

CITY OF MONROE
Information Technology Division
Finance Department

2013 Statistics

I.T. Highlights 2008-2013

- Consolidated and upgraded the internal network backbone, eliminating redundant domains and increasing network speed to gigabit throughput.
- Two major website overhauls.
- Established social networking portals.
- Major upgrade from Exchange 2003 to Exchange 2013.
- Upgraded tape backup system.
- Migration of several business systems to cloud based solutions.
- Consolidated and eliminated five servers total from the city, reducing our server farm to 16 units.

I.T. Goals and Objectives

5 year plan

- Leverage cloud based computing options to reduce and consolidate our server farm; thus reducing our energy usage, carbon footprint, and maintenance costs.
- Expand and improve the usage of social media tools to deliver up to date information to the public.
- Upgrade and replace systems as necessary while maintaining cost effectiveness.
- Consolidate, upgrade, and expand internal wireless networking coverage.
- Continue training and education of I.T. personnel to keep current with advances in technology.

USERS AND COMPUTERS

USERS = 192



*Users are any employee who has login credentials and/or city email

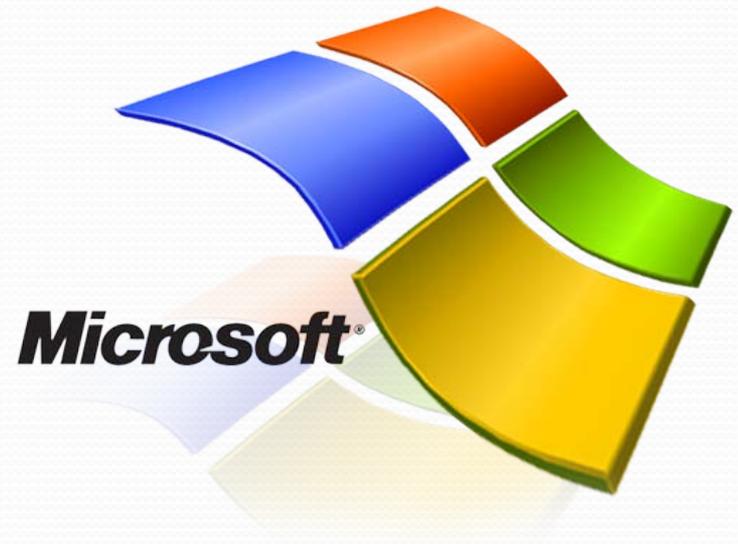
COMPUTERS = 259



*Includes Servers, Workstations, Laptops, Netbooks, and Tablets

OPERATING SYSTEMS

- Microsoft Windows XP
- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Server 2003
- Microsoft Server 2008
- Microsoft Server 2012
- Mac OS X
- Mac iOS
- Android OS



LINE OF BUSINESS PROGRAMS

- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft SQL Server
- Courtware RMS
- Courtware CMS
- Quartermaster
- USA Software
- FireHouse
- CitiTech
- ITRON
- Smith Data Financials
- Builder Radius BluePrince
- Mitel
- ArcView GIS
- Crystal Reports
- QuickBooks
- CAFR2000
- SB Client
- SCADA
- WebRoot Antivirus
- IssueTrak

EMAIL

- Upgraded from
- Microsoft Exchange Server 2003
- to
- Microsoft Exchange Server 2013

- Barracuda Spam and Antivirus Firewall

- 213 Email Accounts

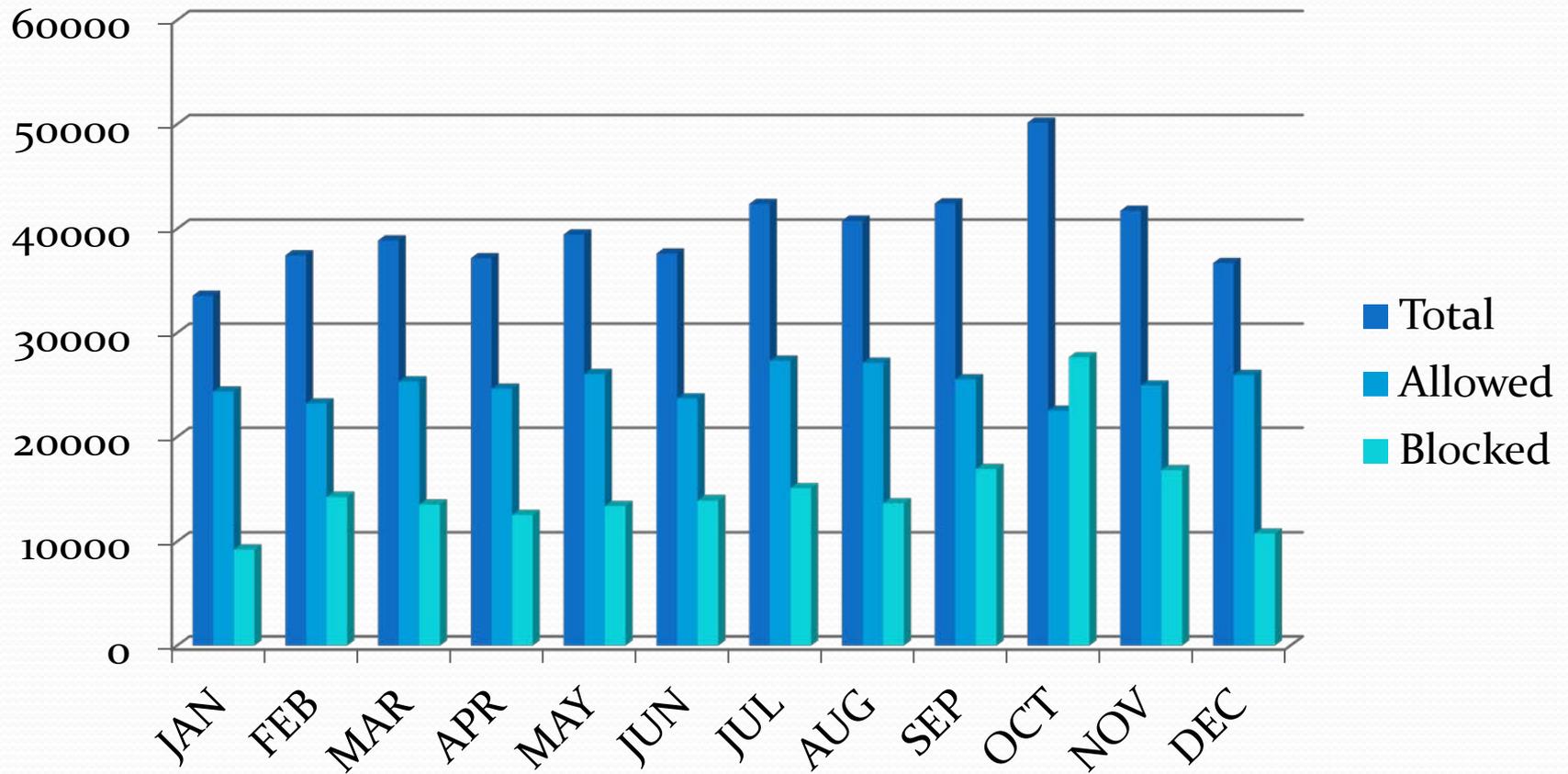
- 1335 emails per day average

- 31% are SPAM

- 12% contain viruses, spyware, malware, or harmful code



Email Statistics



ONLINE ASSETS

- City website at www.monroega.com
- City Facebook page at <http://www.facebook.com/CityofMonroeGA>
- City Twitter at <http://twitter.com/MONROEGA>
- City YouTube Channel at <http://www.youtube.com/cityofmonroega>
- City Nixle Account at <http://local.nixle.com/city-of-monroe-georgia/>

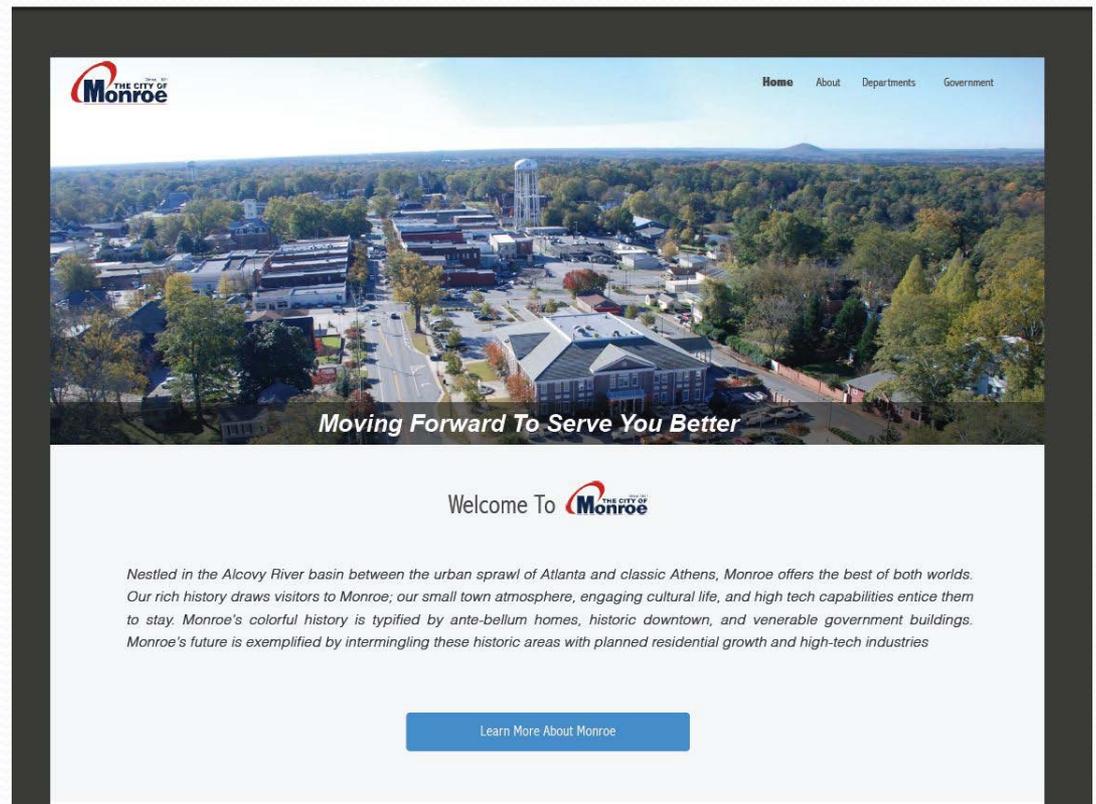


City Website Rebuild

The city website received a refresh this year, updating it from the design that was implemented in 2008.

The new design features the flat design concept: Flat design is a minimalistic design approach that emphasizes usability. It features clean looks, open space, crisp edges, bright colors, and two-dimensional/flat illustrations.

Jess Brown of Brown Web Design was our contractor for this project.



City Website Review

1999-2008

2008 thru 2013

City of Monroe
Walton County, Georgia

powered by **WalWeb**

Welcome | Services | Government | Projects | Recreation

Important Phone #s
[Walton Newcomers](#)
City Hall
227 South Broad Street
Post Office Box 1249
Monroe, GA 30655
[Feedback](#)

The City of Monroe and Officials Receive Awards and Special Recognition
Certified City of Ethics

Certificate of Achievement

Meeting Schedules and Agendas:
[City Council](#) - First Tues. of the month, 6:00 pm, Library
[Upcoming Meeting Agenda](#)
[Last Meetings Actions](#)

Monroe Utilities Network - Commissioners Meeting - Second Tuesday of each month, 8:30 am, at Monroe Utilities Network
Planning & Zoning Commission - Third Tuesday of each month, 5:30 pm, at City Hall
Historical Preservation Committee - Second Tuesday of each month, 6:00 pm, at City Hall
Public Safety Committee - Third Wednesday of each month, 6:00 pm, at the City Hall
Finance Committee - TBA, at the City Hall
Airport Committee - First Thursday of each month, 6:00 pm, at the City Hall
Public Works Committee - Third Tuesday of each month, 6:00 pm, Public Work's facility, 213 Cherry Hill Rd.
Downtown Development Authority - First Monday of each month, 6:00 pm, at the City Hall

About the City of Monroe
Nestled in the Alcovy River basin between the urban sprawl of Atlanta and classic Athens, Monroe offers the best of both worlds. Our rich history draws visitors to Monroe, our small town atmosphere, engaging cultural life,

HOME | GOVERNMENT | SERVICES | COMMUNITY | MEETINGS | ANSWERS | NEWS | WEB LINKS | NEWS FEEDS | CONTACT US

THE CITY OF Monroe
Since 1881

WEDNESDAY NOV 10

HOME

FRVTA: The population of the City of Monroe is 11,407...

Search this site...

Main Menu
[Home](#)

The Official Website of the City of Monroe
Nestled in the Alcovy River basin between the urban sprawl of Atlanta and classic Athens, Monroe offers the best of both worlds. Our rich history draws visitors to Monroe; our small town atmosphere, engaging cultural life, and high tech capabilities entice them to

Local Weather
Monroe, GA, US
Now

www.monroega.com

Google Analytics

16,553 people visited this site

Visits

23,936



Unique Visitors

16,553



Pageviews

60,246



Pages / Visit

2.52



Avg. Visit Duration

00:01:37



Bounce Rate

51.67%

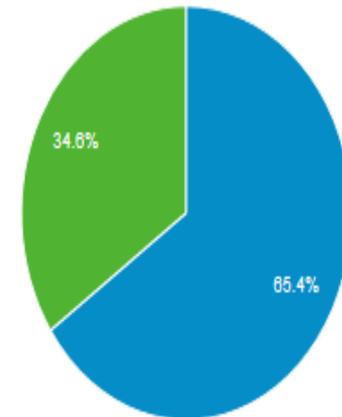


% New Visits

65.35%



■ New Visitor ■ Returning Visitor



Stats collected from September through December 2013.

Facebook



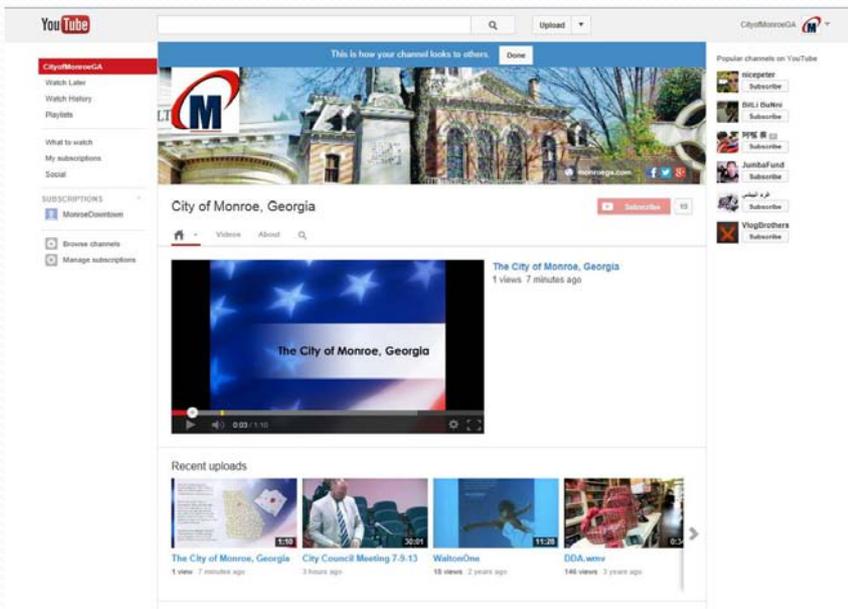
Established in 2009
1,355 “Likes”

Twitter



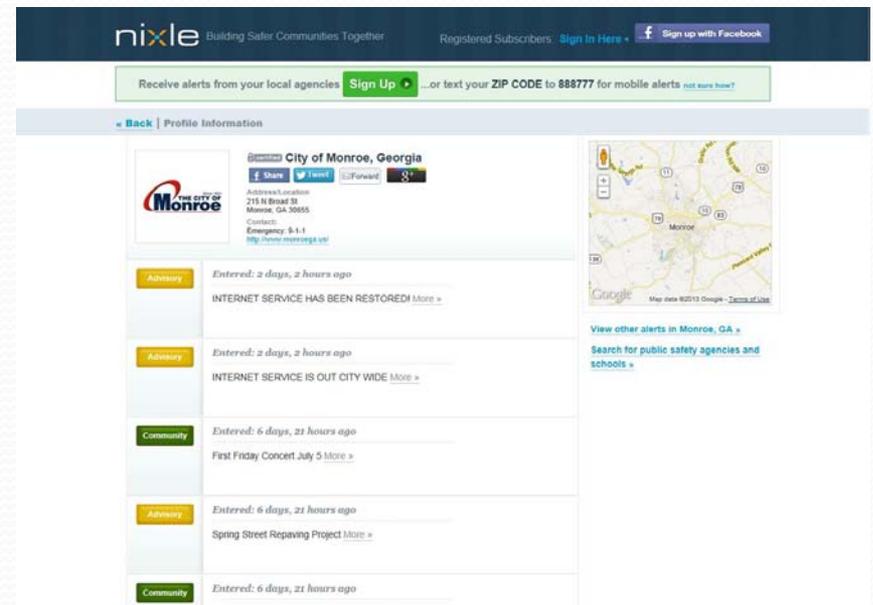
Established in 2009
317 Followers

YouTube



Established in 2009
11 Subscribers / 2,616 views

Nixle



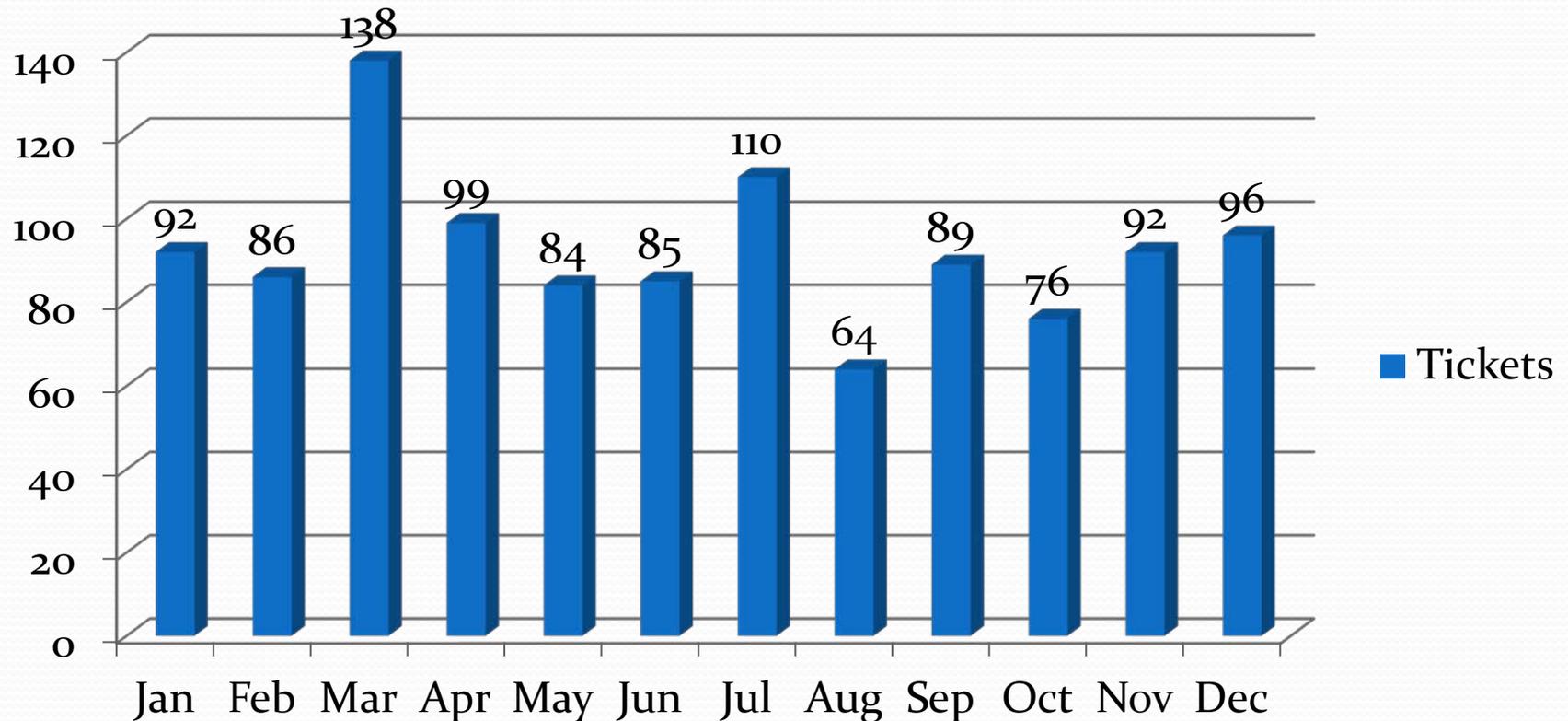
Established in 2011
71 subscribers

CALLS FOR SERVICE

- Calls are generated via phone, email, text message, and personal contact. All calls are logged in the IssueTrak system for housekeeping and statistical purposes.
- A call/ticket can be something as simple as changing a backup tape, to a server being down. All issues that require I.T. intervention are logged.
- Call/ticket labor time is difficult to track due to some issues being solved by a phone call versus being worked on over days or even weeks at a time.
- There were a grand total of 1,111 I.T. issues logged for the year 2013.

Calls for Service Monthly

Tickets



Calls for Service

Monthly Average by Department

Tickets

