



Department Report

MEETING DATE: February 3, 2025

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 December 1, 2024 – December 31, 2024.

1. 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 beginning early summer this year.
2. Training for the EasyVote EasyCampaignFinance module is proceeding, to automate the filing and management of the necessary forms for candidate eligibility and campaign finance reporting.
3. Development of several paperless processes is proceeding, with the objective to automate as much as possible the generation of these documents and their storage in the appropriate locations in the Laserfiche document management system.
4. Implementation of Solarwinds Service Desk for the Vehicle Maintenance division of Public Works is proceeding and is expected to go live in February.
5. Monthly KnowBe4 simulated phishing test results:
 - a. **December:** Links clicked: 5; attachments opened: 0; QR codes scanned: 1. Phish-prone users (vulnerable to phishing attacks): 3.31%, up from 2.75% 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

December 2024

DEPARTMENT	CURRENT PERIOD	FY 2025 YTD	FY 2025 BUDGET
Administration	8	23	-
Community & Recreation Services	7	16	-
Development & Neighborhood Svcs.	9	26	-
Finance	2	13	-
Fire Rescue	6	14	-
Information Technology	3	12	-
Public Works	1	9	-
Purchasing	0	1	-
Youth Programs	6	20	-
Total Service Desk Requests	42	134	800



IT Department Monthly Activity Report - December, 2024

Number of Total Tickets

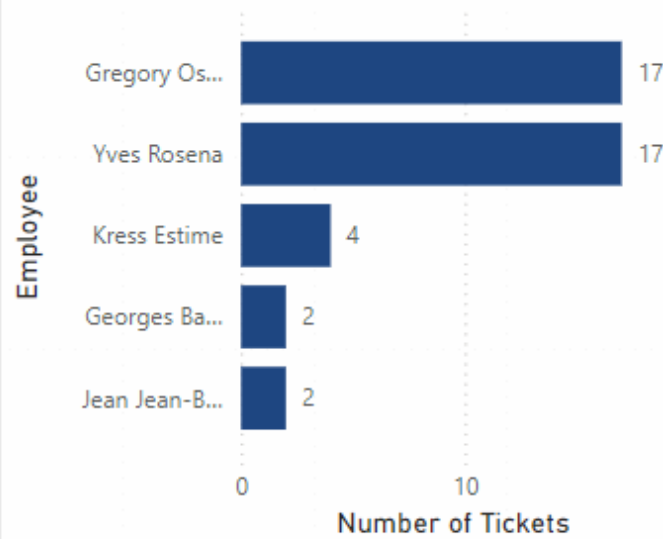
42

Count of Number

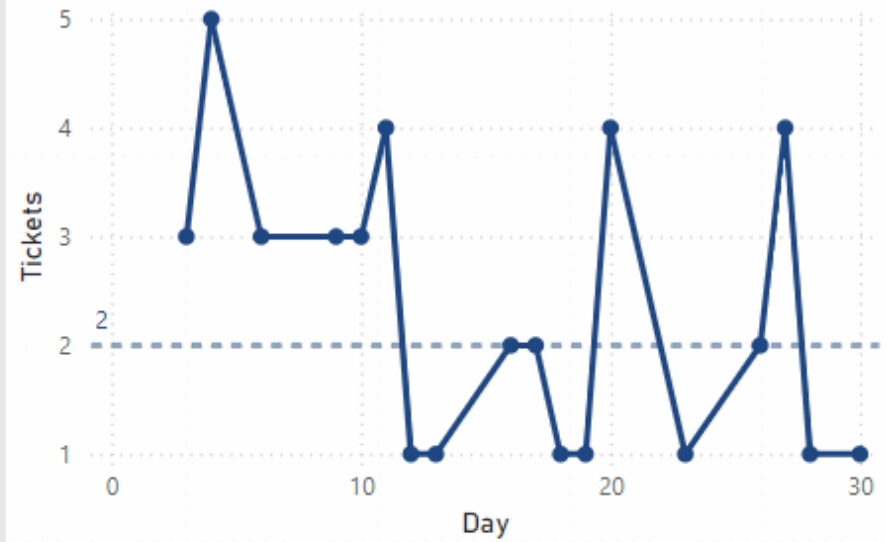
Tickets Resolved



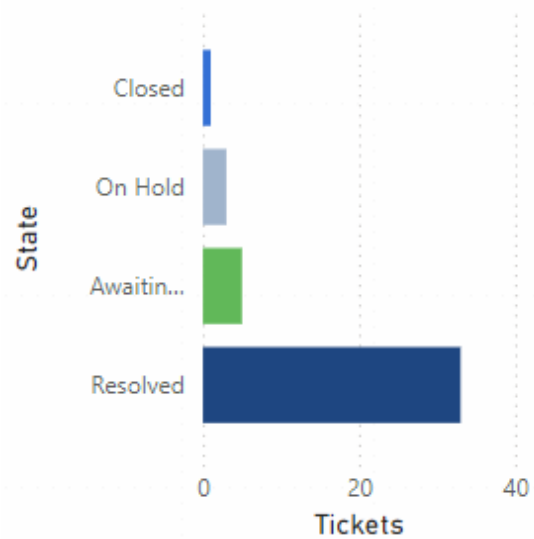
Number of Tickets by Employee



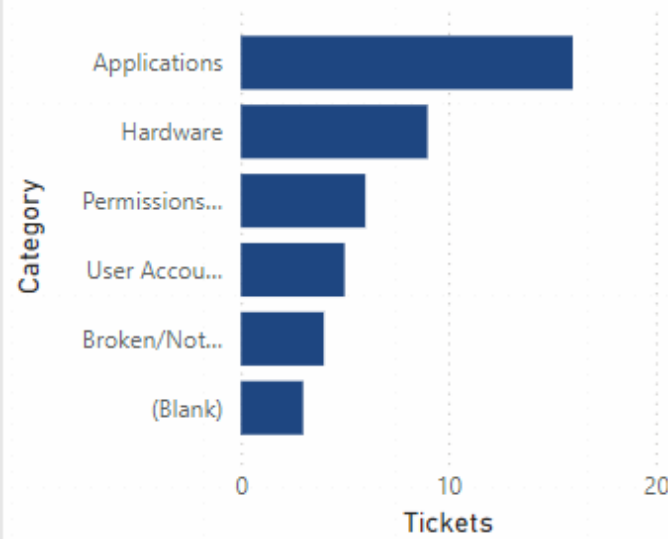
Tickets by Day



Tickets by State



Tickets by Category



% of Tickets by Employee

