CITY OF MONROE

INFORMATION TECHNOLOGY DIVISION

FINANCE DEPARTMENT

2012 Statistics

Users and Computers

USERS = 178

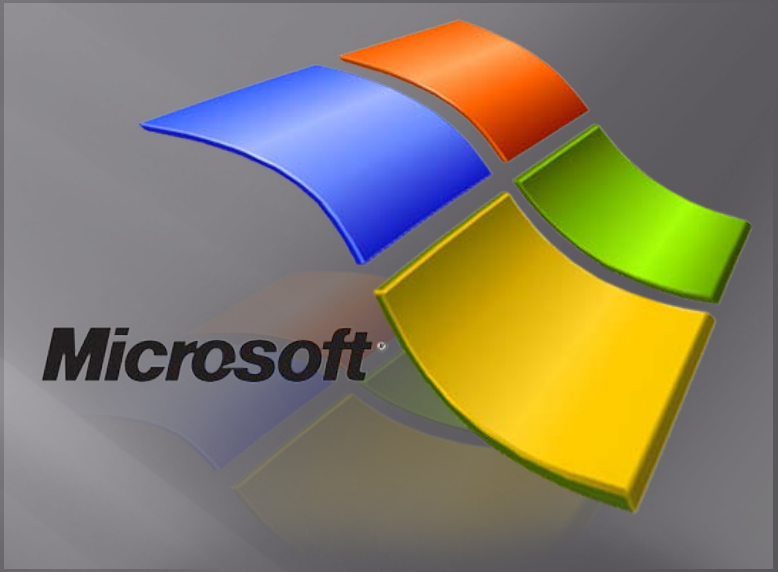
*Users are any employee who has login credentials and/or email service

COMPUTERS = 228

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

Operating Systems

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



Line of Business Programs

- Microsoft Office 2003
- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft SQL Server
- Courtware RMS
- Courtware CMS
- Quartermaster
- USA Software
- FireHouse
- CitiTech
- ITRON
- Smith Data
- GSI
- Builder Radius
- Mitel
- ArcView GIS
- Crystal Reports
- QuickBooks
- CAFR2000
- SB Client
- SCADA
- WebRoot Antivirus

EMAIL

Microsoft Exchange Server 2003
Barracuda Spam and Antivirus Firewall

186 Email Accounts

1100 emails per day

30% are SPAM

10% contain Viruses or harmful code

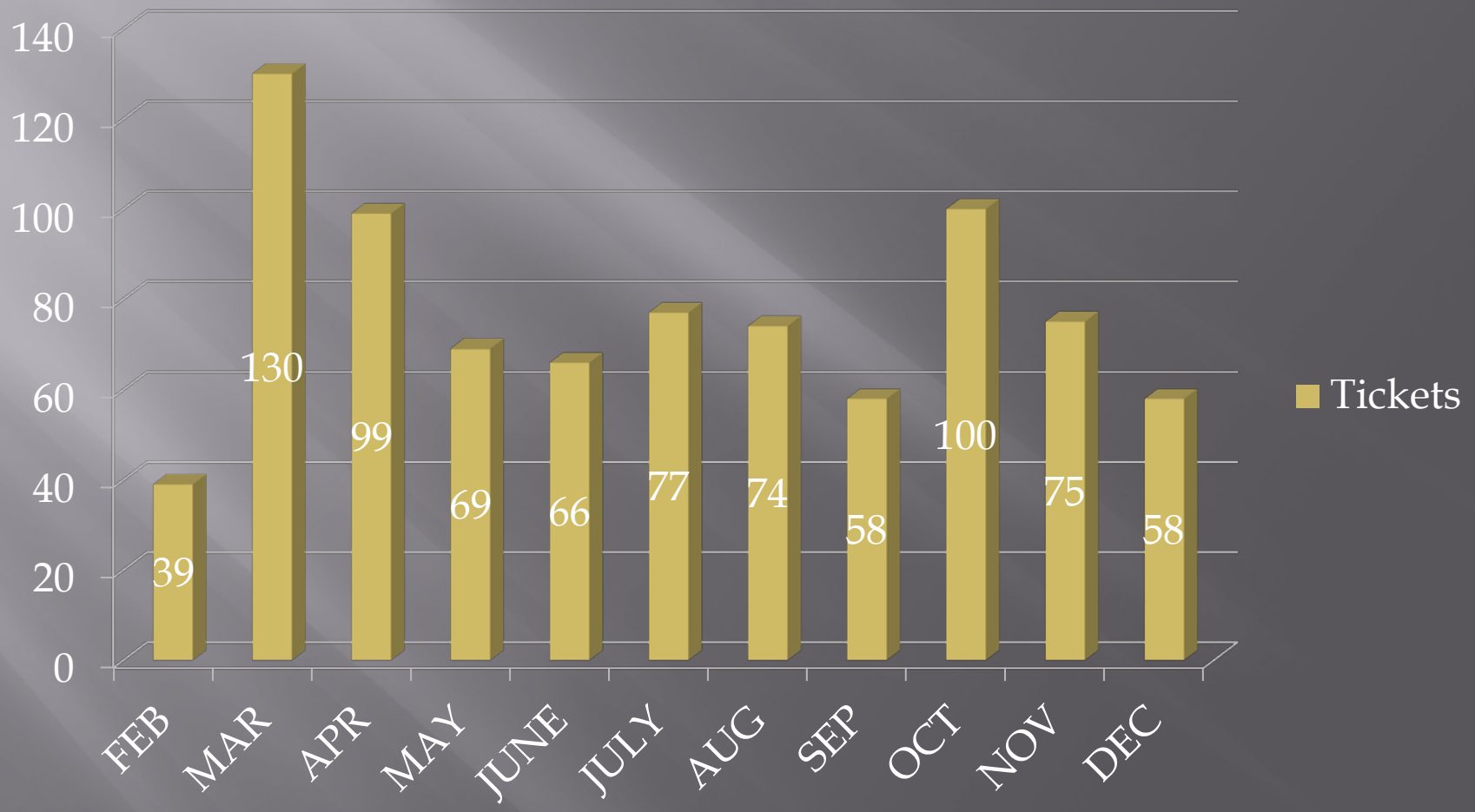
Online Assets

- 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 SeeClickFix at http://seeclickfix.com/monroe_4

Calls / Tickets for Service

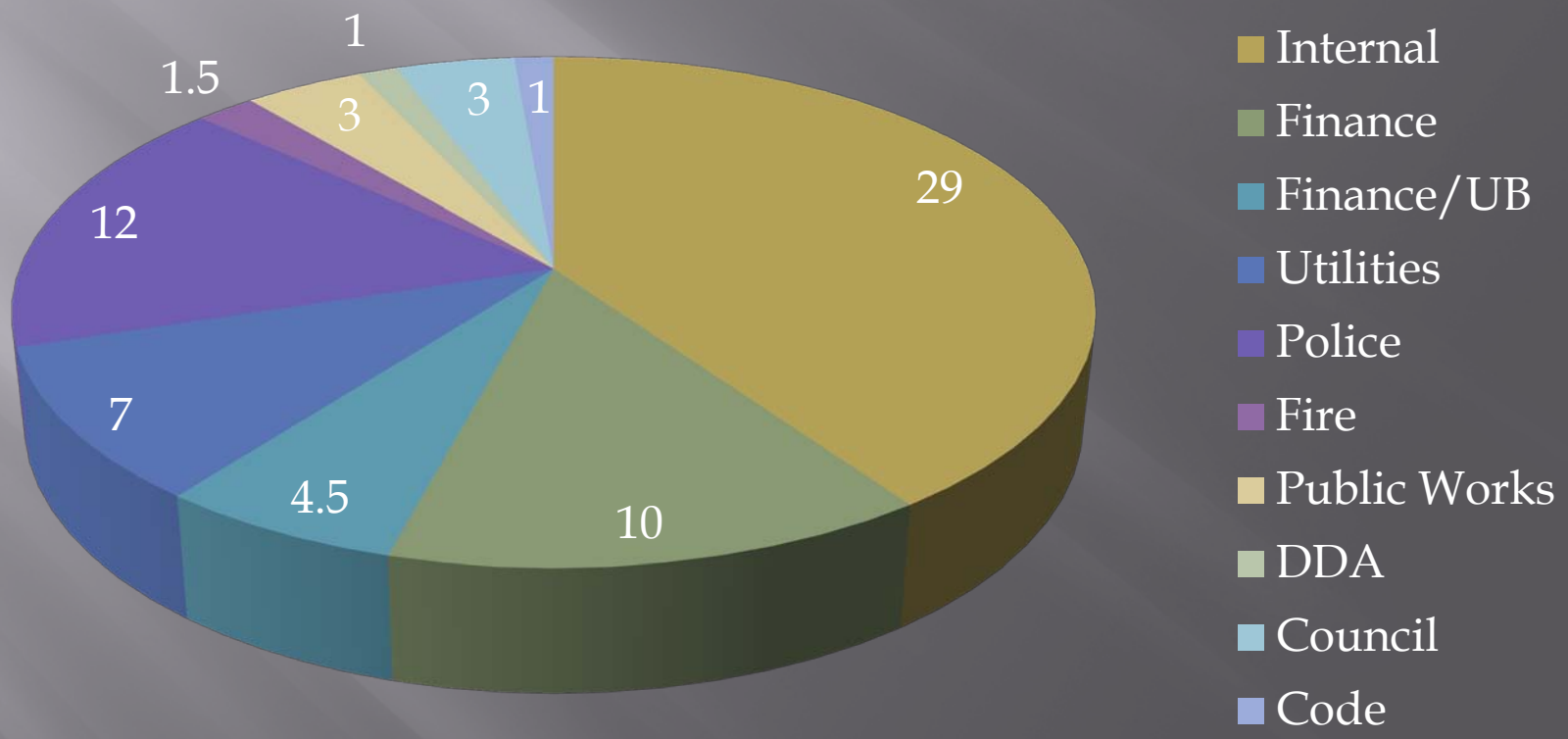
- Calls are generated via phone, email, text message, and personal contact. All calls are logged in the IssueTrak system for housekeeping and statistical purposes.
- A call/ticket can be something as simple as changing a backup tape, to a server being down. All issues that require I.T. intervention are logged.
- Call/ticket labor time is hard to track due to some issues being worked on over days or even weeks at a time.
- There were a grand total of 845 I.T. issues logged for the year 2012.

Calls for Service Monthly



Calls by Department Annual Average per Month

Average Calls per month = 72



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