



CITY OF MONROE
Information Technology Division
Finance Department

2014 STATISTICS

I.T. Highlights 2014

- Consolidated older servers and eliminated one from our server farm.
- Began transition of QS₁/SDP products to cloud based solution.
- Obtained PCI-DSS compliance.
- Transitioned away from the end of life Windows XP operating system to Windows 7.
- Transitioned daily operations of city web assets and social media from I.T. to the Liaison.

I.T. Goals and Objectives

- Leverage cloud based computing options to reduce and consolidate our server farm; thus reducing our energy usage, carbon footprint, and maintenance costs.
- Work with the Liaison to expand and improve the usage of web and 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 wireless networking coverage.
- Continue training and education of I.T. personnel to keep current with advances in technology.

USERS AND COMPUTERS

USERS = 211



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

COMPUTERS = 195



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

OPERATING SYSTEMS

- 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

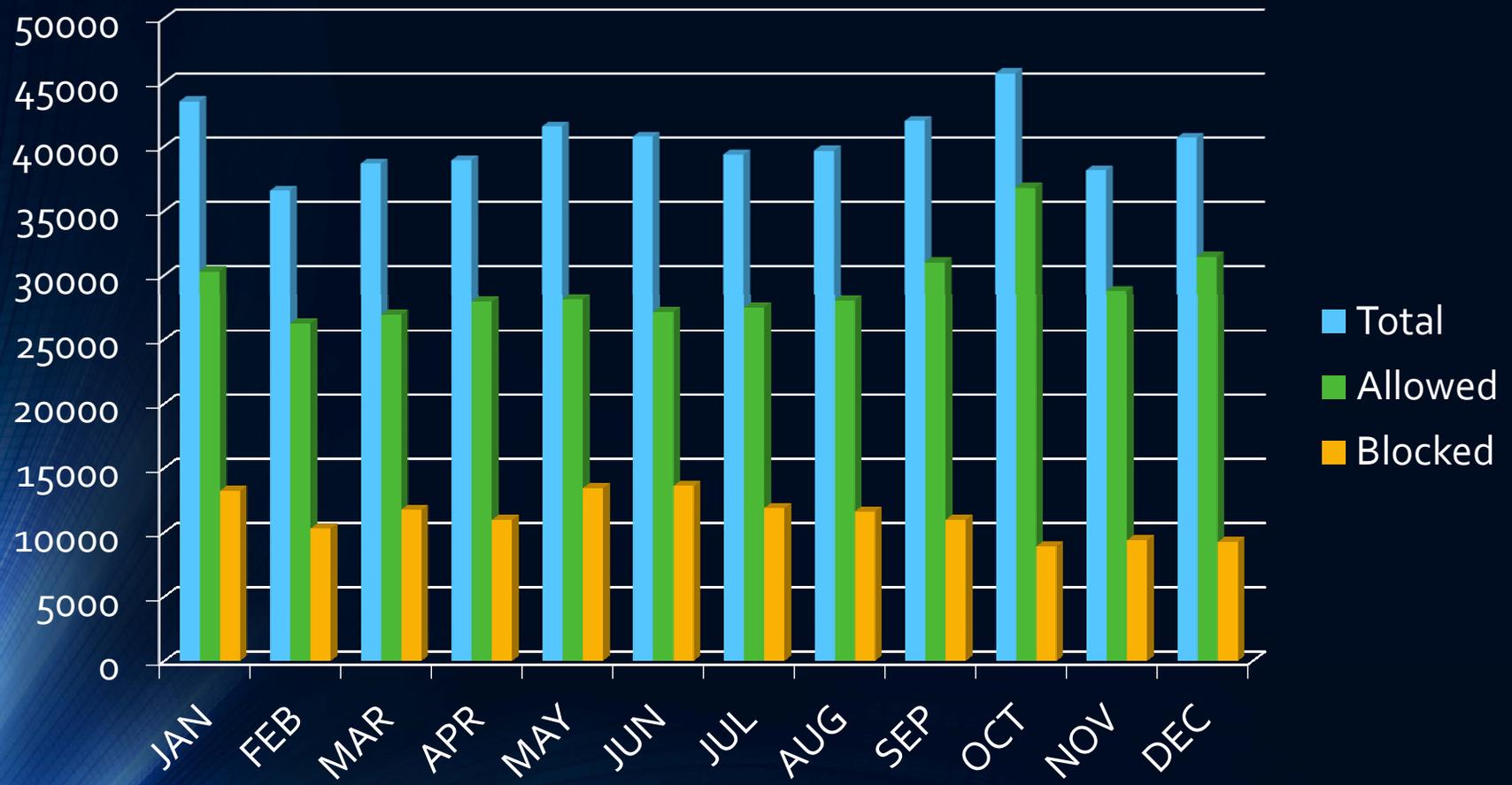
- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft SQL Server
- Courtware RMS
- Courtware CMS
- Quartermaster
- USA Software
- FireHouse
- CitiTech
- ITRON
- Smith Data Financials
- Builder Radius BluePrince
- Avaya
- ArcView GIS
- Crystal Reports
- QuickBooks
- CAFR2000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

EMAIL

- Microsoft Exchange Server 2013
- Barracuda Spam and Antivirus Firewall
- 218 Email Accounts
- 1,348 emails per day average
- 24% are SPAM
- 18% contain viruses, spyware, malware, or harmful code



Email Statistics



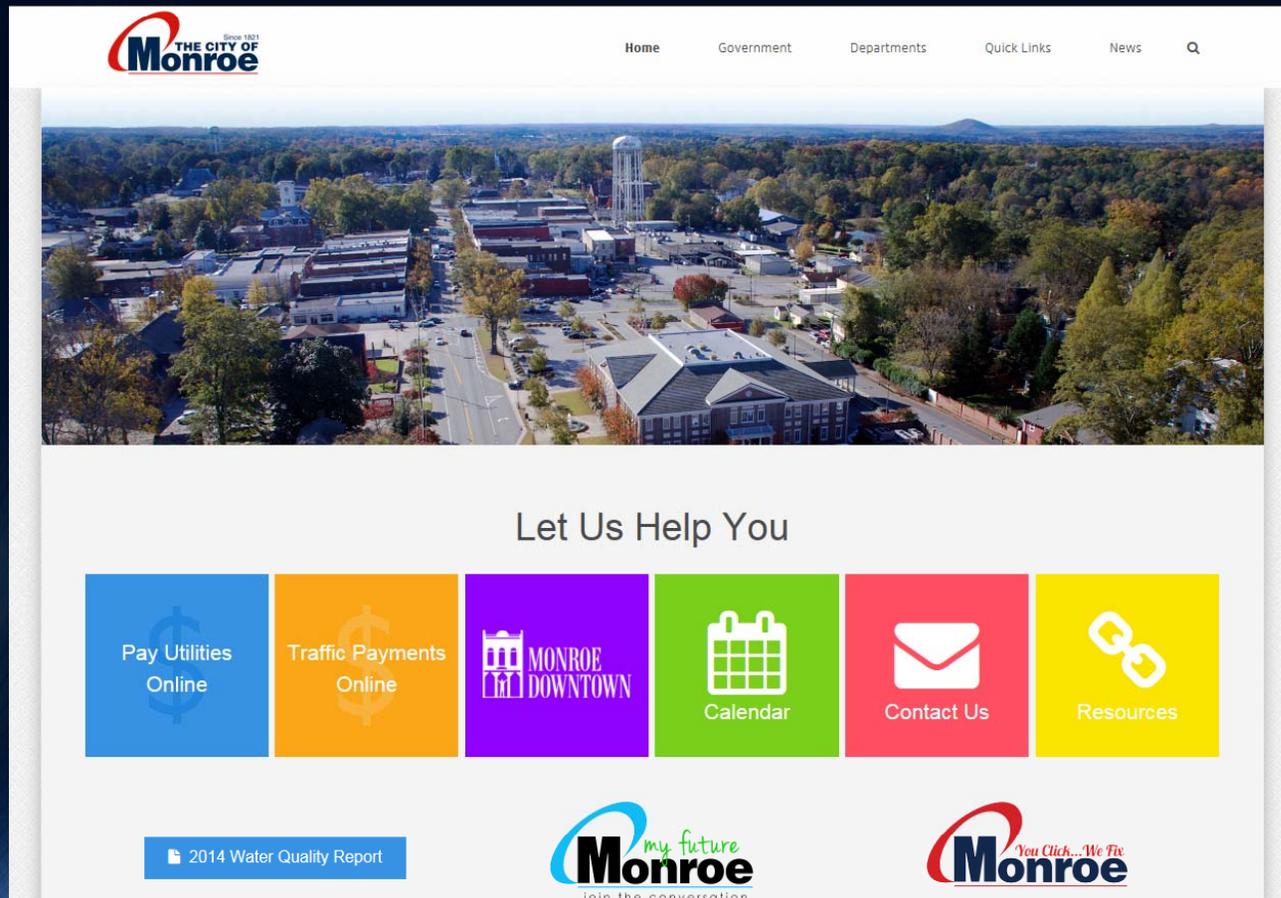
ONLINE ASSETS

- 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/>



Daily admin of online assets is now handled by the Customer/Community Service Liaison

City Website



www.monroega.com

Google Analytics



Stats collected from January through December 2014.

FACEBOOK



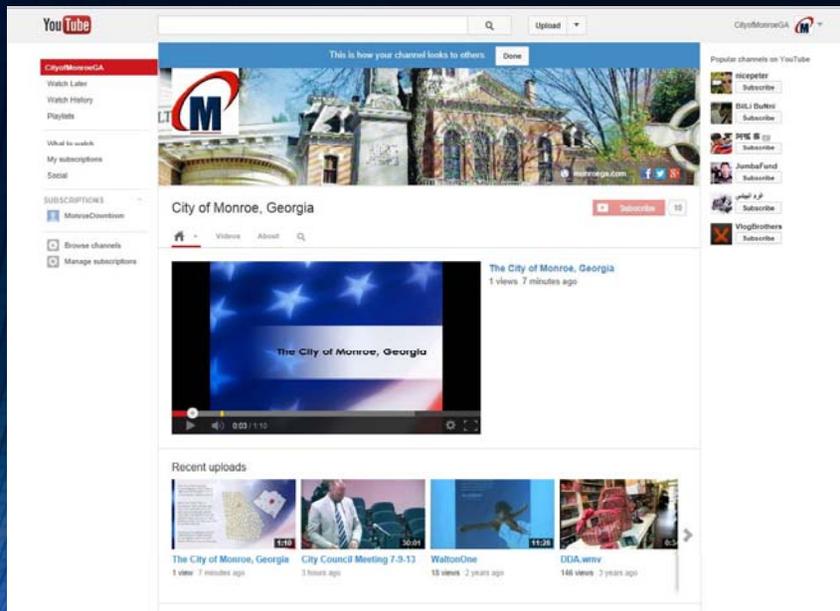
Established in 2009
1,621 "Likes"

TWITTER



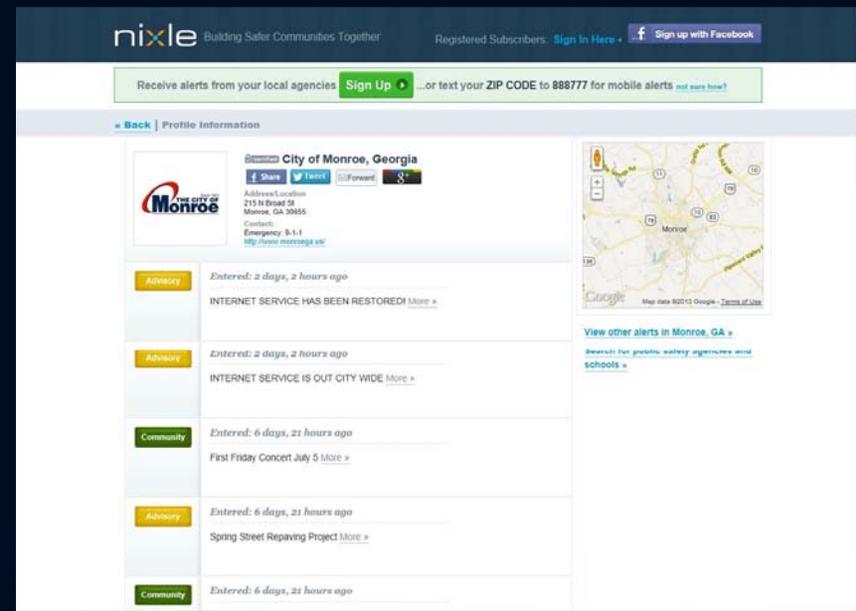
Established in 2009
457 Followers

YOUTUBE



Established in 2009
21 Subscribers / 3,078 views

NIXLE



Established in 2011
104 subscribers

PCI-DSS Compliance

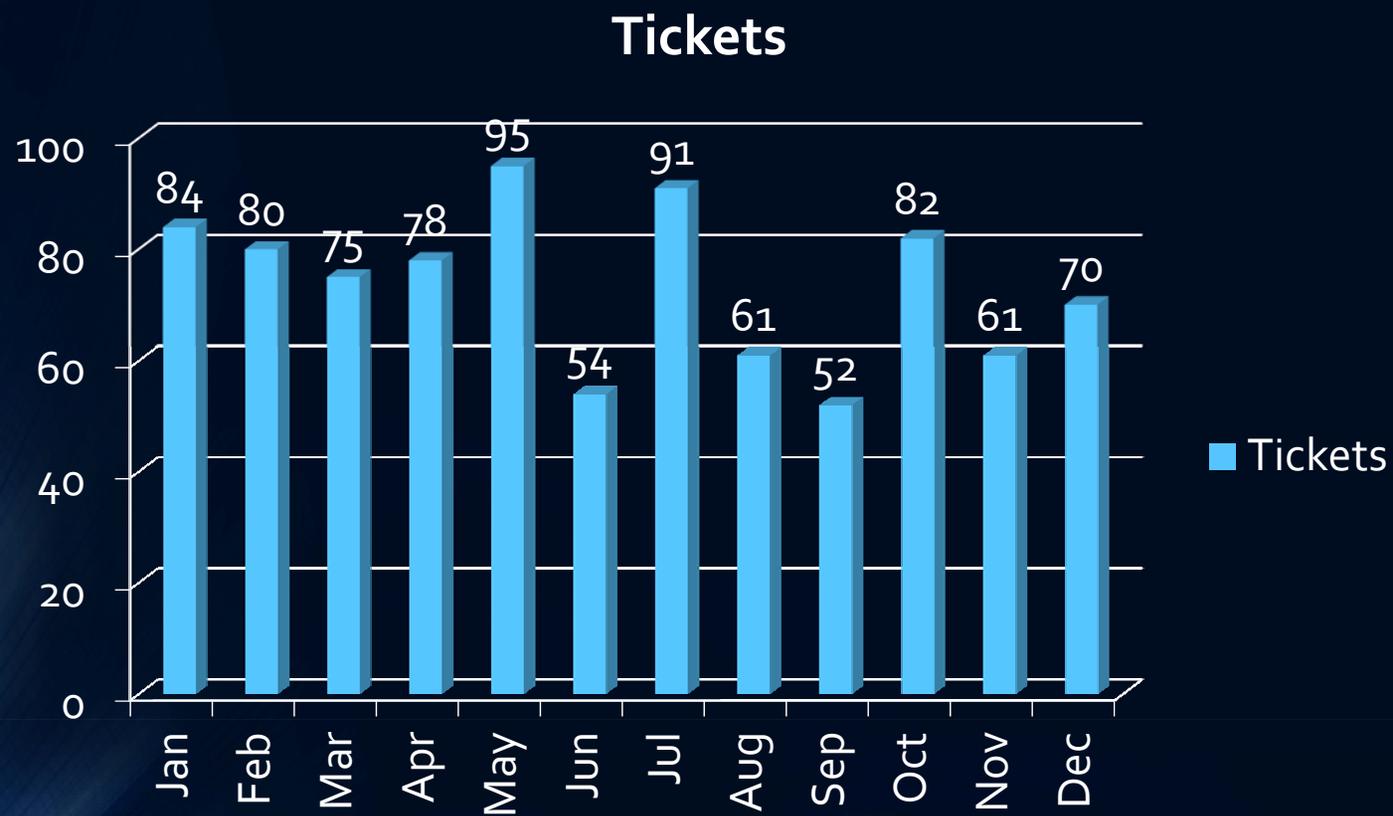


The Payment Card Industry Data Security Standard (PCI DSS) is a widely accepted set of policies and procedures intended to optimize the security of credit, debit and cash card transactions and protect cardholders against misuse of their personal information. The PCI DSS was created jointly in 2004 by four major credit-card companies: Visa, MasterCard, Discover and American Express.

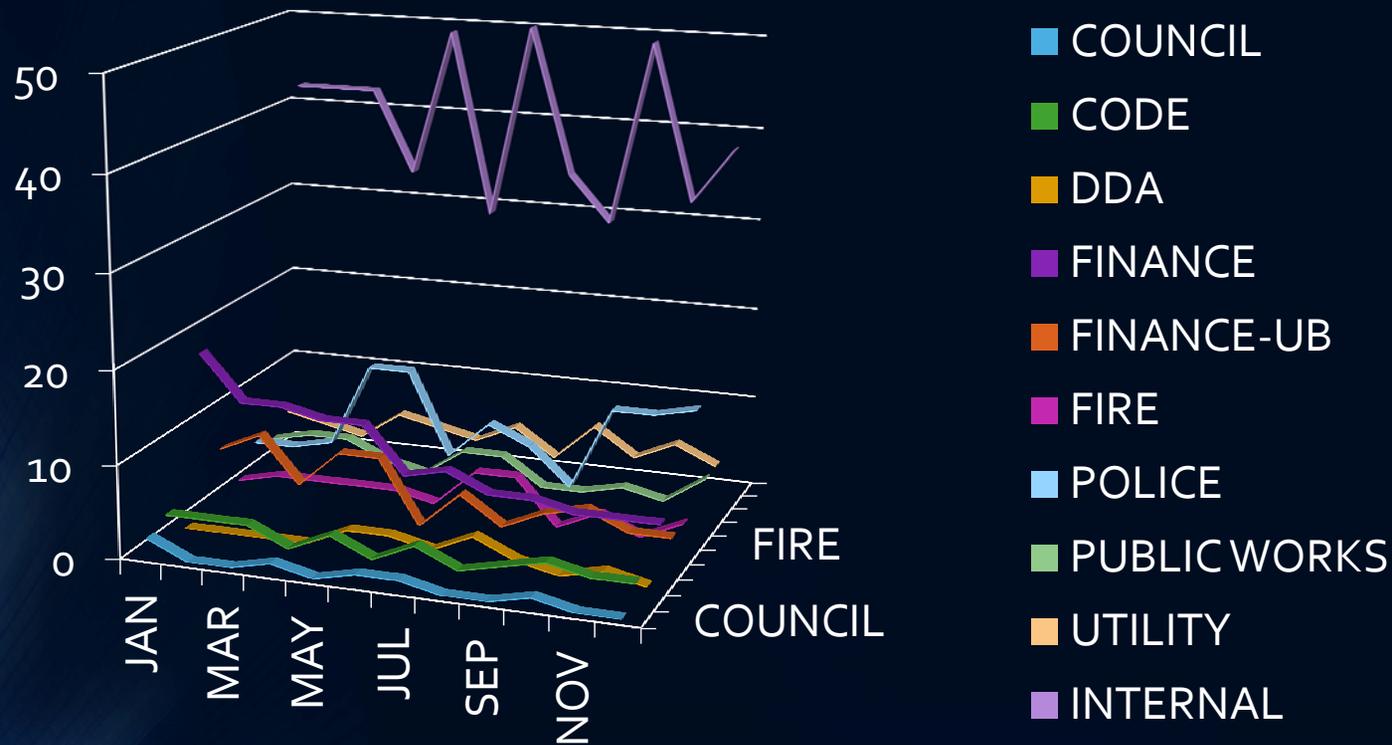
CALLS FOR SERVICE

- 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 883 I.T. issues logged for the year 2014.

Calls for Service Monthly



Calls for Service Monthly by Department



Calls for Service Monthly Average by Department

Tickets

