

# Quarterly Report

## Information Technology

### Department



Town Council Meeting Date: May 13, 2025

Third Quarter: 2025 January, February, March

Please accept this as the quarterly report for the **Information Technology** department

#### Department Introduction:

The Information Technology (IT) department plays a crucial role in the seamless operation of the Town, serving as the foundation for reliable, secure, and efficient technology services across all departments. By ensuring that systems are consistently available and effectively utilized, IT enables more efficient processes, enhances interdepartmental communication, and fosters stronger collaboration among teams to drive productivity.

A primary responsibility is maintaining the safety and security of the Town's digital infrastructure. This includes proactive threat detection, email and network protection, and ongoing user awareness efforts. The department also focuses on optimizing system performance and ensuring that all technological resources are used responsibly, providing staff with the tools and support needed to perform their duties efficiently and securely.

An Audiovisual (AV) Specialist is also part of the department, managing the live video production and audio recording of Town Council meetings and sessions for various boards and commissions. This role supports government transparency and public engagement while enhancing the Town's internal communication, collaboration, and engagement efforts.

The Information Technology department is committed to supporting the Town's mission of *Excellence in Action* by driving innovation, enhancing infrastructure, and fostering collaboration in alignment with the goals of *Plan Warrenton 2040*.

#### Commendable Achievements:

Robert completed FEMA training 100, 200, 700, and 800.

## **Project Progress:**

### Computer Imaging:

- Consistency across devices: Ensures all new computers have the same operating system, applications, settings, and security configurations.
- Faster deployment: Significantly reduces setup time by eliminating the need to install and configure each system individually.
- Reduced human error: Minimizes the risk of configuration mistakes or missing software during manual setup.
- Simplified updates: Allows IT to update the image once and deploy it across multiple machines, streamlining patching and software rollout.

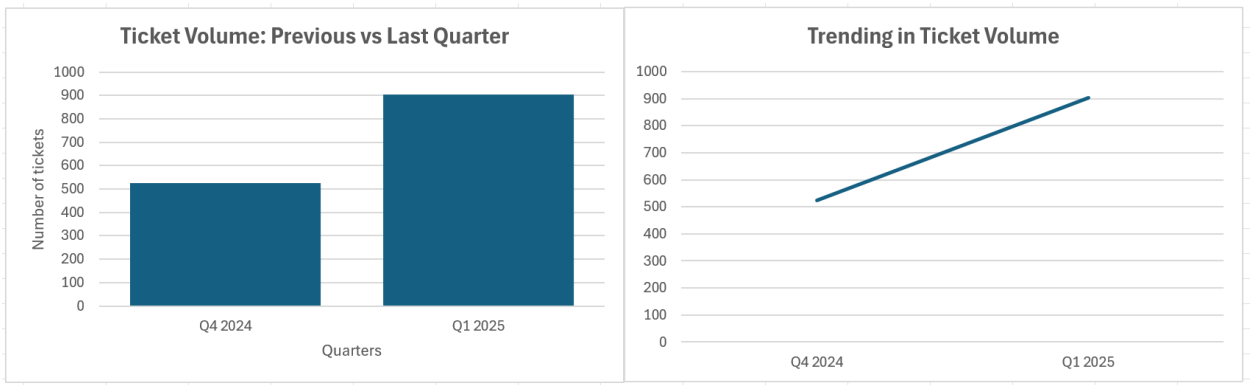
### Multi factor computer security implementation:

- Enhanced Security
- Adds a second layer of authentication to protect against compromised passwords and phishing attacks.
- Improved Compliance
- Helps meet regulatory requirements (e.g., HIPAA, PCI-DSS, NIST) by enforcing strong access controls.
- User-Friendly Authentication
- Offers convenient options like push notifications, biometrics, or one-time passcodes to streamline login.

### Modernization updates:

- Completed premise setup for monitoring and alerts
- Cybersecurity vulnerability testing
- WWTP – extended network for include additional remote building to network layout

**Charts and information:**



**Ticket Volume Comparison:**

- In the **previous quarter**, there were **524 tickets**.
- In the **last quarter**, the number of tickets increased to **903**
- This represents an increase of **72%** over the two quarters.

**Trending in Ticket Volume:**

- The trend line indicates a **steady upward trend** in ticket volume from the previous quarter to the last quarter. The increase in ticket volume is attributed to the improved software for capturing requests, which suggests that more issues are being identified and recorded accurately. This is a positive indicator of enhanced system efficiency, ensuring that more support requests are being addressed.

**Town Council Meeting Views:**

This report provides an overview of online viewership for recent Town Council meetings, highlighting both live and archive viewing trends. Data was collected from sessions held between October and December 2024 and reflects public engagement across different meeting times. Analyzing these trends helps to assess the community’s preferred viewing habits and inform decisions on scheduling and promoting Council meetings to maximize accessibility and participation

