

Quarterly Report

Information Technology

Department



Town Council Meeting Date: Aug 12, 2025

Fourth Quarter: 2025 April, May, June

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*.

Cybersecurity Awareness and Risk Mitigation:

This quarter, our team has continued to prioritize cybersecurity, particularly as our reliance on cloud services and AI tools expands. While none of our systems handle classified data, we remain vigilant in protecting all municipal information. As cybersecurity expert Rex Booth noted in a recent interview with *ProPublica*, "There's a misconception that, if government data isn't classified, no harm can come of its distribution... even unclassified data can reveal insights that could harm U.S. interests."

In today's interconnected environment, cybersecurity risk has evolved beyond a technical issue; it is a critical organizational concern that affects operations, compliance, and public trust. This underscores the importance of strong cybersecurity hygiene, informed user behavior, and responsible data stewardship as essential components in safeguarding our systems and upholding the integrity of our services.

Commendable Achievements:

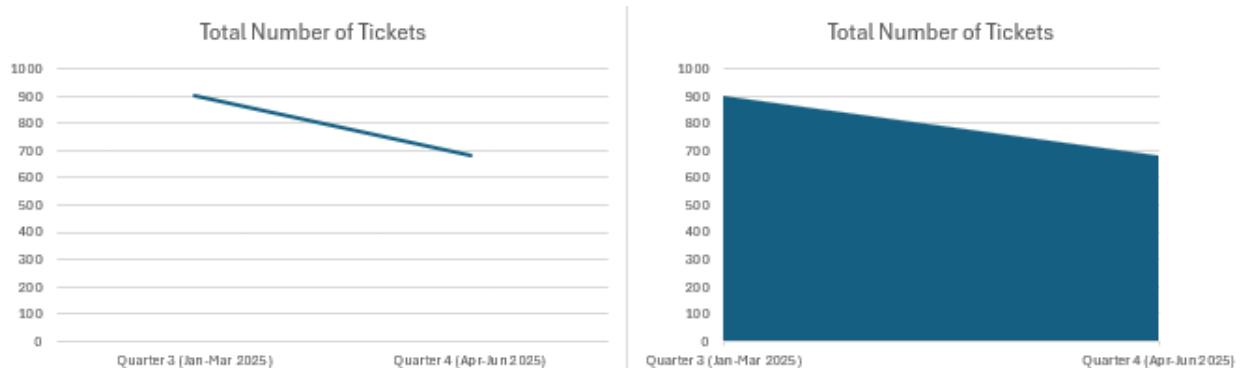
None this quarter.

Project Progress:

Modernization updates:

- Supported key compliance-driven improvements at the Water and Wastewater Treatment Plant. These included critical upgrades to the network infrastructure and enhancements to physical security systems, and the addition of multiple wireless access points to improve coverage across the facility.
- 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) computers in key meeting spaces, improving reliability, performance, and support for hybrid meetings with remote participants.

Charts and information:



Ticket Volume Comparison:

- In the **previous quarter**, there were **903 tickets**.
- In the **last quarter**, the number of tickets decreased to **681**
- This represents a decrease of **24%** over the two quarters.

Trending in Ticket Volume:

- The trend line indicates a reduction in ticket volume from the 2025's Third Quarter to Fourth Quarter. The decrease in ticket volume is attributed to the improved quality of life for Users, less issues due to more reliable software and equipment provided by IT, which suggests that Users are experiencing more productivity due to improved foresight and planning by the IT Department. This is a positive indicator of enhanced system efficiency, ensuring that more Users are able to do their job functions with less interruption.

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

