



Information Technology  
 September 9, 2019 Staff Report

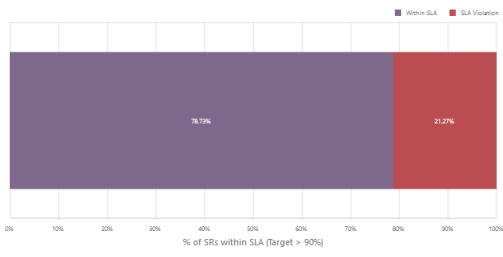
1 2019/2020 TECHNOLOGY WORK PLAN STATUS UPDATE

Status	Information Technology Workplan/Objectives	Start Date
IN PROGRESS	<p><b>Citywide Phone System Upgrade and Network Switches Refresh</b>  <i>Replace unsupported city phone system</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li>Complete by 2019</li> </ul> <p><b>Division/Workgroup:</b> Citywide  <b>Lead:</b> IT Project Manager  <b>UPDATE:</b> Scope of Work version 4 update in progress. Partial receipt of hardware.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
↕MERGED↕	<p><b>Network Switches Upgrade</b>  <i>Replace/refresh network switches</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li># of switches replaced</li> <li>Total hours of downtime per replacement</li> </ul> <p><b>Division/Workgroup:</b> Information Technology  <b>Lead:</b> Systems Engineer  <b>UPDATE:</b> We have merged this project with the phone system project above</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
IN PROGRESS	<p><b>Cybersecurity as a Service</b>  <i>Utilize cloud technology to analyze cyber threats within our network</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li># of cyber threats mitigated</li> <li>Total logs processed</li> </ul> <p><b>Division/Workgroup:</b> Citywide  <b>Lead:</b> IT Director  <b>UPDATE:</b> Final Review of submissions from vendors.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr
INITIATED	<p><b>Finance Software Replacement</b>  <i>Implement a Finance Software that meets the City's requirements</i></p> <p><b>Metrics:</b></p> <ul style="list-style-type: none"> <li>Complete by 2021</li> </ul> <p><b>Division/Workgroup:</b> Information Technology/Finance  <b>Lead:</b> IT Project Manager  <b>Executive Sponsor:</b> Finance Director  <b>UPDATE:</b> Requirements gathering in progress.</p>	2019 1 <sup>st</sup> & 2 <sup>nd</sup> Qtr

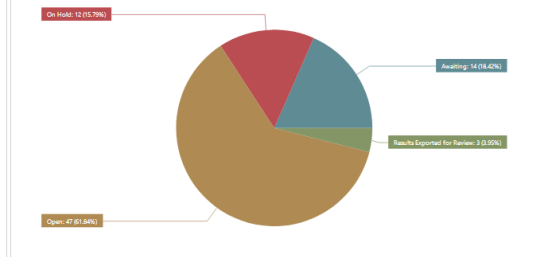
## 2 SERVICEDESK KEY PERFORMANCE INDICATORS

Summary Overview YTD

Service Level Agreement (SLA) Performance



Active Requests Status

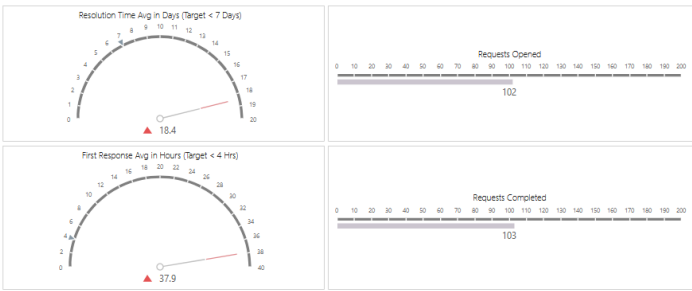


5.34K  
Hour YTD

938  
Resolved YTD

924  
Tickets YTD

Responsiveness Metrics (Last Month)



Responsiveness Metrics (Current Month)

