



## Department Report

**MEETING DATE:** July 21st, 2025

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

**SUBJECT:** Department of Information Technology – June 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 June 1, 2025 – June 30, 2025.

1. Completed the deployment of the City's new on-premise ArcGIS Enterprise server environment, to expand the City's capabilities from the current cloud-based ArcGIS Online. Next steps are to work with Development & Neighborhood Services (DNS) Department to identify data to remain on ArcGIS Online for ease of public access and data to migrate to Enterprise, to take advantage of its increased capabilities. We will also work with other departments to identify use cases and produce GIS-based workflows to increase automation and improve services and access to information for constituents.
  2. 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 within the next three weeks.
  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. 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 July 1 Go-Live for BTRs was delayed due to unexpected difficulties in configuring the integration between MGO and the New World ERP Financial Management module. Work on that function proceeds and is expected to be completed shortly. Meanwhile, an alternate solution for accepting BTR renewal and Fire inspection fee payments through New World ERP was identified and implemented through collaboration between IT, Finance, Fire Rescue and DNS department staff.
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## SERVICE DESK REQUESTS

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**June 2025**

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	11	127	-
Community & Recreation Services	11	51	-
Development & Neighborhood Svcs.	12	78	-
Finance	9	41	-
Fire Rescue	9	56	-
Information Technology	2	32	-
Public Works	2	38	-
Purchasing	2	13	-
Youth Programs	8	47	-
<b>Total Service Desk Requests</b>	<b>66</b>	<b>483</b>	<b>800</b>

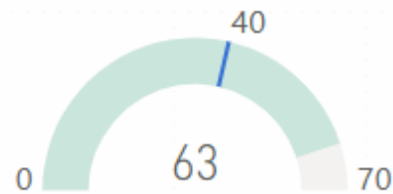


# IT Department Monthly Activity Report - June, 2025

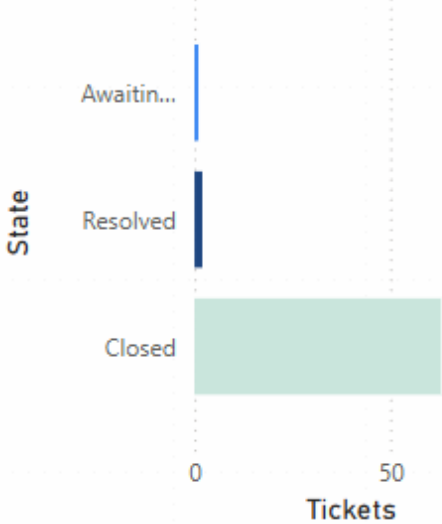
Number of Total Tickets



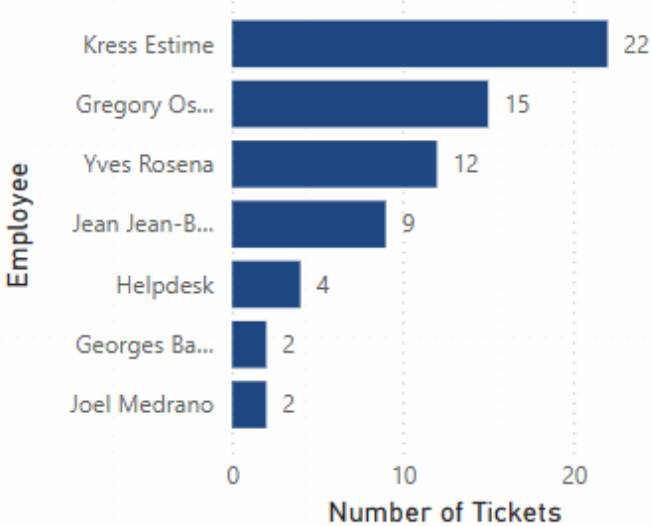
Tickets Closed



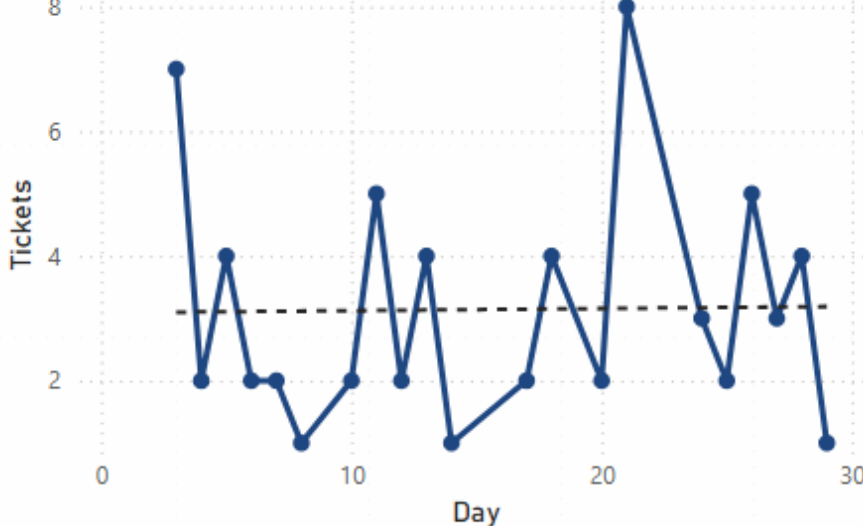
Tickets by State



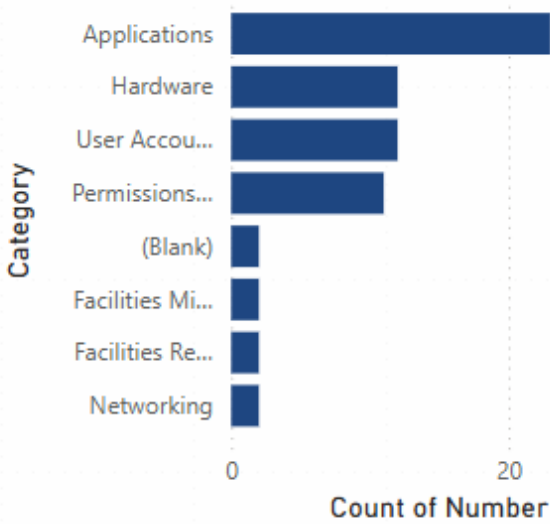
Number of Tickets by Employee



Tickets by Day



Count of Number by Category



Count of Number by Assignee Name

