



MEMO

To: Mayor and City Council Members

From: Phil Green, IT Director

Date: January 17, 2024

RE: **December Monthly Report**

The following are accomplishments from December.

1. We cleared permits with BlueBonnet for AT&T to start work at Public Works.
2. We are facing challenges with the day-to-day support of Phones and desktops.
3. 66 Tickets opened for the month, and 42 of those closed. Top contributors PD. Twenty-three tickets are waiting for customer response or contractor fulfillment.