Quarterly Report

Information Technology

Department

Town Council Meeting Date: Feb 10, 2026

Second Quarter: 2026 Oct, Nov, Dec

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

Department Overview:

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.

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*.

Building a Security-First Culture

In an increasingly interconnected digital landscape, cybersecurity risk extends far beyond technical concerns, it is a fundamental priority for local government operations. A security incident could interrupt critical public services, compromise sensitive resident information, or undermine community confidence. This reality emphasizes the essential role of robust cybersecurity practices, informed decision-making, and responsible data management in protecting Town systems and ensuring uninterrupted service delivery.

Every member of our workforce contributes to this effort. A single inadvertent action, such as opening a phishing email, using a compromised password, or operating an unpatched device. All of these actions can expose confidential records, financial systems, or public safety information. By maintaining vigilance and adhering to established protocols, we collectively strengthen our defenses, protect our residents, and uphold the integrity of the services they depend on.

Commendable Achievements:

None.

Information Technology Department Quarterly Report Q1

Project Progress:

Modernization updates:

- Network equipment was updated to maintain system readiness and efficiency.
- Continued implementation of the ERP system, with ongoing progress in finance, human resources, and payroll modules, advancing the modernization of municipal operations and enhancing data transparency and integration across departments.
- Windows 11 workstation upgrades are 93% complete.

Charts and information:

Ticket Volume

700	
600	
500	
400	
300	
200	
100	
0	
Quarter 1 (Jul-Sep 2025)	Quarter 2 (Oct-Dec 2025)
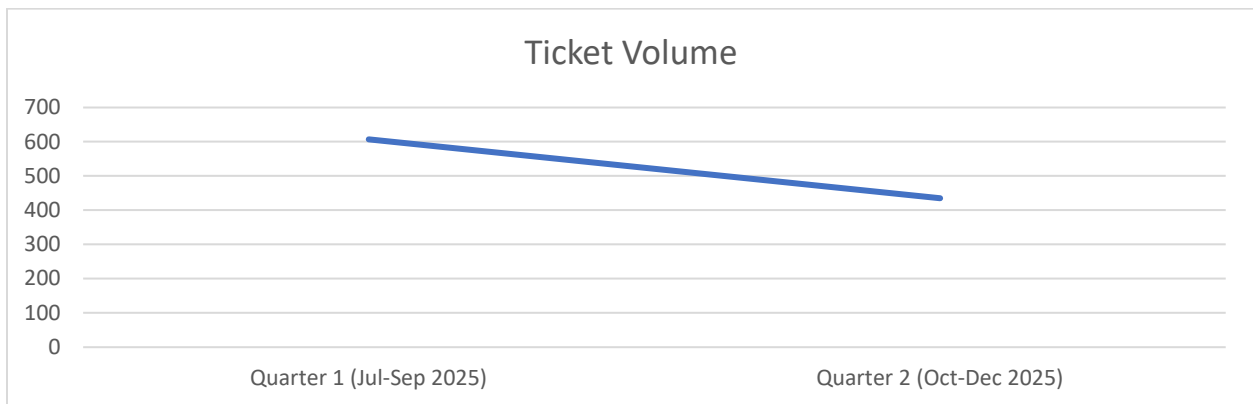
Ticket Volume Comparison:

- In the **previous quarter**, there were **607 tickets**.
- In the **most recent quarter**, the number of tickets reduced to **435 tickets.**
- This represents a decrease of **28%** over the two quarters.

Trending in Ticket Volume:

- Help desk ticket volume decreased from 607 in the previous quarter to 435 this quarter, representing a **28% reduction.** This sustained decline reflects improvements in system stability, issue prevention, and end-user self-sufficiency, resulting in fewer repeat and avoidable incidents.
- The reduction in ticket volume allowed the help desk team to shift focus from reactive support to proactive maintenance and service improvements. Fewer incidents resulted in reduced end-user disruption and increased productivity across supported departments.
- Reduced ticket volume increased available support capacity, enabling improved response times, better follow-up on complex issues, and additional focus on preventative maintenance and internal process improvements.

Information Technology Department Quarterly Report Q1

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 2025 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

TOWN COUNCIL ONLINE MEETING VIEWS

Information Technology Department Quarterly Report Q1