

Quarterly Report

Information Technology

Department



Town Council Meeting Date: February 11, 2025

Second Quarter: 2025 October, November, December

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:

The successful completion of CJIS recertification ensures continued compliance with federal security standards for handling criminal justice data. This achievement reinforces data protection, operational integrity, and our commitment to safeguarding sensitive information.

Project Progress:

Alloy Software:

- Implemented Alloy Software, focusing on optimizing workflows and enhancing project management capabilities across teams. This software 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 Management Rollout:

- We are pleased to announce the successful rollout of our Mobile Device Management (MDM) solution. This initiative enhances security, streamlines device management, and ensures compliance across all mobile assets. The deployment was completed on schedule, with minimal disruption, thanks to the collaboration of our IT team and end users. With MDM in place, we now have improved oversight, remote support capabilities, and a more secure mobile environment.

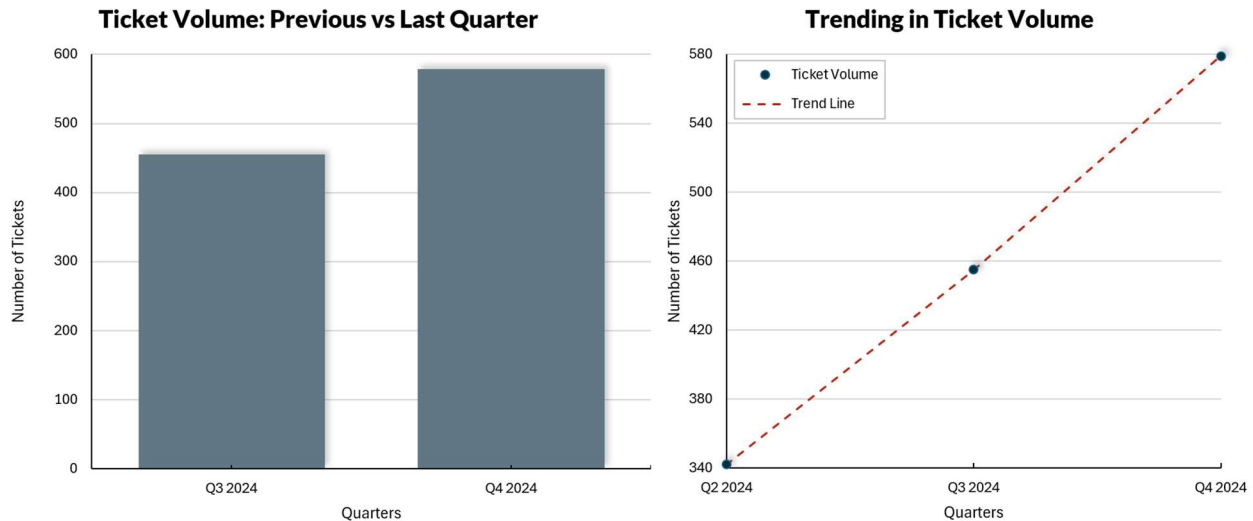
SMS archiving Intradyn

- The implementation of SMS archiving using Intradyn has been successfully completed, strengthening compliance, security, and record-keeping for mobile communications. This solution ensures seamless archiving and improved oversight, supporting regulatory and organizational requirements

Multifactor Authentication (MFA) Implementation:

- The successful rollout of Multi-Factor Authentication (MFA) enhances security by adding a critical layer of protection to system access. This implementation mitigates unauthorized access risks, strengthens compliance, and aligns with industry best practices. The deployment was completed efficiently, ensuring minimal disruption while improving the organization's overall cybersecurity posture.

Charts and information:



Ticket Volume Comparison:

- In the **previous quarter**, there were **455 tickets**.
- In the **last quarter**, the number of tickets increased to **524**.
- This represents an increase of **16%** 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

Town Council Online Meeting Views

