

CITY OF MONROE
INFORMATION
TECHNOLOGY
DIVISION

2016 Statistics



I.T. Highlights 2016



- ❑ Completed conversion of QS1 software to cloud based solution, eliminating one server from our farm.
- ❑ Introduced server virtualization technology to our server farm increasing redundancy and reducing hardware needs.
- ❑ Updated Fairbanks Scale computer system at Public Works
- ❑ Implemented Barracuda Email Archive solution to improve email systems and streamline Open Records requests.

I.T. Goals and Objectives



- Leverage cloud based and virtual 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



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

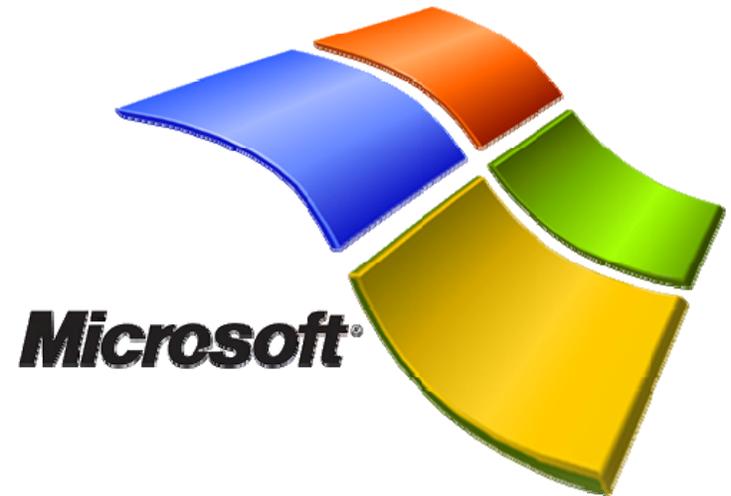
COMPUTERS = 198



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

OPERATING SYSTEMS

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



Line of Business Programs

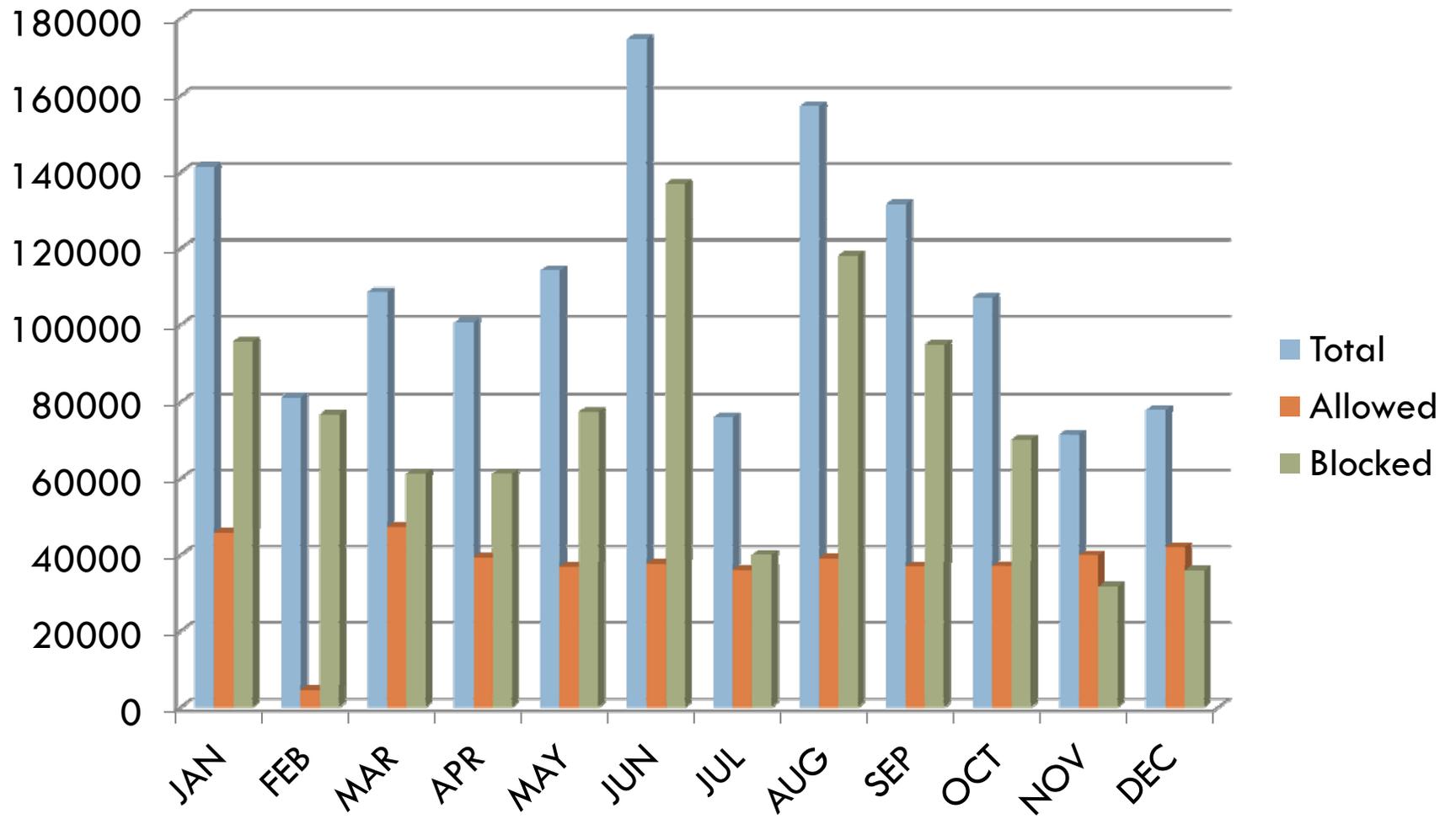
- Microsoft Office 2007
- Microsoft Office 2010
- Microsoft Office 2013
- Microsoft Office 2016
- Courtware RMS
- Courtware CMS
- Quartermaster
- USA Software
- FireHouse
- CitiTech
- ITRON
- LabTech RMM
- Smith Data Financials
- Builder Radius
BluePrince
- Avaya
- ArcView GIS
- Crystal Reports
- QuickBooks
- CAFR2000
- SB Client
- SCADA
- WebRoot Antivirus
- IssueTrak

EMAIL

- Microsoft Exchange Server 2013
- Barracuda Spam and Antivirus Firewall
- Barracuda Email Archive Appliance
- 219 Email Accounts
- 3675 emails received per day average
- 505 emails sent per day average
- 45% of received emails are SPAM and/or contain viruses, malware, or harmful code.

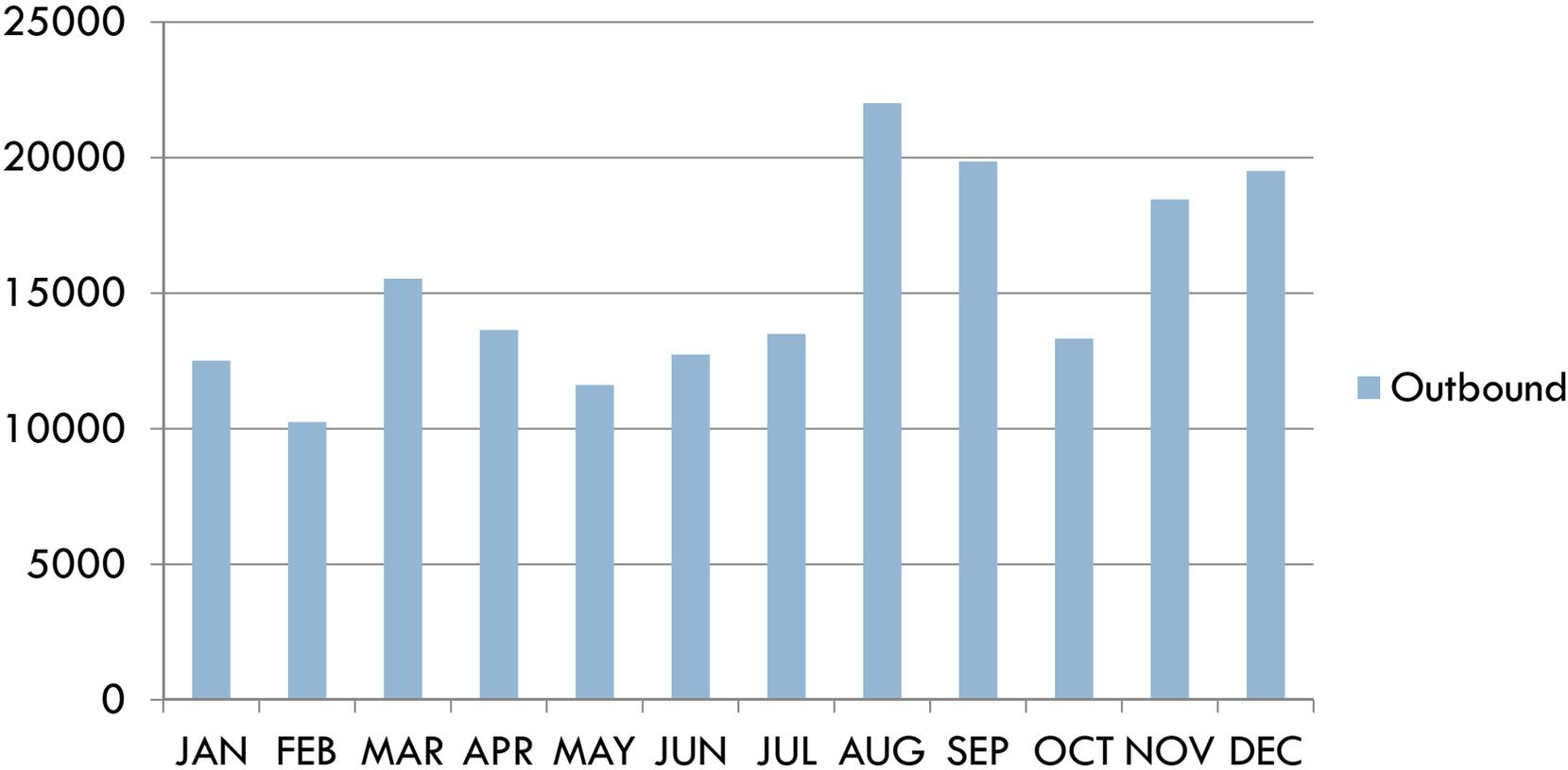


Email Stats - Inbound



Email Stats - Outbound

Outbound



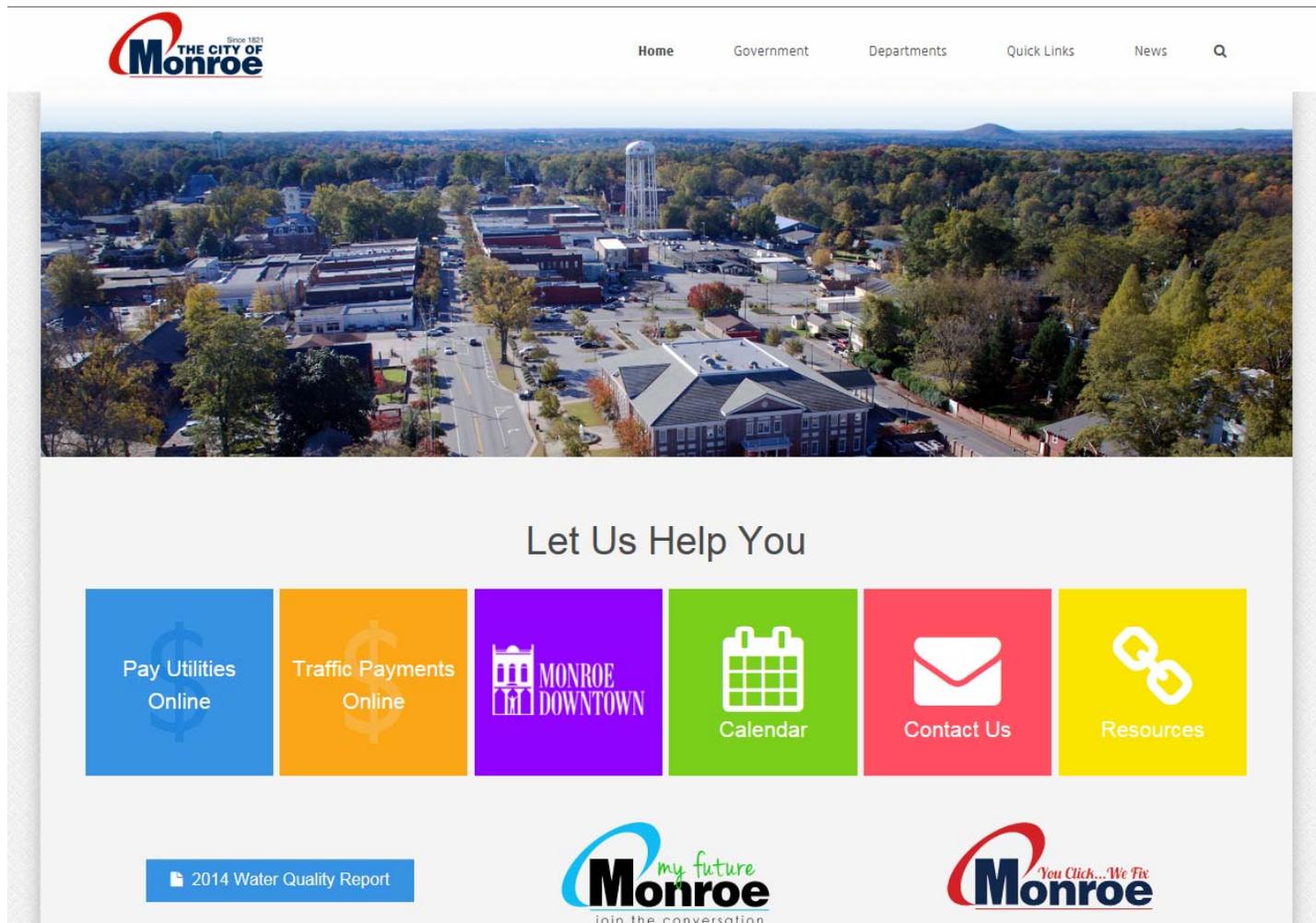
Online Assets

- 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/>



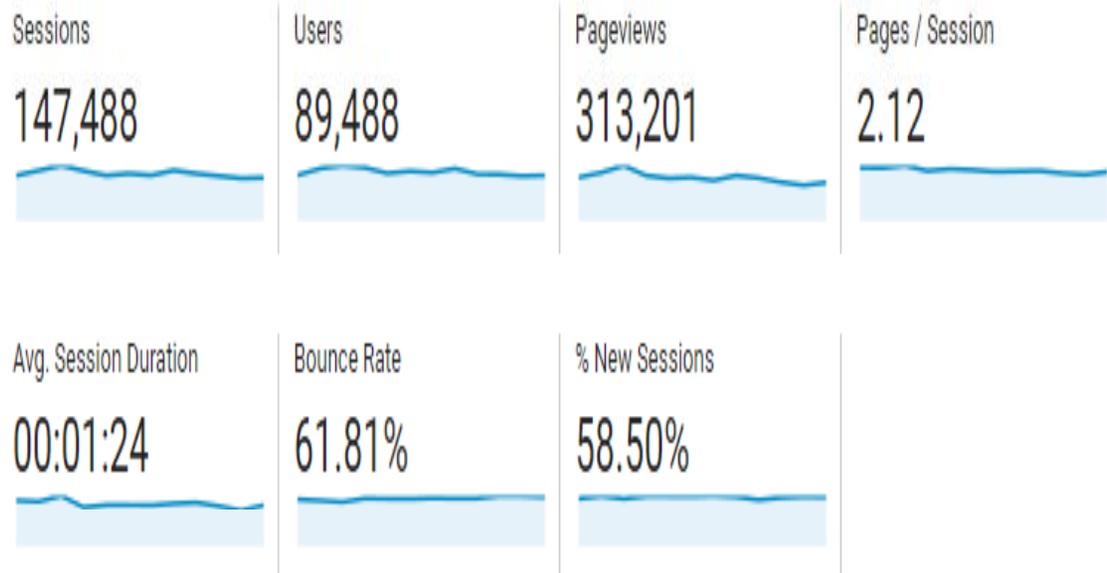
Daily admin of online assets is now handled by the Customer/Community Service Liaison

City Website

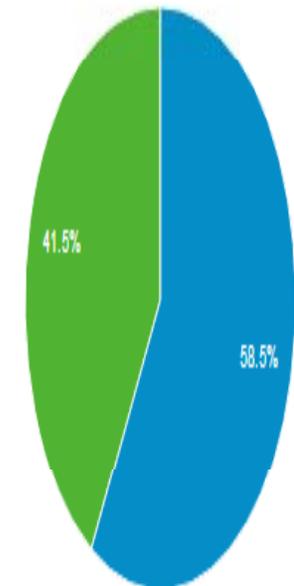


www.monroega.com

Google Analytics

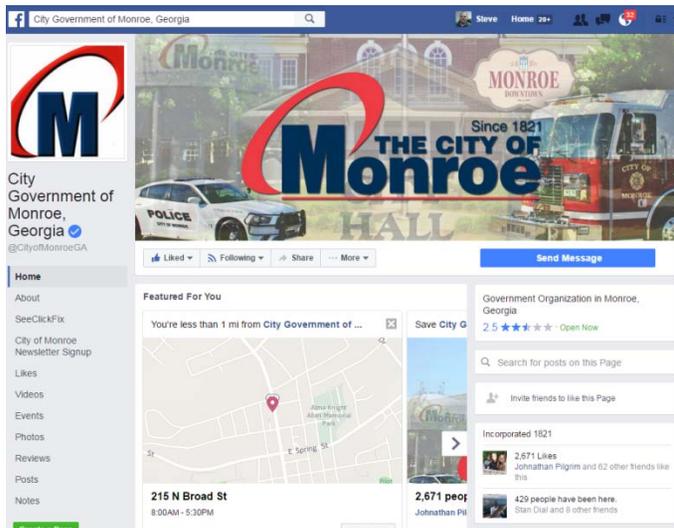


■ New Visitor ■ Returning Visitor



Stats collected from January through December 2016.

Facebook



Established in 2009
2,671 “Likes”

Twitter



Established in 2009
793 Followers

YouTube

The screenshot shows the YouTube channel page for 'CityofMonroeGA'. The channel banner features a collage of local landmarks, including a building with a 'WALTON' sign and a large stone cross. The channel name 'CityofMonroeGA' is displayed with a 'Subscribe' button. Below the banner, a video titled 'The City of Monroe, Georgia' is playing, showing a blue sky with stars. The video has 311 views and was uploaded 2 years ago. To the right, a 'Popular channels' list includes 'enchelette', 'The Alex Jones Cha...', 'StranCentral (Com...', 'Red Lip Reading', 'Secular Talk', and 'Aeromical Stapp'. Below the video, a 'Liked videos' section shows five thumbnails with titles such as 'Florida Georgia Line Receives Key to City of Monroe, Ga', 'History of Monroe Georgia', 'Graveyard Tour of Resthaven Cemetery in Monroe Ga Oct 2012', 'Antique Rail Trolley (Monroe Georgia)', and 'Florida Georgia live in monro...

Established in 2009
35 Subscribers / 5,026 views

Nixle

The screenshot displays the Nixle website interface. At the top, the Nixle logo is followed by the tagline 'Building Safer Communities Together' and options for 'Registered Subscribers' and 'Sign Up with Facebook'. A green banner prompts users to 'Receive alerts from your local agencies Sign Up ...or text your ZIP CODE to 888777 for mobile alerts not available?'. Below this, a 'Back | Profile Information' link is visible. The main content area features the 'City of Monroe, Georgia' profile, including its logo, address (215 N Broad St, Monroe, GA 30655), and emergency contact (911, My Office: monroega.net). A list of alerts follows, with categories like 'Substory' and 'Community'. Alerts include 'INTERNET SERVICE HAS BEEN RESTORED', 'INTERNET SERVICE IS OUT CITY WIDE', 'First Friday Concert July 5', and 'Spring Street Repaving Project'. A map of Monroe, GA, is shown on the right side of the page.

Established in 2011
126 subscribers

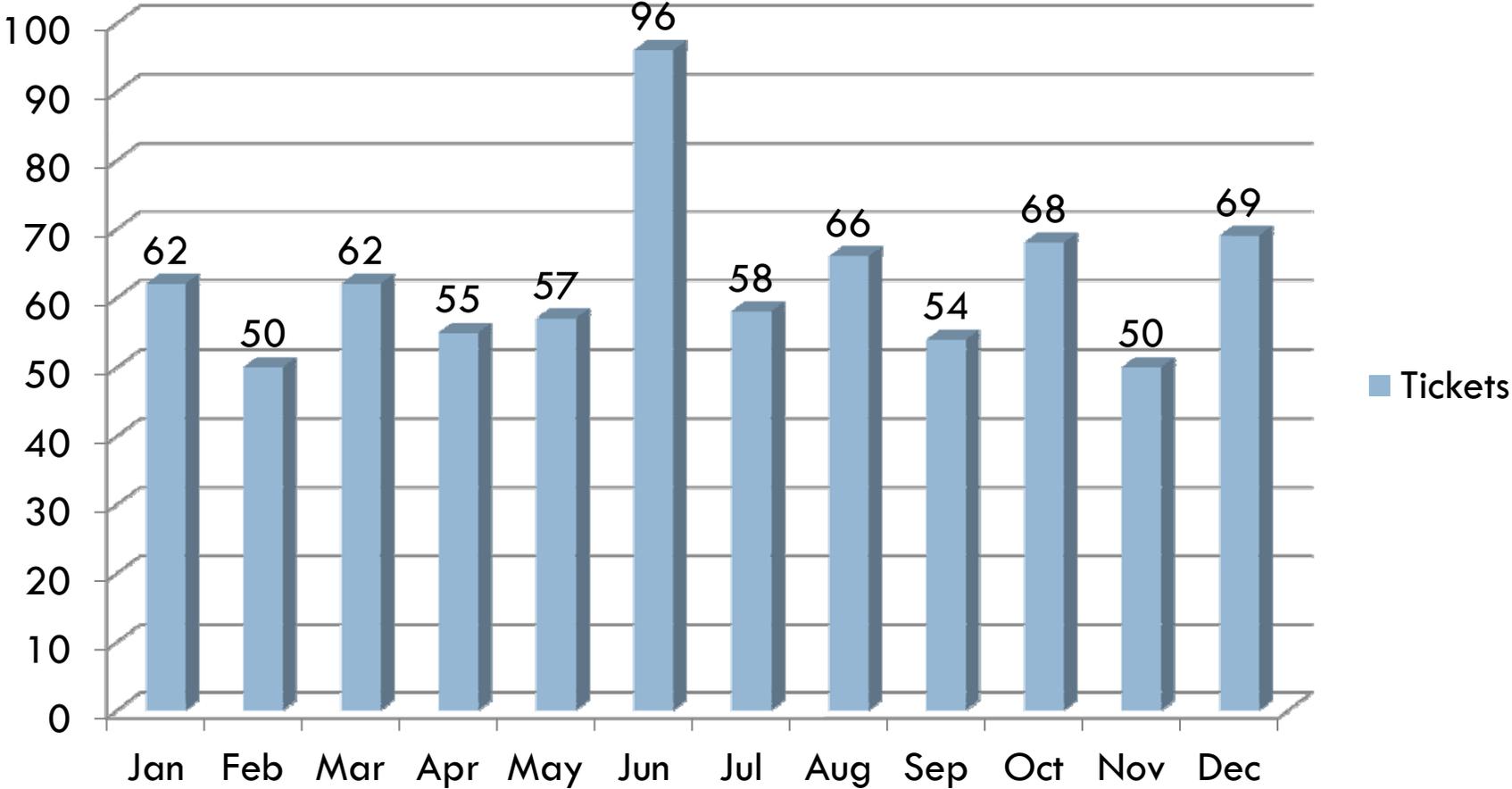
Calls for Service



- ❑ 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 747 I.T. issues logged for the year 2016.

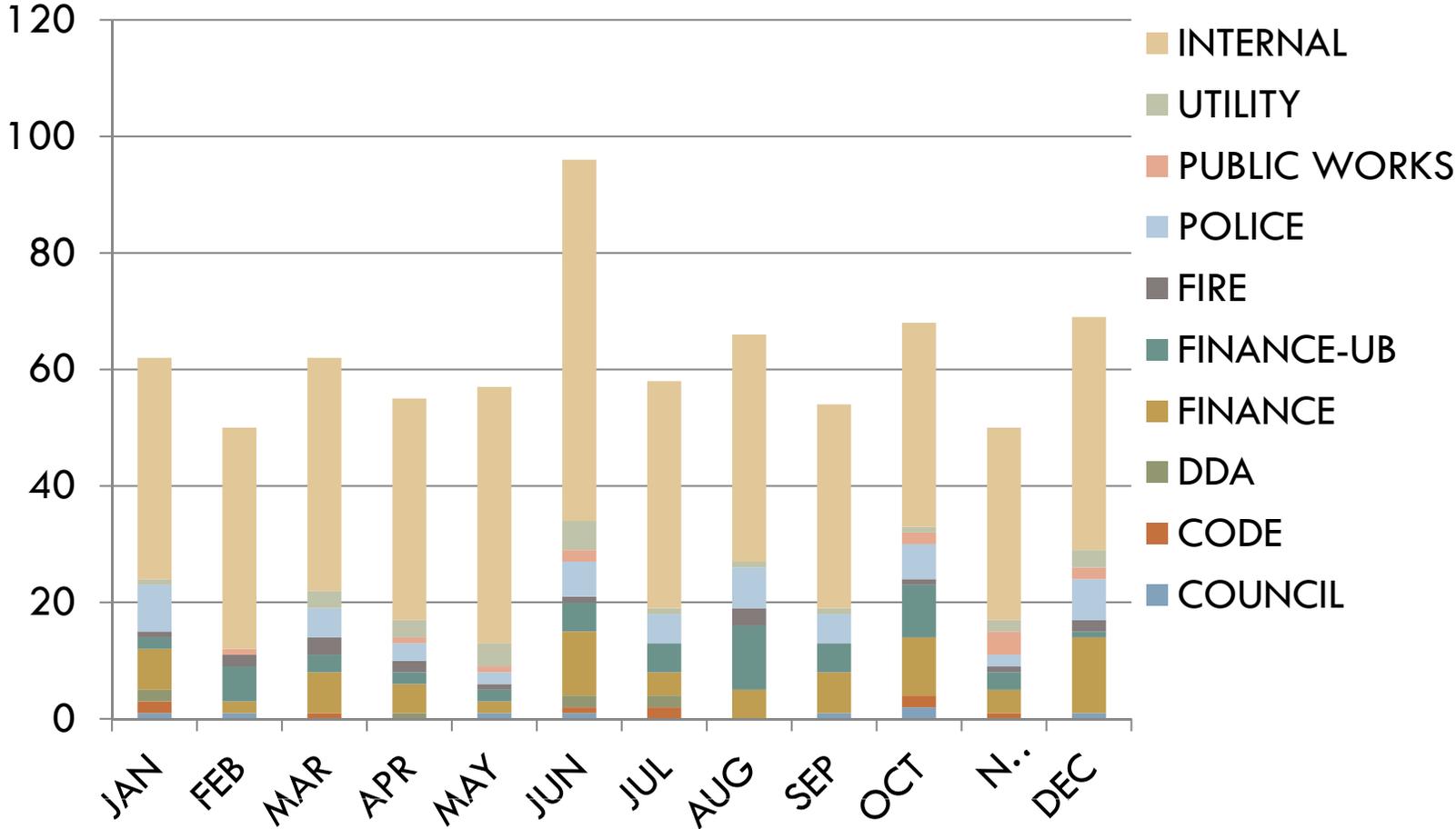
Calls for Service Monthly

Tickets



Calls for Service

Monthly by Department



Calls for Service

Monthly Average by Department

Tickets

