



CITY OF MONROE  
Information Technology Division  
Finance Department

2015 Statistics

# I.T. Highlights 2015

- Obtained compliance with new ICANN security certificate requirements for our email servers.
- Transitioned away from the end of life Windows Server 2003 operating systems.
- Completed conversion of QS1 software to cloud based solution, eliminating one server from our farm.
- Upgraded our aging firewall; improving network security and data throughput.
- Implemented new backup solutions including cloud based redundancy.

# 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.
- Upgrade and replace systems as necessary while maintaining cost effectiveness.
- Expand use of tablet and mobile device computing solutions where possible.
- Continue training and education of I.T. personnel to keep current with advances in technology.

# USERS AND COMPUTERS

USERS = 201



COMPUTERS = 198



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

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



# OPERATING SYSTEMS

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10
- Microsoft Server 2008
- Microsoft Server 2012
- Mac OS X
- Mac iOS
- Android OS



# Line of Business Programs

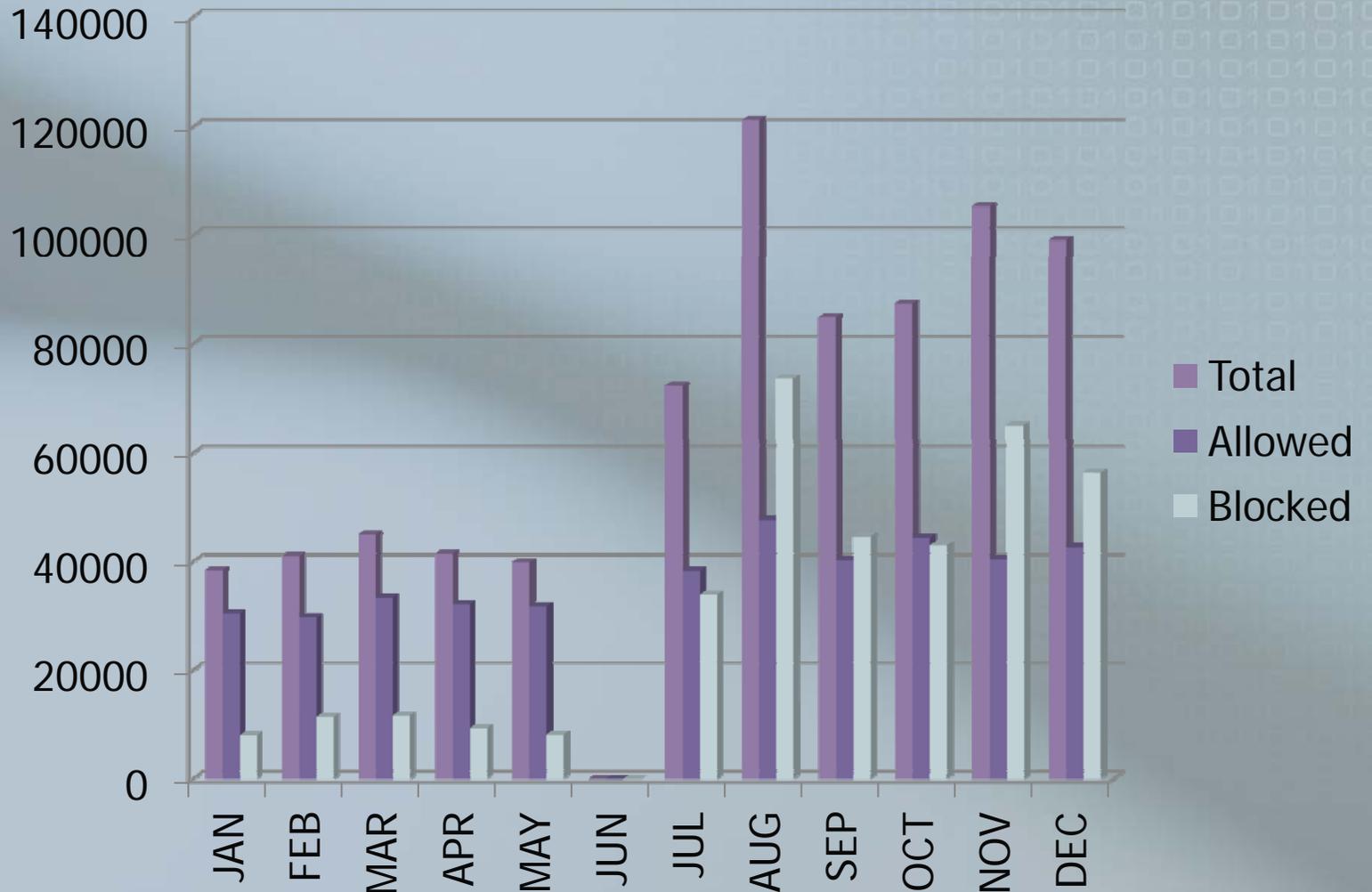
- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Courtware RMS
- Courtware CMS
- Quartermaster
- USA Software
- FireHouse
- CitiTech
- ITRON
- LabTech RMM
- Smith Data Financials
- Builder Radius
- BluePrince
- Avaya
- ArcView GIS
- Crystal Reports
- QuickBooks
- CAFR2000
- SB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

# EMAIL

- Microsoft Exchange Server 2013
- Barracuda Spam and Antivirus Firewall
- 216 Email Accounts
- 2300 emails received per day average
- 985 emails sent per day average
- 45% of received emails are SPAM and/or contain viruses, malware, or harmful code.

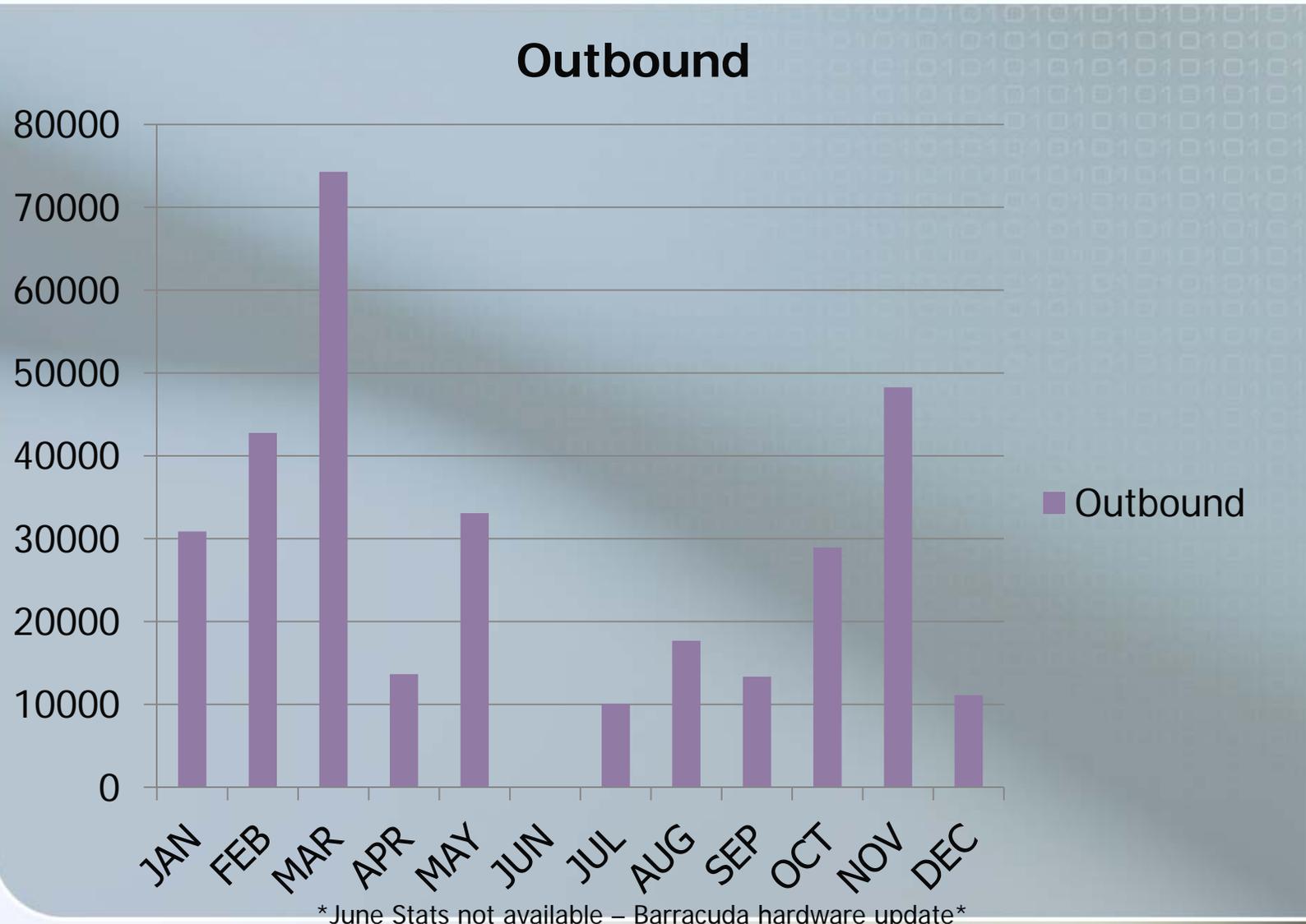


# Email Stats - Inbound



\*June Stats not available – Barracuda hardware update\*

# Email Stats - Outbound



\*June Stats not available - Barracuda hardware update\*

# Online Assets



- City website at [www.monroega.com](http://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

The screenshot shows the homepage of the City of Monroe website. At the top left is the logo for 'THE CITY OF Monroe' with 'Since 1821' above it. The navigation menu includes 'Home', 'Government', 'Departments', 'Quick Links', and 'News', followed by a search icon. Below the navigation is a large aerial photograph of the city. Underneath the photo is the heading 'Let Us Help You' and a row of six colorful buttons: 'Pay Utilities Online' (blue), 'Traffic Payments Online' (orange), 'MONROE DOWNTOWN' (purple), 'Calendar' (green), 'Contact Us' (red), and 'Resources' (yellow). At the bottom, there is a blue button for '2014 Water Quality Report', the 'my future Monroe' logo with the tagline 'join the conversation', and the 'Monroe' logo with the slogan 'You Click... We Fix'.

**THE CITY OF**  
**Monroe**  
Since 1821

Home Government Departments Quick Links News

Let Us Help You

Pay Utilities Online Traffic Payments Online MONROE DOWNTOWN Calendar Contact Us Resources

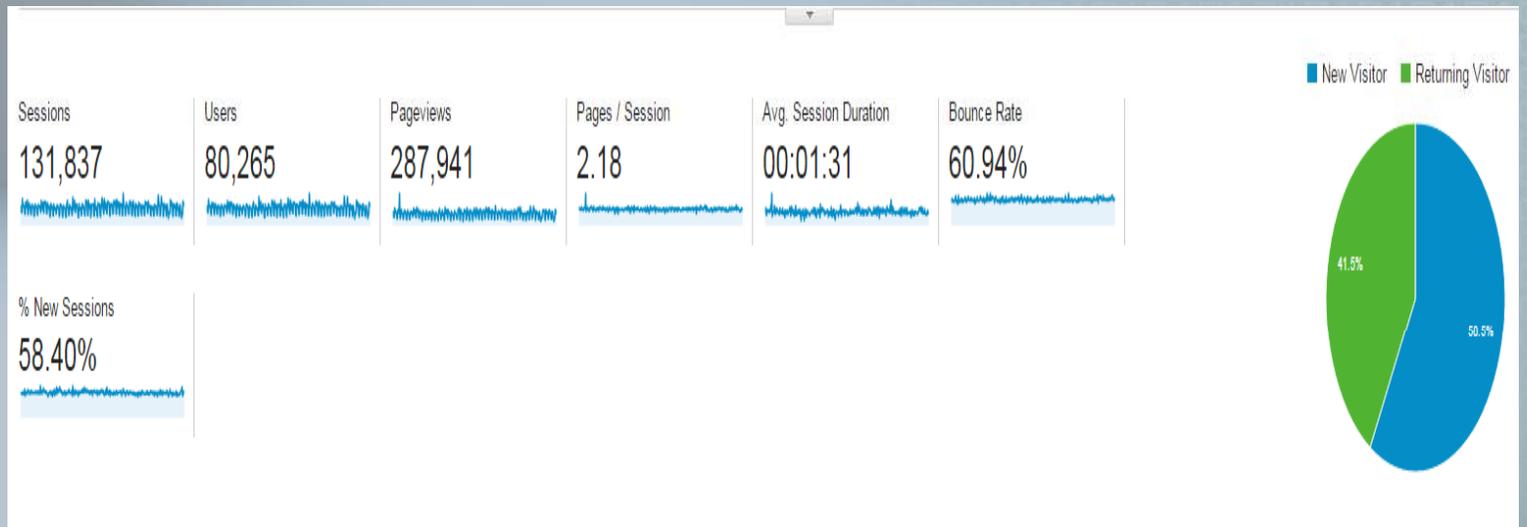
2014 Water Quality Report

my future  
**Monroe**  
join the conversation

**Monroe**  
You Click... We Fix

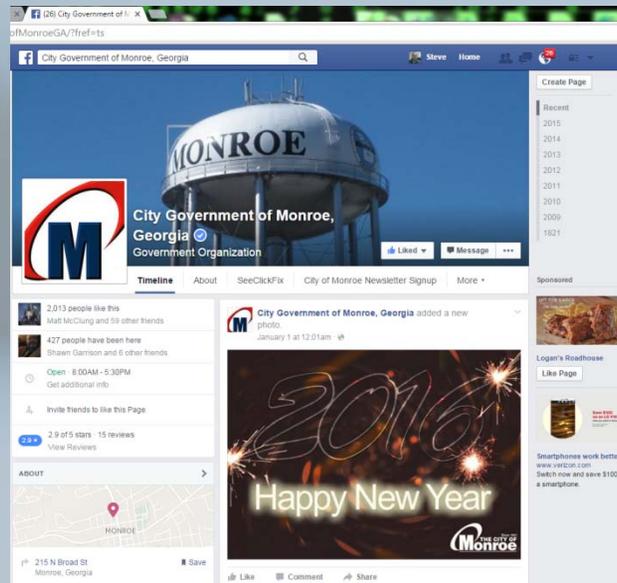
[www.monroega.com](http://www.monroega.com)

# Google Analytics



*\*Stats collected from January through December 2015.\**

# Facebook



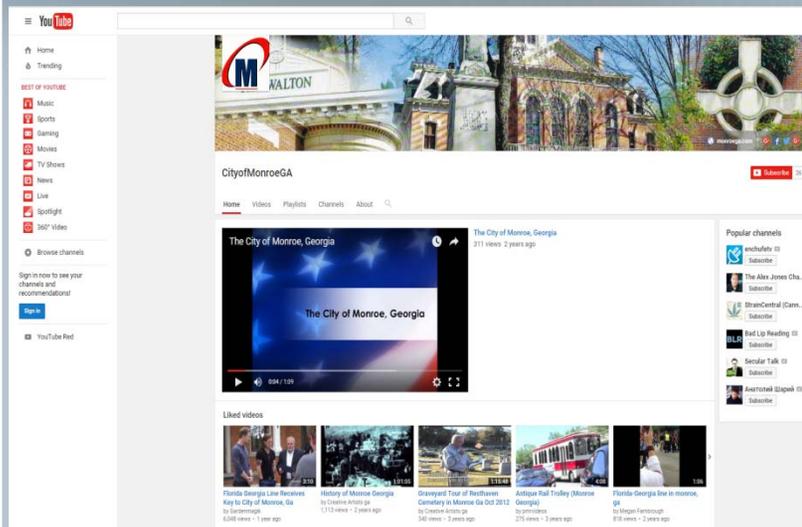
Established in 2009  
2,013 "Likes"

# Twitter



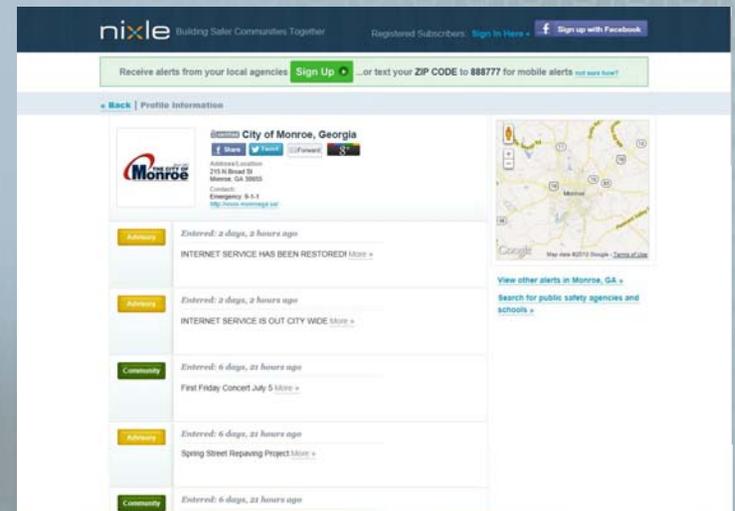
Established in 2009  
632 Followers

# YouTube



Established in 2009  
26 Subscribers / 2,015 views

# Nixle



Established in 2011  
118 subscribers

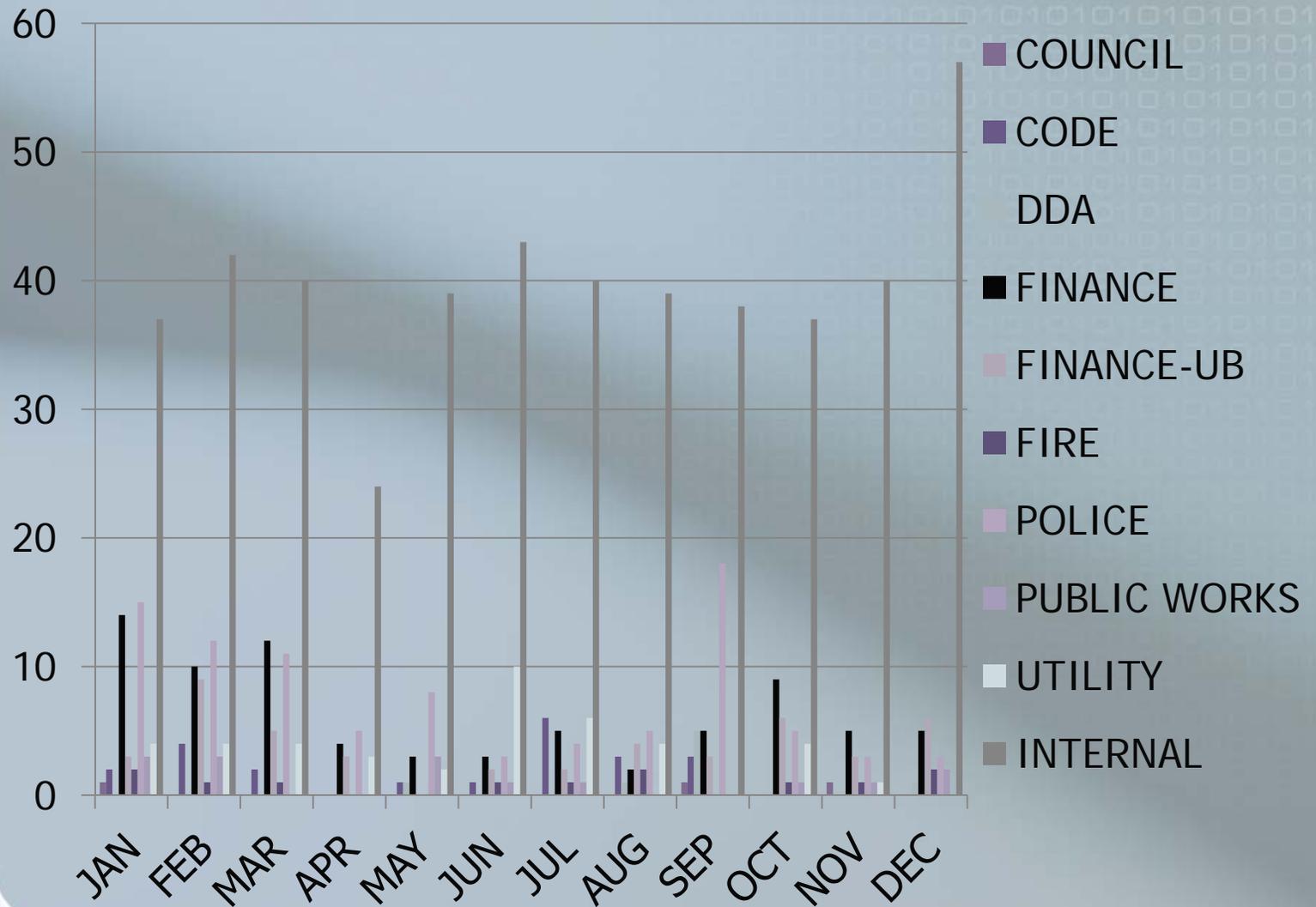
# Calls for Service

- 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 793 I.T. issues logged for the year 2015.

# Calls for Service Monthly



# Calls for Service Monthly by Department



# Calls for Service

## Monthly Average by Department

Tickets

