Quarterly Report

Information Technology Department

Town Council Meeting Date: November 12th, 2024

First Quarter 2025: July, August, September

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 our Town, serving as a foundational support system that enhances the use and integration of technology across all departments. The department ensures that technology is both readily available and effectively utilized, enabling more efficient processes, enhancing communication across departments, and fostering stronger collaboration among teams to drive productivity.

A key responsibility of the IT department is ensuring the Safety and Security of the Town's data and systems. This includes implementing robust measures to protect sensitive data and ensuring that all technological resources are used responsibly and securely. In addition to safety, the department focuses on optimizing equipment use by providing the necessary tools and support to enable staff to perform their duties efficiently.

The department also includes an AV Specialist, whose primary responsibility is the live video production and audio recording of Town Council meetings, as well as sessions for various boards and commissions. By managing the production of public meetings, this role enhances transparency and accessibility for citizens. The AV Specialist also provides essential audio-visual support, fostering more effective communication and collaboration among all departments.

The Information Technology department is committed to supporting the Town's mission of "Excellence in Action" by adhering to the roadmap outlined in Plan Warrenton 2040.

Commendable Achievements:

Network Engineer Robert Hughes has been chosen to join the 2025 cohort of Leadership Fauquier; a nine-month program focused on community leadership development.

Project Progress:

Alloy Software:

- Initiated the implementation of Alloy Software, focusing on optimizing workflows and enhancing project management capabilities across teams. This project aims to streamline processes and improve collaboration.

Mobile Phone Upgrades:

- Completed a comprehensive upgrade of mobile phones across Town departments. This included evaluating current devices, selecting new models based on performance and compatibility, and ensuring all users were transitioned smoothly with updated features and capabilities.

Mobile Device Cost Comparisons:

- Conducted an in-depth analysis of mobile device billing to identify cost-saving opportunities. This involved scrubbing existing mobile device billing data, comparing different service plans, and providing recommendations for more economical options without compromising service quality.

Heat Mapping:

- Executed a heat mapping project to analyze network performance and identify areas with potential issues. This involved using specialized tools to visualize network traffic and pinpoint congestion, enabling proactive measures to enhance overall connectivity and efficiency.

Upgraded Critical Backbone Networking Hardware:

- Successfully upgraded essential networking hardware that forms the backbone of the Town's IT infrastructure. This included the installation of high-performance routers and switches to improve data transfer speeds, enhance reliability, and support growing demands for network capacity.

Multifactor Authentication (MFA) Implementation:

- MFA implementation scheduled for Azure portal, Microsoft Entra admin center, and Intune admin center (effective 15 October 2024):

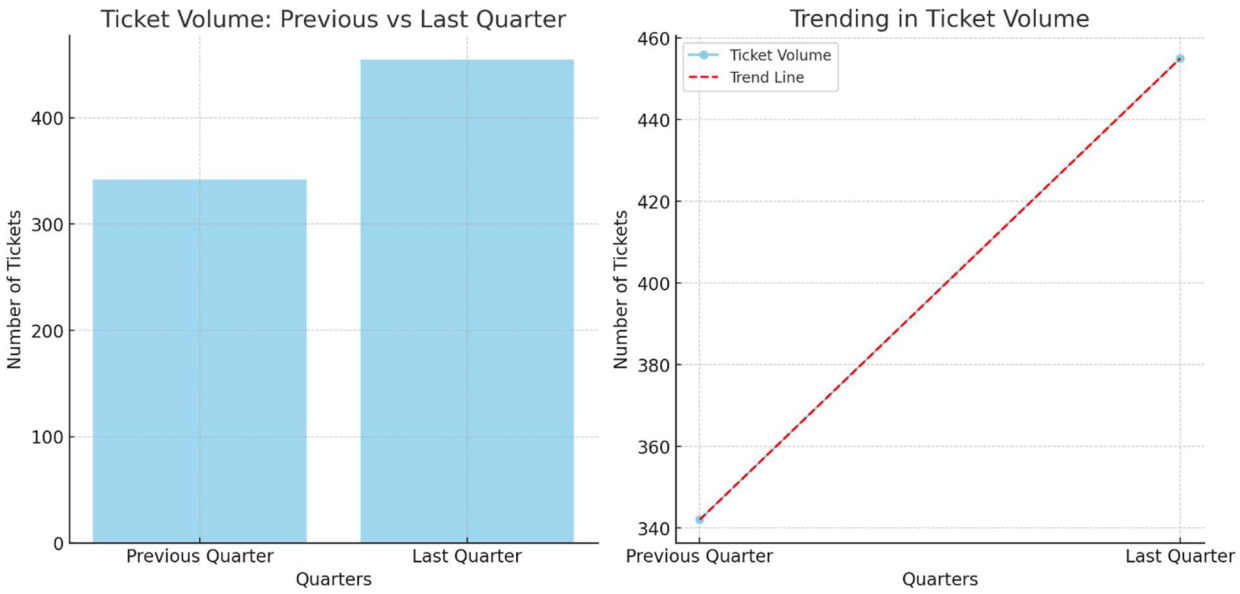
Public Works Re-Wire Project Completed:

- Entire server room rewired, separating voice and data pathways:
    - Completed a comprehensive rewiring of the entire server room, ensuring that voice and data cables are distinctly separated. This separation enhances performance, reduces interference, and improves the overall reliability of both communication and data transmission systems.
- Active wall outlets labeled with connections:
    - Labeled all active wall outlets with corresponding connections to patch panels, providing clear identification for easy troubleshooting and maintenance. This organization

simplifies future modifications and helps staff quickly identify connections during network diagnostics.

- Enabled ACL on VOIP and data switches:
    - Implemented Access Control Lists (ACL) on both VOIP and data switches to enhance network security and manage traffic effectively. This configuration allows for more granular control over data flows, ensuring that sensitive information is protected, and that bandwidth is allocated appropriately among various services.

Charts and information:



Ticket Volume Comparison:

- In the **previous quarter**, there were **342 tickets**.
- In the **last quarter**, the number of tickets increased to **455**.
- This represents an increase of **113 tickets** 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 June and September 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