Information Technology
Memorandum

TO: City of Madison Heights
              Information Technology Advisory Committee
              Cheryl E. Rottmann, Deputy City Manager

FROM: Ty Dolin, Skynet Innovations

DATE: December 17, 2025

SUBJECT: Information Technology Activity Report – July 1, 2025 to September 30, 2025


Service Requests:

Below is the graphical representation of Information Technology activities between July 1, 2025 to September 30, 2025

*due to the number of request and service details, Service Request summaries are available to members upon request.

Service Requests Opened vs Closed
7/1/2025 -9/30/2025
1939 | 1941
Closed | Opened

Service Requests Opened vs Closed
7/1/2025 -9/30/2025 (no alerts)
1004 | 1004
Closed | Opened

Service Requests Completed by Month
7/1/2025 - 9/30/2025
Jul: 498 | Aug: 598 | Sep: 845

Service Requests Completed by Month
7/1/2025 - 9/30/2025 (no alerts)
Jul: 274 | Aug: 367 | Sep: 363
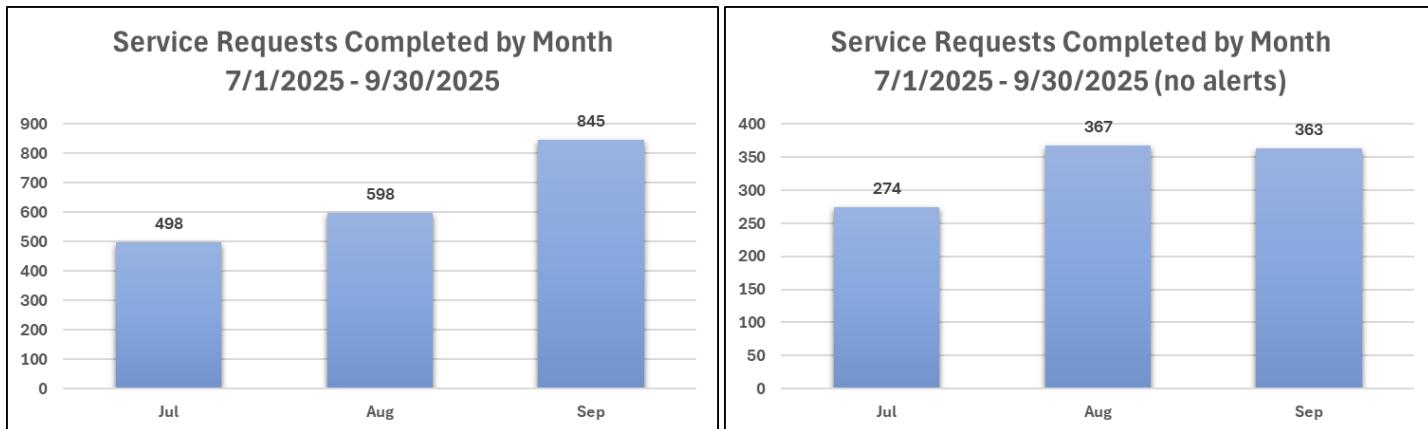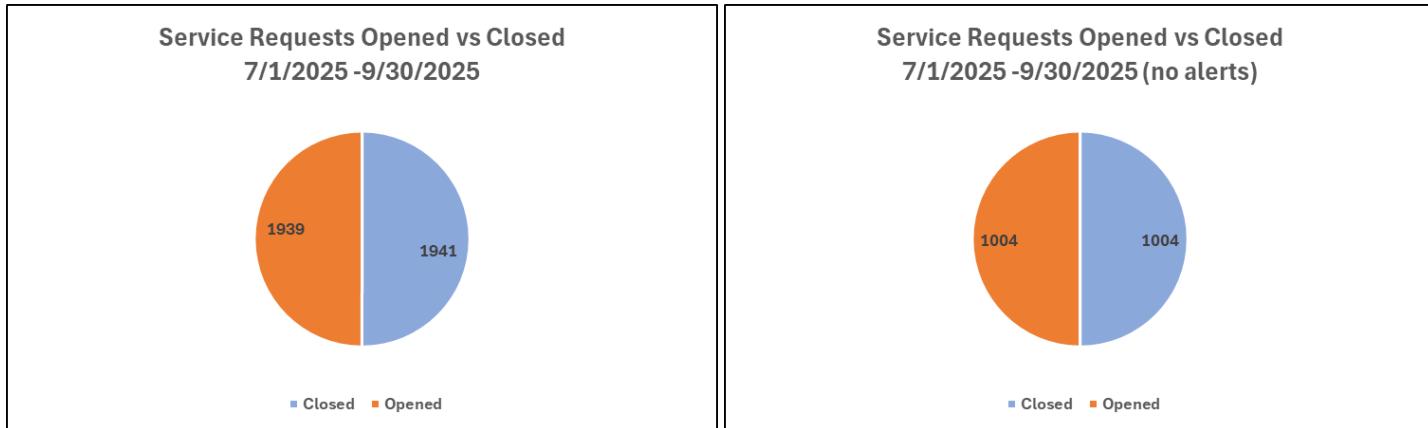
Service Request Completed by Technician 7/1/2025 - 9/30/2025
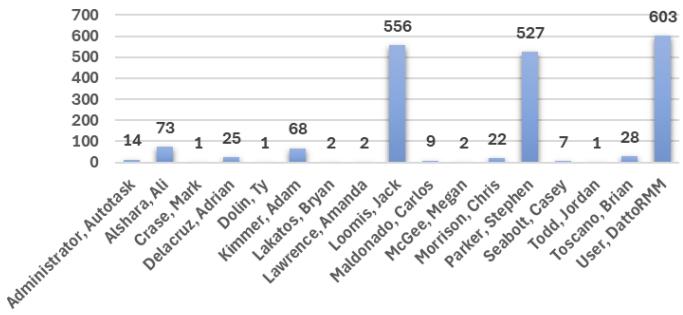
Service Request Completed by Technician 7/1/2025 - 9/30/2025 (no alerts)
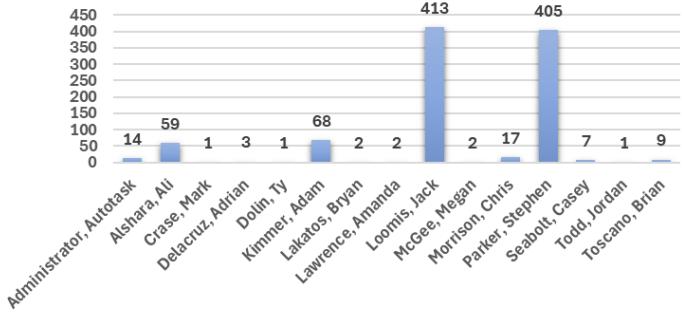
Service Requests by Requestor (Top 25) 7/1/2025 - 9/30/2025
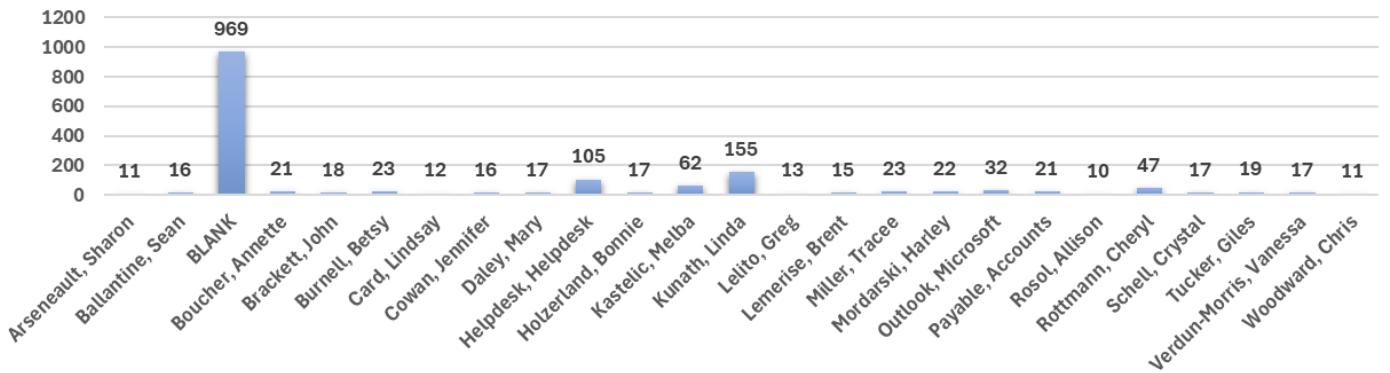
Service Requests by Requestor (Top 25) 7/1/2025 - 9/30/2025 (no alert)
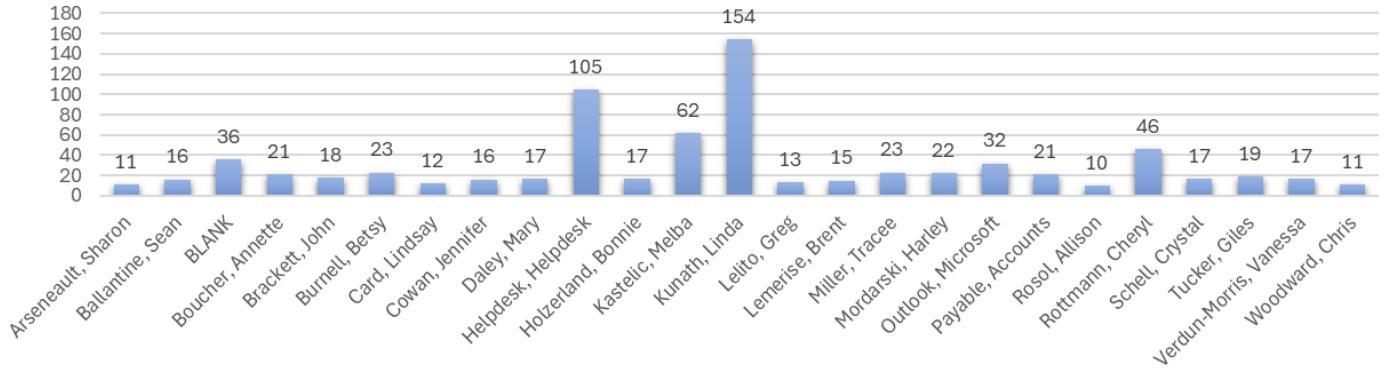
* 112 Madison Heights Staff members submitted requests during Q3 2025

Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025
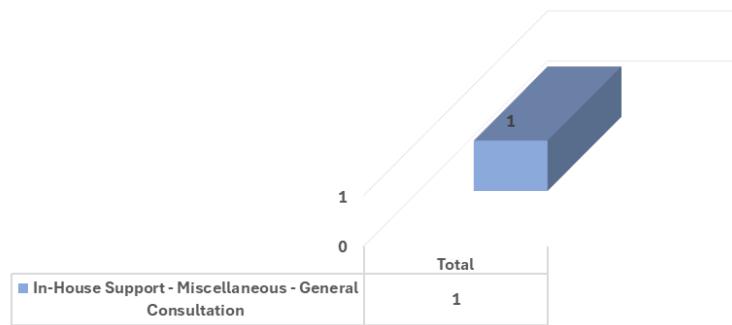
	Total
■ In-House Support - Miscellaneous - General Consultation	1

Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025

	Total
■ Sales - Hardware Requests - Peripheral Request (Keyboard, Mouse, Dock, etc.)	1
■ Sales - Sales - Sales	2

Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025

	Total
■ (blank) - Monitoring Alert - License Expiration	2
■ (blank) - Monitoring Alert - SOC	216
■ (blank) - Monitoring Alert - (blank)	
■ (blank) - (blank) - (blank)	
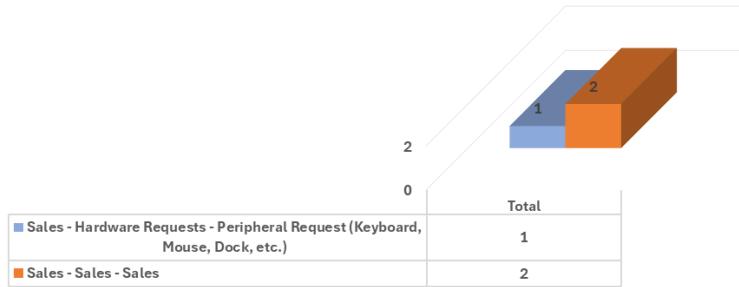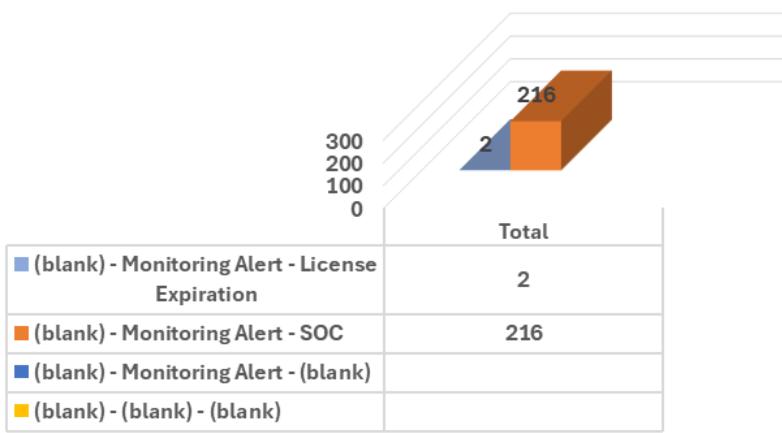
Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025
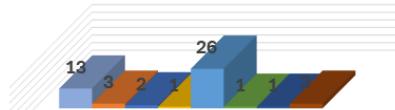
	Total
■ Pro-Active Maintenance - Backup - Failure	13
■ Pro-Active Maintenance - Maintenance/Service - Software	3
■ Pro-Active Maintenance - Monitoring Alert - Connectivity	2
■ Pro-Active Maintenance - Monitoring Alert - Disk Space	1
■ Pro-Active Maintenance - Monitoring Alert - SOC	26
■ Pro-Active Maintenance - Monitoring Alert - Software	1
■ Pro-Active Maintenance - Printer/Scanner - Not Responding	1
■ Pro-Active Maintenance - Wi-Fi/Lan - Device Maintenance	3

Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025
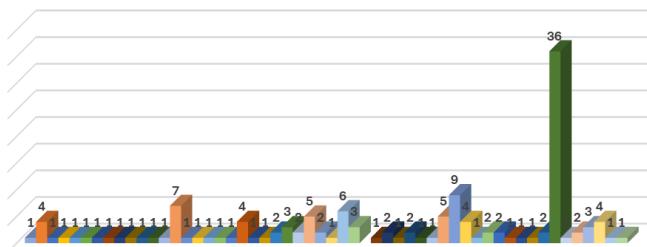
	Total
■ Onsite Support - Access Management - New User Account Creation	1
■ Onsite Support - Application - Running Error	4
■ Onsite Support - Backup - Maintenance	1
■ Onsite Support - Break/Fix - Account	1
■ Onsite Support - Break/Fix - Network	1
■ Onsite Support - Break/Fix - Phone	1
■ Onsite Support - Break/Fix - Printer	1
■ Onsite Support - Cabling - Alarm System	1
■ Onsite Support - Cabling - Wire Clean Up	1
■ Onsite Support - Cabling - Wire Run	1
■ Onsite Support - Cameras - Blurry or Fuzzy Video	1
■ Onsite Support - Cameras - No Video / Not Functioning	1
■ Onsite Support - Desktop/Laptop - Boot Failure	1
■ Onsite Support - Desktop/Laptop - Diagnostic and Troubleshooting	7
■ Onsite Support - Email - Configuration	1
■ Onsite Support - Email - Send/Receive	1
■ Onsite Support - Enterprise Application - Processing Failures	1
■ Onsite Support - Hardware Requests - Device Replacement (Lost/Damaged)	1
■ Onsite Support - Hardware Requests - New Laptop/Desktop Request	1
■ Onsite Support - Hardware Requests - Peripheral Request (Keyboard, Mouse, Dock, etc.)	4
■ Onsite Support - Hardware Requests - Printer/Scanner Setup Request	1
■ Onsite Support - IT Equipment Setup & Relocation - New Workstation Setup	1
■ Onsite Support - IT Equipment Setup & Relocation - Office/Desk Move (IT Equipment Relocation)	2
■ Onsite Support - Miscellaneous - Client Meeting	3
■ Onsite Support - Miscellaneous - Client Training	2
■ Onsite Support - Miscellaneous - General Consultation	5
■ Onsite Support - Miscellaneous - Training Request	2
■ Onsite Support - Monitoring Alert - Connectivity	1
■ Onsite Support - Monitoring Alert - Device Offline	6
■ Onsite Support - Monitoring Alert - Network	3
■ Onsite Support - Monitoring Alert - (blank)	
■ Onsite Support - Operating System - Performance	1
■ Onsite Support - Peripheral Devices - Access Controlled Door Issues	2
■ Onsite Support - Peripheral Devices - Keyboard Issues	1
■ Onsite Support - Peripheral Devices - Phone Non-Funtional	2
■ Onsite Support - Peripheral Devices - Speakers Non-Functional	1
■ Onsite Support - Peripheral Devices - UPS Issues	1
■ Onsite Support - Printer/Scanner - Connection Issues	5
■ Onsite Support - Printer/Scanner - Not Responding	9
■ Onsite Support - Printer/Scanner - Print Queue Issues	4
■ Onsite Support - Printer/Scanner - Printer Offline	1
■ Onsite Support - Printer/Scanner - Scan to Email	2
■ Onsite Support - Security/Compliance - Access Controlled Door Issues	2
■ Onsite Support - Security/Compliance - Phishing & Spam Reports	1
■ Onsite Support - Security/Compliance - Security Sensor Non-Functional	1
■ Onsite Support - Server - Timeouts	1
■ Onsite Support - Software Request - New Software Installation	2
■ Onsite Support - Software Request - OS Upgrade	36
■ Onsite Support - Telecommunications - Phone Setup	1
■ Onsite Support - Telecommunications - Voice Mail Setup	2
■ Onsite Support - VoIP/Telephony - Calls Drop	3
■ Onsite Support - VoIP/Telephony - Fax Issues	4
■ Onsite Support - Wi-Fi/Lan - Device Maintenance	1
■ Onsite Support - Wi-Fi/Lan - No Internet	1

Service Requests by Work Type, Issue and Sub-issue Type
7/1/2025 - 9/30/2025
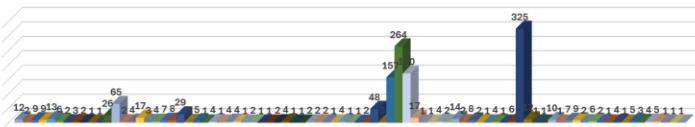
|	Total
Remote Support - Access Management - Account Unlock	12
Remote Support - Access Management - Email & Distribution List Modification	2
Remote Support - Access Management - New User Account Creation	9
Remote Support - Access Management - Password Reset	9
Remote Support - Access Management - Role-Based Access Requests	13
Remote Support - Access Management - Termination	6
Remote Support - Access Management - User Account Deletion	2
Remote Support - Access Management - User Change	3
Remote Support - Application - Crashes	2
Remote Support - Application - Installation Error	1
Remote Support - Application - Performance Lag	1
Remote Support - Application - Running Error	26
Remote Support - Backup - Failure	65
Remote Support - Backup - File Recovery	2
Remote Support - Backup - Maintenance	4
Remote Support - Desktop/Laptop - Diagnostic and Troubleshooting	17
Remote Support - Desktop/Laptop - Performance Issue	3
Remote Support - Email - Configuration	4
Remote Support - Email - Login Failure	7
Remote Support - Email - Phishing Issue	8
Remote Support - Email - Send/Receive	29
Remote Support - Email - Shared Calendar	3
Remote Support - Email & Communication Requests - Email Distribution List Changes	5
Remote Support - Email & Communication Requests - Email Forwarding & Auto-Reply Configuration	1
Remote Support - Email & Communication Requests - New Email Account Setup	4
Remote Support - Email & Communication Requests - Shared Mailbox/Calendar Access	1
Remote Support - Enterprise Application - Application Login Failure	4
Remote Support - Enterprise Application - Database Connection Errors	4
Remote Support - Enterprise Application - Processing Failures	1
Remote Support - Enterprise Applications & Database Requests - Custom Application Configuration Requests	2
Remote Support - Enterprise Applications & Database Requests - Database Access Request	1
Remote Support - Firewall - Connectivity Issue	1
Remote Support - Firewall - Inbound Traffic Issue	2
Remote Support - Firewall - Notification Changes	4
Remote Support - Hardware Requests - Device Replacement (Lost/Damaged)	1
Remote Support - Hardware Requests - New Phone	1
Remote Support - Hardware Requests - Peripheral Request (Keyboard, Mouse, Dock, etc.)	2
Remote Support - Hardware Requests - Printer/Scanner Setup Request	2
Remote Support - Invoicing - Invoice Change	2
Remote Support - Invoicing - Invoice Credit Request	1
Remote Support - Invoicing - Invoice Questions	4
Remote Support - IT Equipment Setup & Relocation - New Workstation Setup	1
Remote Support - Miscellaneous - Client Meeting	1
Remote Support - Miscellaneous - Client Training	2
Remote Support - Miscellaneous - General Consultation	48
Remote Support - Miscellaneous - Training Request	3
Remote Support - Monitoring Alert - Connectivity	157
Remote Support - Monitoring Alert - Disk Space	264
Remote Support - Monitoring Alert - Server	170
Remote Support - Monitoring Alert - Software	17
Remote Support - Network & Connectivity Requests - Maintenance	1
Remote Support - Network & Connectivity Requests - Wi-Fi Access Request	1
Remote Support - Operating System - Performance	4
Remote Support - Peripheral Devices - Access Controlled Door Issues	2
Remote Support - Printer/Scanner - Connection Issues	14
Remote Support - Printer/Scanner - Driver Installation	2
Remote Support - Printer/Scanner - Not Responding	8
Remote Support - Printer/Scanner - Print Queue Issues	2
Remote Support - Printer/Scanner - Printer Offline	1
Remote Support - Printer/Scanner - Scan to Email	4
Remote Support - Security & Compliance Requests - Security Access Review	1
Remote Support - Security/Compliance - Access Controlled Door Issues	6
Remote Support - Security/Compliance - Phishing & Spam Reports	325
Remote Support - Security/Compliance - Questions	12
Remote Support - Security/Compliance - Security Policy Violation	1
Remote Support - Security/Compliance - Security Sensor Non-Functional	1
Remote Support - Security/Compliance - Vulnerability Detected	10
Remote Support - Server - Timeouts	1
Remote Support - Server - Unable to Access Shared Drives	7
Remote Support - Software Request - Access to Specific Software or Modules	9
Remote Support - Software Request - Application Configuration or Updates	2
Remote Support - Software Request - New Software Installation	6
Remote Support - Software Request - OS Upgrade	2
Remote Support - Software Request - Software License Renewal	1
Remote Support - Telecommunications - Phone Setup	4
Remote Support - Telecommunications - Voice Mail Setup	1
Remote Support - VoIP/Telephony - Calls Drop	5
Remote Support - VoIP/Telephony - Fax Issues	3
Remote Support - VoIP/Telephony - Softphone Configuration Issue	4
Remote Support - VPN - Unable to Connect	5
Remote Support - Website - Broken Link(s)	1
Remote Support - Website - SSL Certificate Errors	1
Remote Support - Wi-Fi/Lan - Device Maintenance	1

*Due to the number of service requests over this period the summaries will not be included, but are available upon request

Service Level Agreements:

Below is the breakdown of SLA adherence for all service requests from July 1, 2025 to September 30, 2025
*Monitoring Alert Tickets are included in the SLA report. Sales / Renewal Tickets are not included.


Service Request Response SLA (%) 7/1/2025 - 9/30/2025

Service Request Resolution SLA (%) 7/1/2025 - 9/30/2025
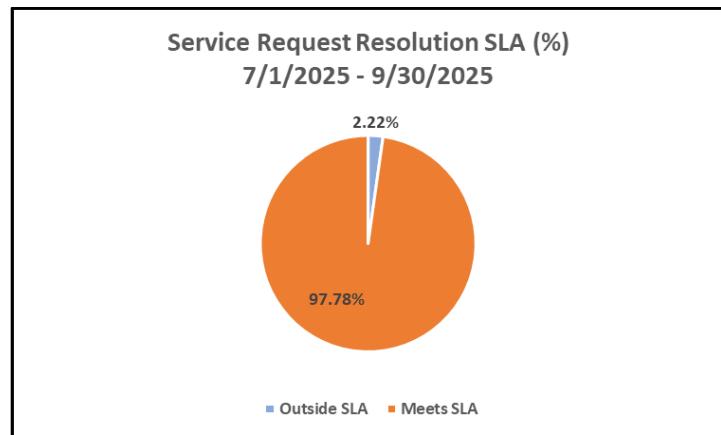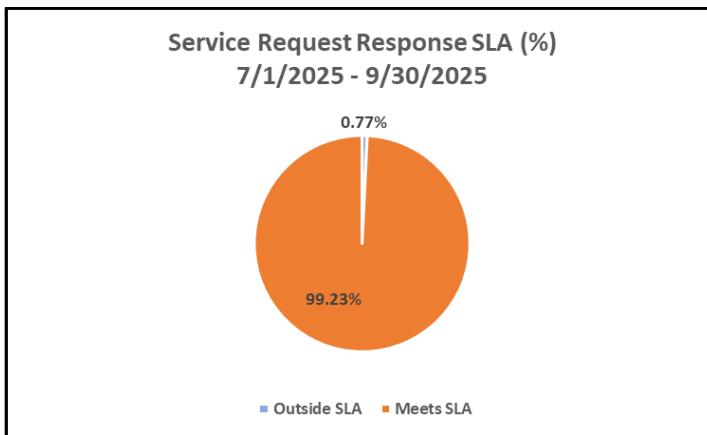
All Serice Requests Response SLA (%)	# of Tickets	Raw %
Outside SLA	15	0.77%
Meets SLA	1922	99.23%

All Serice Requests Resolution SLA (%)	# of Tickets	Raw %
Outside SLA	43	2.22%
Meets SLA	1894	97.78%

All Service Request	Response Time	Resolution Time
Average	0.20	4.29

Critical Priority

PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME		AFTER HOURS SUPPORT
	Percentage of requests/incidents		90%	100%	95%	100%	100%
One - Critical	A problem or issue impacting a significant group of users or any mission critical IT issue affecting a single customer with no acceptable workaround to the problem.		15 min	30 min	2 hours	4 Hours	24x7x365

Critical Priority Response SLA (%)
7/1/2025 - 9/30/2025

Critical Priority Resolution SLA (%)
7/1/2025 - 9/30/2025
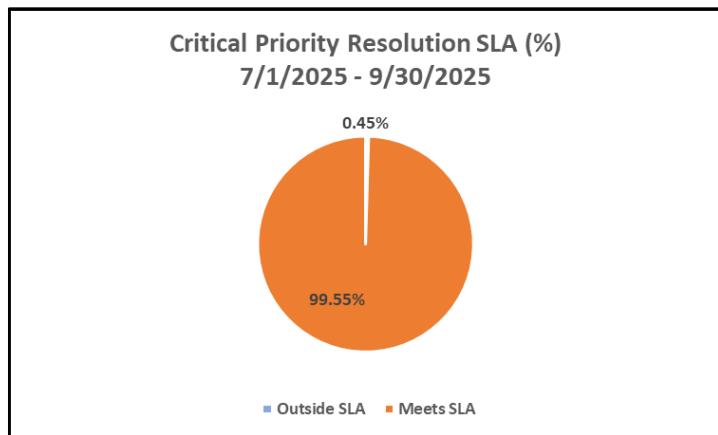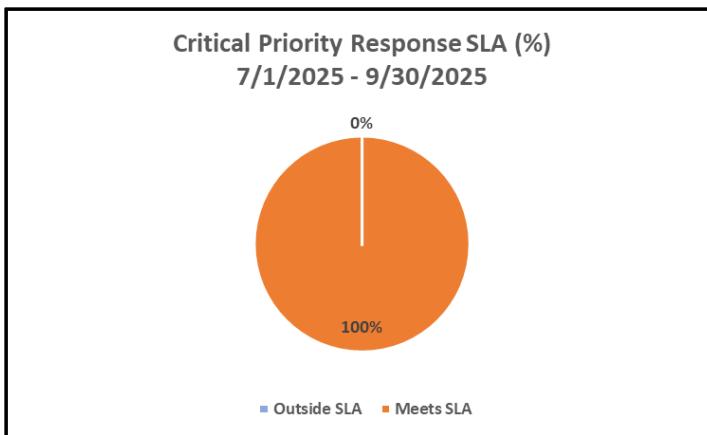
Critical Priority Response SLA (%)	# of Tickets	Raw
Outside SLA	0	0%
Meets SLA	224	100%

Critical Priority Resolution SLA (%)	# of Tickets	Raw %
Outside SLA	1	0.45%
Meets SLA	223	99.55%

Critical Priority Service Request	Response Time	Resolution Time
Average	0.03	0.10

High Priority

PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME		AFTER HOURS SUPPORT
	Percentage of requests/incidents		90%	100%	95%	100%	100%
Two - High	Non-critical but significant issue affecting a single user or an issue that is degrading the performance and reliability of supported IT services; however, the services are still operational, and a workaround is available.		30 min	1 hour	4 hours	8 hours	24x7x365
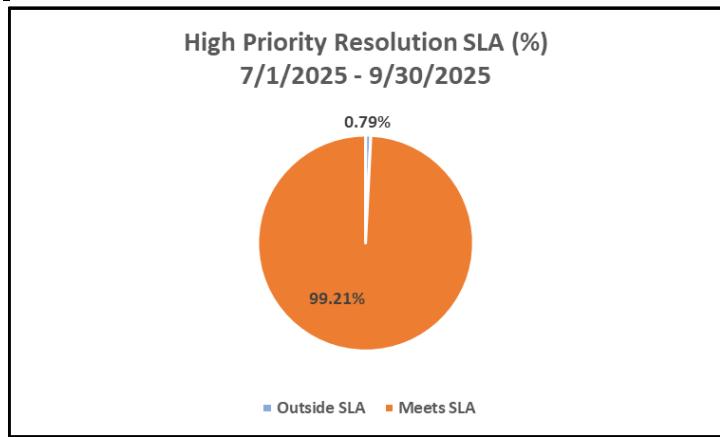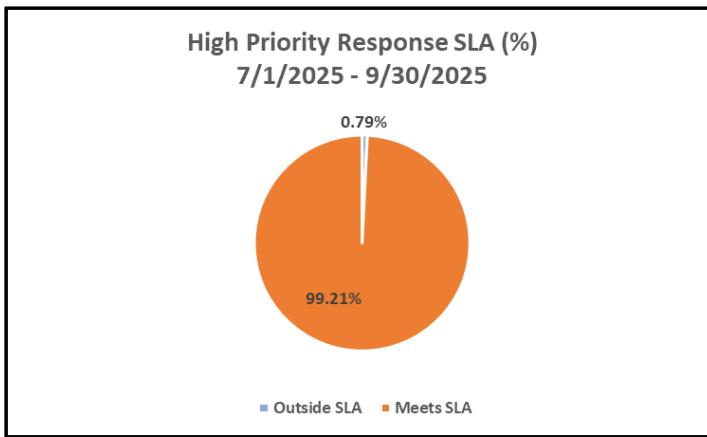
High Priority Response SLA (%)
7/1/2025 - 9/30/2025

0.79%

99.21%

■ Outside SLA ■ Meets SLA

High Priority Resolution SLA (%)
7/1/2025 - 9/30/2025

0.79%

99.21%

■ Outside SLA ■ Meets SLA

High Priority Response SLA (%)	# of Tickets	Raw %
Outside SLA	1	0.79%
Meets SLA	126	99.21%

High Priority Resolution SLA (%)	# of Tickets	Raw %
Outside SLA	1	0.79%
Meets SLA	126	99.21%

High Priority Service Request	Response Time	Resolution Time
Average	0.04	0.58

Medium Priority

| PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME		AFTER HOURS SUPPORT
	Percentage of requests/incidents		90%	100%	95%	100%	100%
Three - Medium	Priority for routine support requests that impact a single user or noncritical software or hardware error. Productivity may be impacted but not impaired. A workaround may or may not be available.		2 hours	4 hours	2 business days	4 Business days	

Medium Priority Response SLA (%)
7/1/2025 - 9/30/2025

0.98%

99.02%

■ Outside SLA ■ Meets SLA

Medium Priority Resolution SLA (%)
6/1/2025 - 9/30/2025

2.67%

97.33%

■ Outside SLA ■ Meets SLA
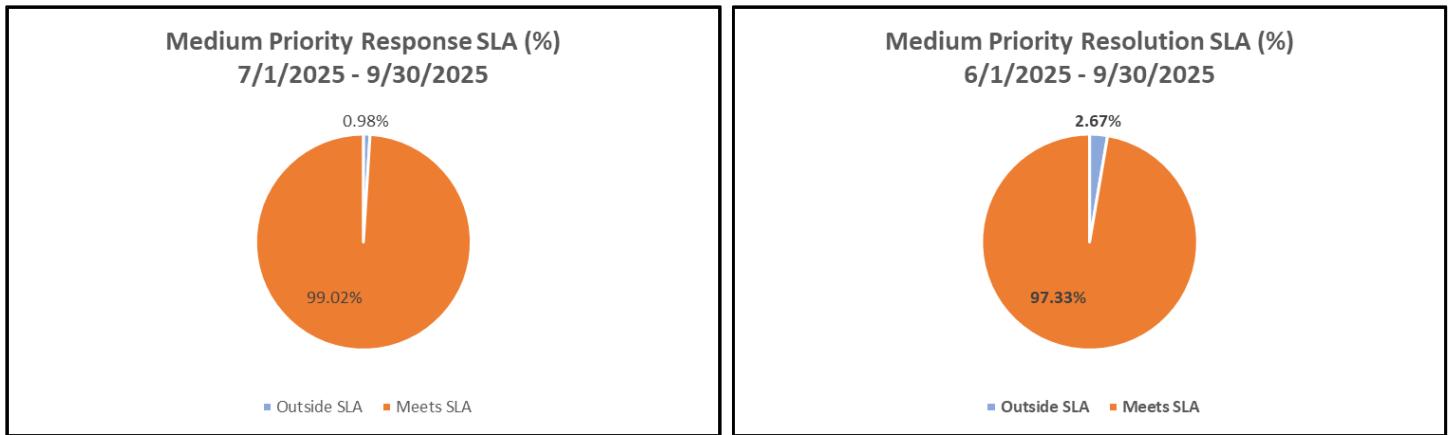
Medium Priority Response SLA (%)	# of Tickets	Raw %
Outside SLA	14	0.98%
Meets SLA	1408	99.02%

Medium Priority Resolution SLA (%)	# of Tickets	Raw %
Outside SLA	38	2.67%
Meets SLA	1384	97.33%

Medium Priority Service Request	Response Time	Resolution Time
Average	0.25	5.01

Low Priority

PRIORITY	DEFINITION		RESPONSE TIME		TARGET RESOLUTION TIME		AFTER HOURS SUPPORT
	Percentage of requests/incidents		90%	100%	95%	100%	100%
Four - Low	A minor service issue, general inquiry, or request to modify or add services.		8 hours	Next Business day	5 business days	7 Business days	

Low Priority Response SLA (%)
7/1/2025 - 9/30/2025

0%

100%

■ Outside SLA ■ Meets SLA

Low Priority Resolution SLA (%)
7/1/2025 - 9/30/2025

1.83%

98.17%

■ Outside SLA ■ Meets SLA
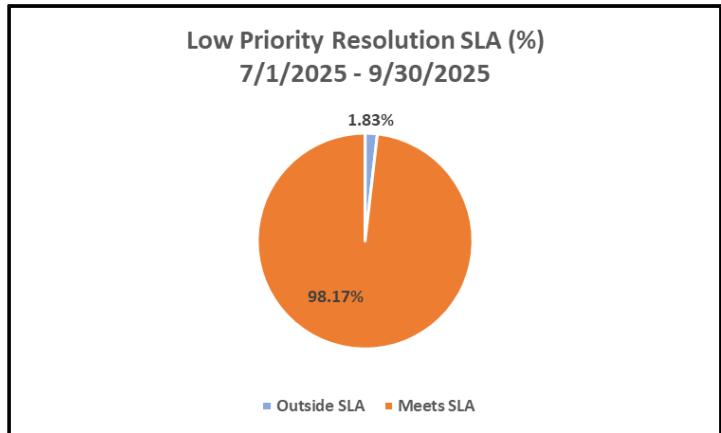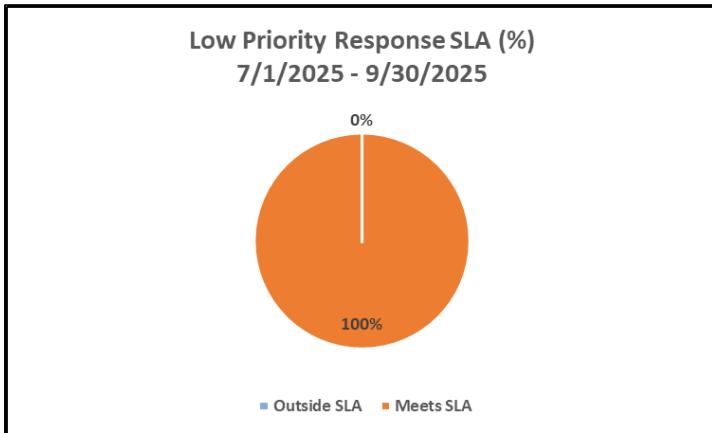
Low Priority Response SLA (%)	# of Tickets	Raw
Outside SLA	0	0%
Meets SLA	164	100%

Low Priority Resolution SLA (%)	# of Tickets	Raw %
Outside SLA	3	1.83%
Meets SLA	161	98.17%

Low Priority Service Request	Response Time	Resolution Time
Average	0.11	6.62

**Due to the number of service requests over this period the summaries will not be included, but are available upon request