

# Quarterly Report

## Information Technology

### Department



Town Council Meeting Date: Nov 12, 2025

First Quarter: 2026 July, Aug, Sept

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:

IT Director presented at the Citizens Academy.

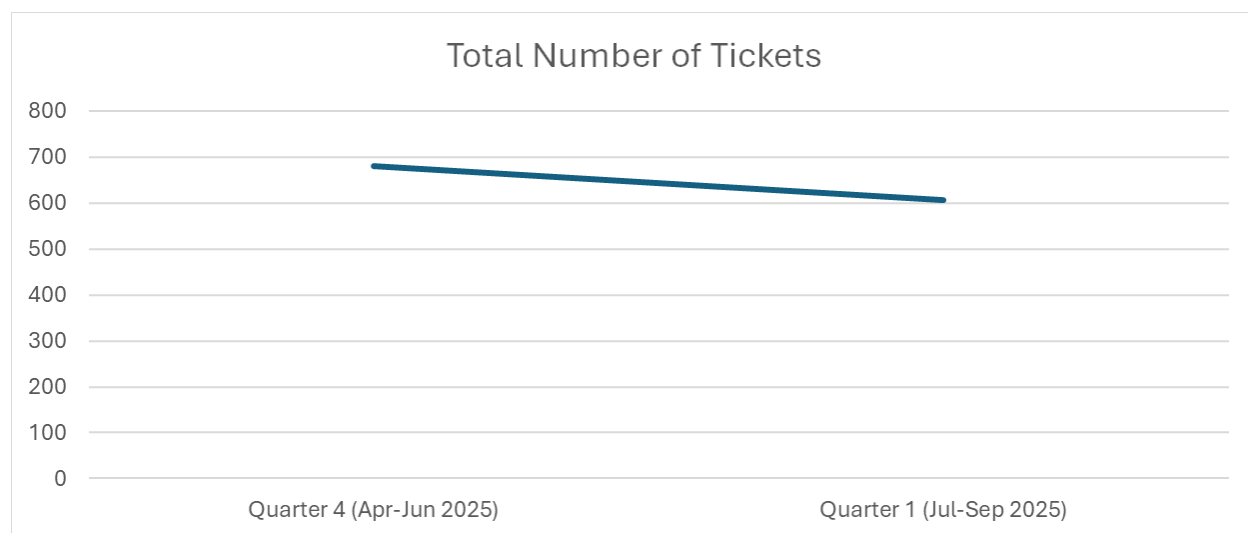
#### Project Progress:

Modernization updates:

- Network equipment was updated to maintain system readiness and efficiency.
- Expanded site maps to monitor network equipment across all locations.

- 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.
- Rolled out upgraded audio-visual (AV) software to upgrade camera functionality.
- Windows 11 workstation upgrades are 92% complete.

### **Charts and information:**



### **Ticket Volume Comparison:**

- In the previous quarter, there were 681 tickets.
- In the last quarter, the number of tickets decreased to 607.
- This represents a decrease of 10.8% over the two quarters.

### **Trending in Ticket Volume:**

- The trend line shows a slight decrease in ticket volume from Q4 2025 to Q1 2026. This reflects the IT Department's continued commitment to proactive, efficient support — helping reduce user-reported issues and increasing overall productivity among Town employees. As remote support capabilities advance, the IT team is able to maintain device functionality town-wide by:
  - Remotely pushing updates before problems arise (without needing full control of the device)

- Assisting users without being physically present—minimizing downtime for both parties
- Keeping hardware specifications current, often before users experience performance slowdowns.

### 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 April and June 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

