IT QUARTERLY REPORT

IT DEPARTMENT ORG CHART:

IT Director
Grant Turner

System Administrator	System Analyst	System Support Tech	SPD IT Specialist
Don MacKinnon	Greg Hunter	Kyle Ainslie	Sam Bertolami
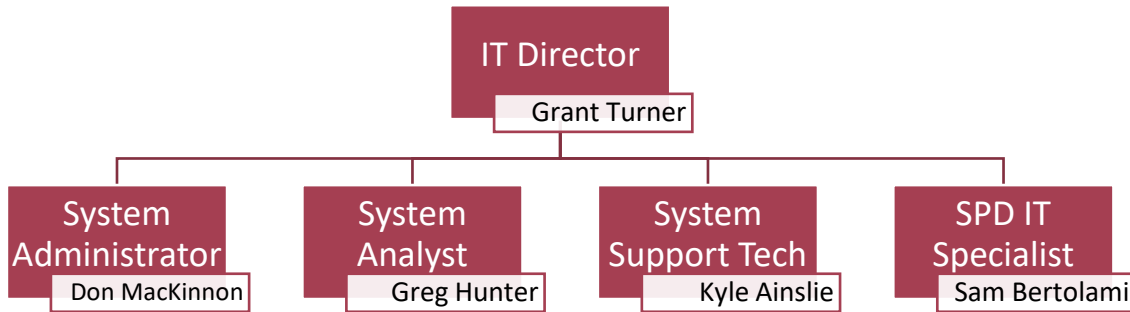
All FTEs are currently filled for the IT department

CURRENT PROJECTS STATUS:

Migration toward cloud-based worksation management

- Initial configuration tested, needs adjusting, looking promising

City Network Infrastructure

- Conduit and other fiber pathways are being installed or planned for city-owned fiber network (Seawalk project currently to begin soon)

Network equipment updates

- New access points installed at City Hall, Library and HCH
- More to be installed at remaining locations in next few months

IT Helpdesk Statistics in the past quarter:

- Tickets Received: 223
- Tickets Resolved: 190
- First Contact Resolution Rate: 76.26%