



## Department Report

**MEETING DATE:** April 21, 2025

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

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

1. 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.
  2. 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.
  3. Preparing Access Rights Management reports for distribution to department heads, to verify that permissions to access City data is correctly allocated.
  4. Worked with Purchasing Dept. to publish RFP 25-004 for an Audio Visual (A/V) hardware refresh in the Council Chamber and projector and screen replacement in the Community Center banquet hall.
  5. Enabled the voicemail-to-email feature on select phone lines provided by Palm Beach County Network Services.
  6. Ran a new network cable from the FuelMaster unit at City Hall to the network rack in the electrical room, to resolve intermittent failures of the point-to-point wireless connection.
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## SERVICE DESK REQUESTS

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### March 2025

| DEPARTMENT                         | CURRENT PERIOD | FY 2025 YTD | FY 2025 BUDGET |
|------------------------------------|----------------|-------------|----------------|
| Administration                     | 14             | 79          | -              |
| Community & Recreation Services    | 4              | 35          | -              |
| Development & Neighborhood Svcs.   | 8              | 50          | -              |
| Finance                            | 2              | 20          | -              |
| Fire Rescue                        | 8              | 32          | -              |
| Information Technology             | 1              | 23          | -              |
| Public Works                       | 11             | 28          | -              |
| Purchasing                         | 1              | 8           | -              |
| Youth Programs                     | 6              | 34          | -              |
| <b>Total Service Desk Requests</b> | <b>55</b>      | <b>309</b>  | <b>800</b>     |



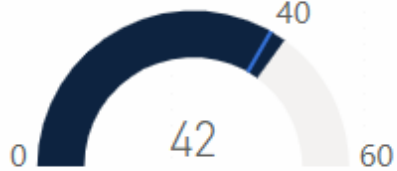
# IT Department Monthly Activity Report - March, 2025

Number of Total Tickets

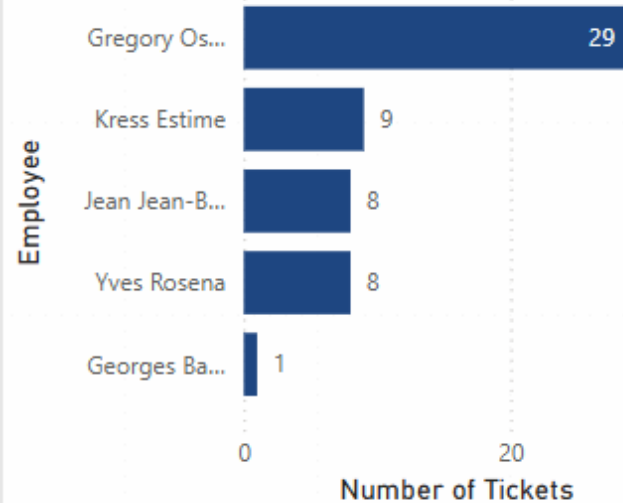
55

Total Tickets

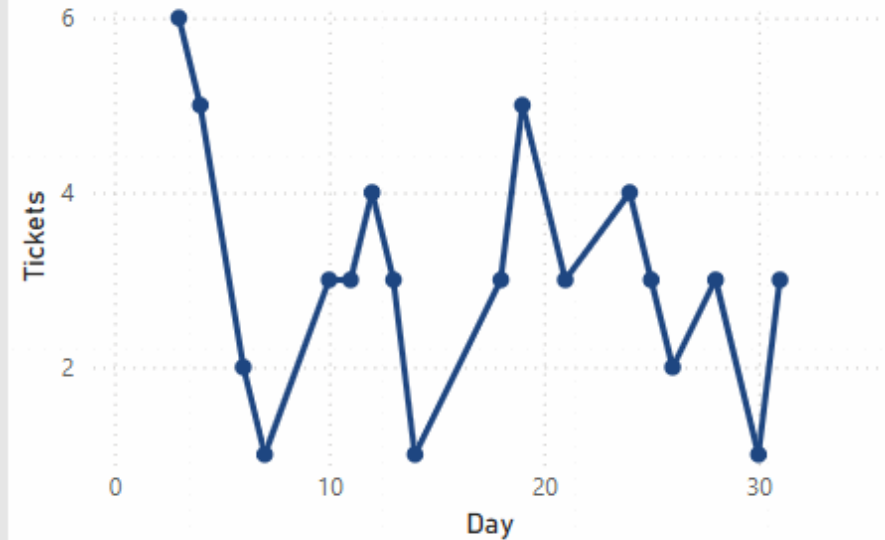
Tickets Resolved



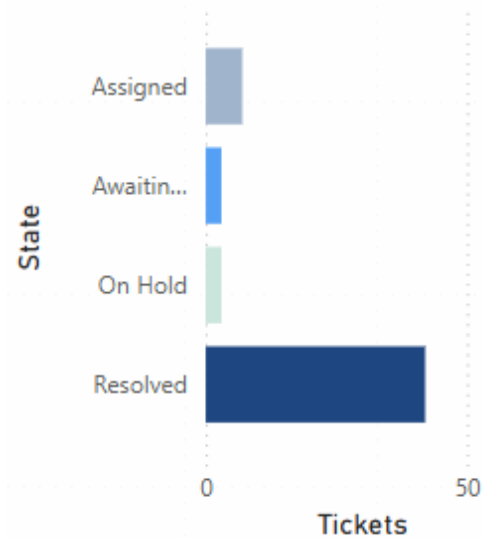
Number of Tickets by Employee



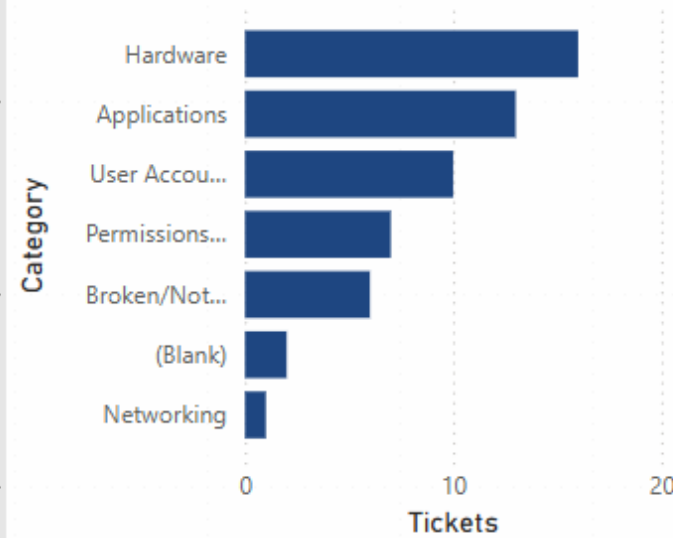
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee

