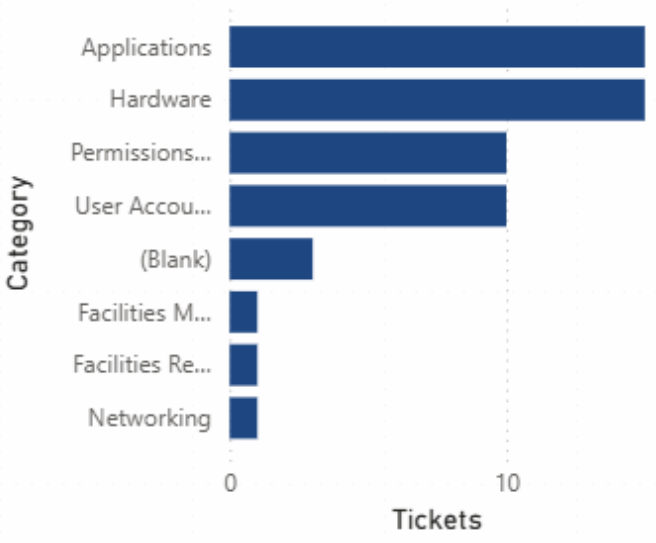
Tickets by Day



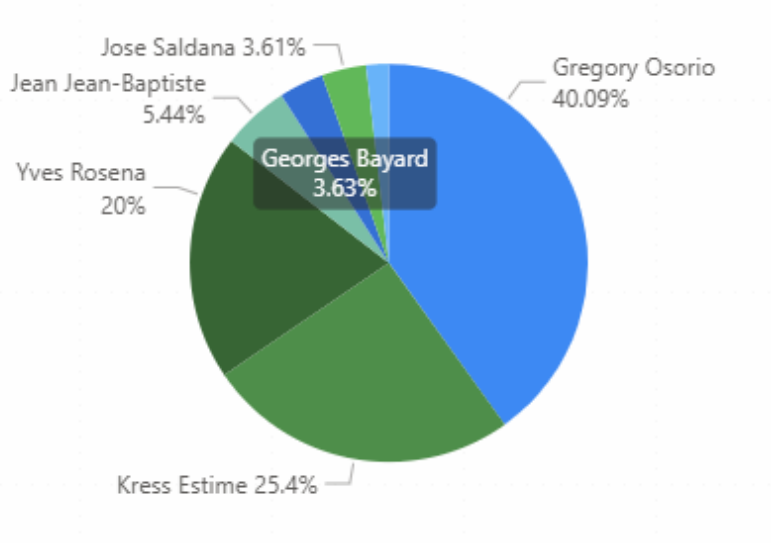
Tickets by State



Tickets by Category



Tickets by Employee



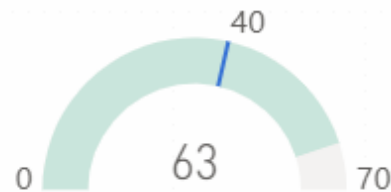


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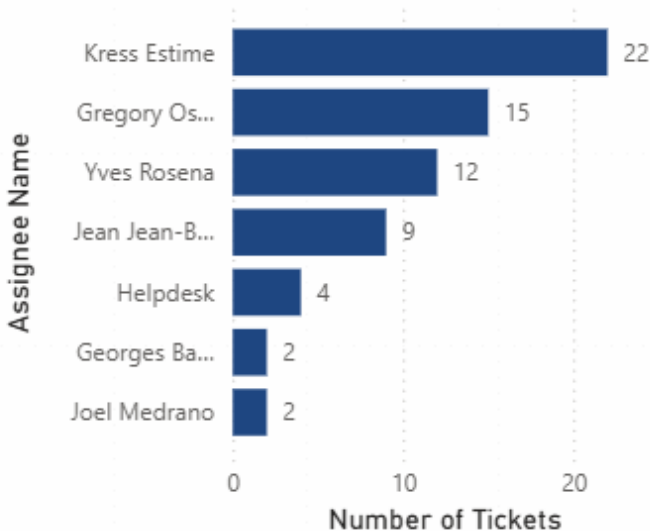
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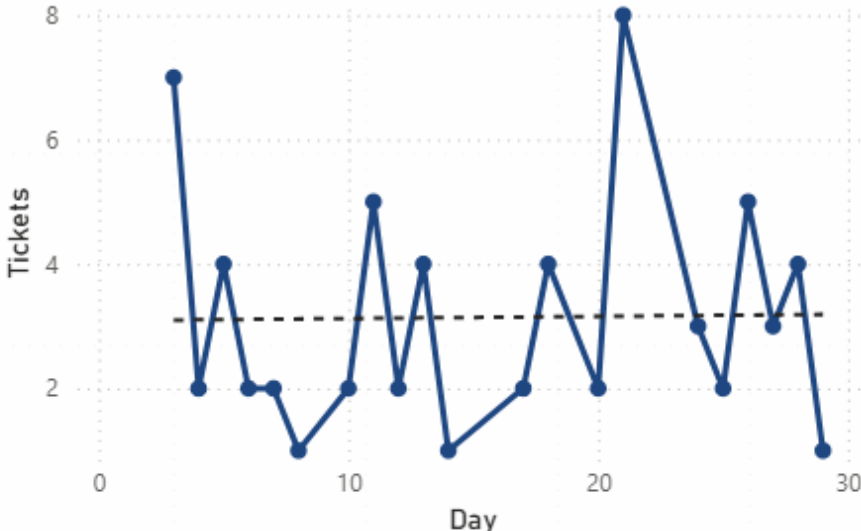
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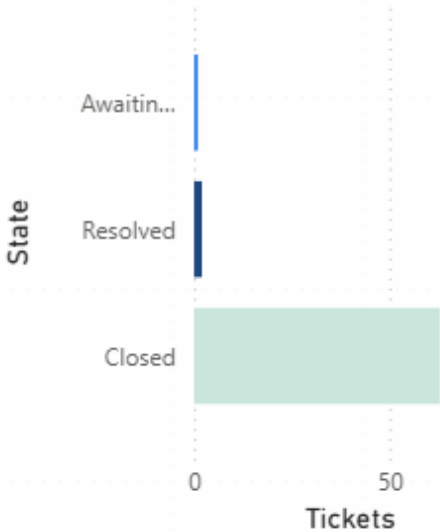
Number of Tickets by Assignee Name



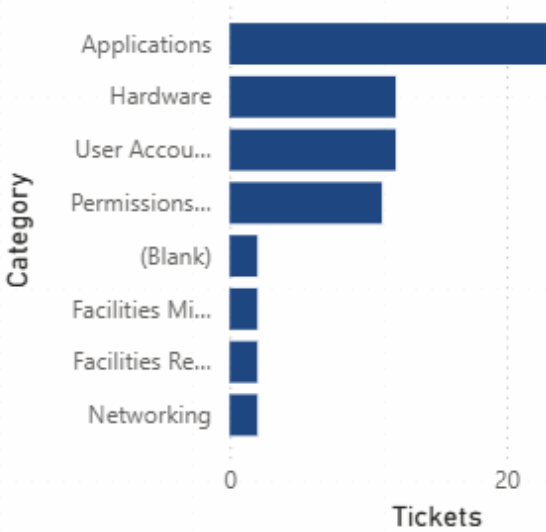
Tickets by Day



Tickets by State



Tickets by Category



Tickets by Employee

