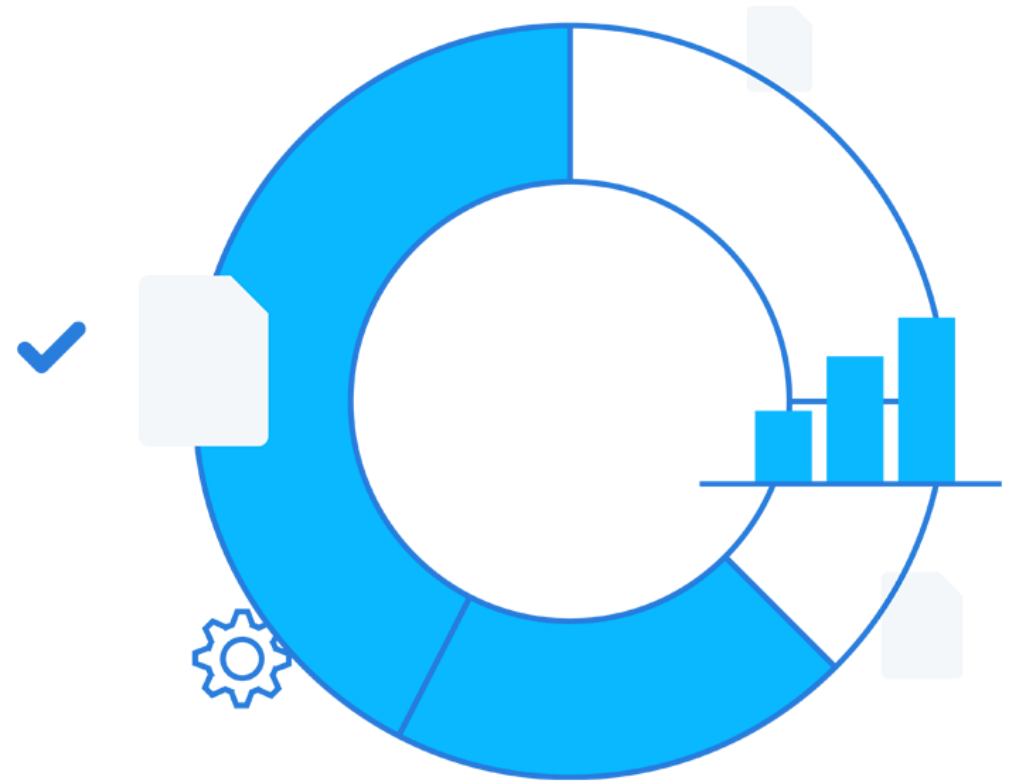




# CIO Monthly Report For **July 2025**

We want to ensure we're providing the most **Advanced** service possible! The following highlights trending data, analytics & more.



# Index

|  |            |
|--|------------|
| Help Desk Performance & Ticket Trends/Counts | 3          |
| <b>Security</b>                              | <b>4-9</b> |
| Endpoint Malware Detection                   | 4          |
| Threat Intelligence & Email Protection       | 5          |
| Patch Management                             | 6          |
| Asset Aging & Operating System Support       | 7-9        |
| <b>Infrastructure</b>                        | <b>10</b>  |
| Storage                                      | 11         |
| Backup                                       | 12         |
| Network – WAN traffic & Circuit Utilization  |            |
| <b>Web Sites – Granicus overview</b>         | <b>13</b>  |
| <b>Enterprise Projects</b>                   | <b>14</b>  |

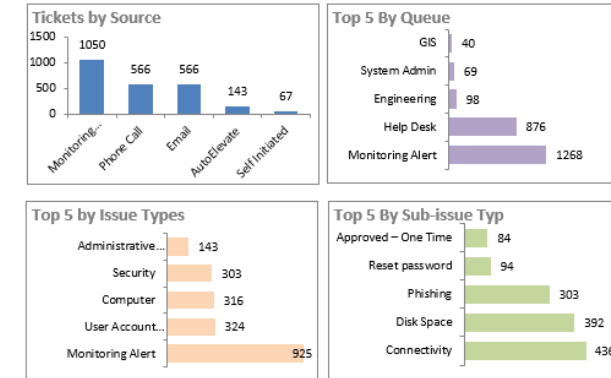


# Ticket Breakdown & Help Desk Calls

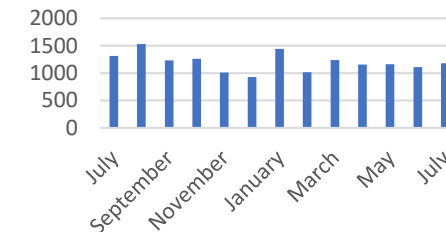
CIO Monthly Report  
for July 2025

|                                     |         | Response | Resolution | Notification | SLA  |
|-------------------------------------|---------|----------|------------|--------------|------|
| Priority                            | Tickets | Met      | Met        | Met          | 100% |
| P1                                  | 0       | N/A      |            | N/A          |      |
| P2                                  | 0       | N/A      |            | N/A          |      |
| P3                                  | 0       | N/A      |            | N/A          |      |
| P4                                  | 0       | N/A      |            | N/A          |      |
| P5                                  | 0       | N/A      |            | N/A          |      |
| P6                                  | 0       | N/A      | N/A        |              |      |
| P7                                  | 1110    | 1025     | 1025       |              |      |
| P10                                 | 46      | 33       | 33         |              |      |
| P11                                 | 8       |          |            |              |      |
| Total User Tickets - All Priorities | 1164    |          |            |              |      |
| Other Tickets                       |         |          |            |              |      |
| Preventative Maintenance            | 123     |          |            |              |      |
| Monitoring Event                    | 1280    |          |            |              |      |
| Notification                        | 312     |          |            |              |      |
| Total Tickets Processed             | 2879    |          |            |              |      |

## Top Ticket Statistics



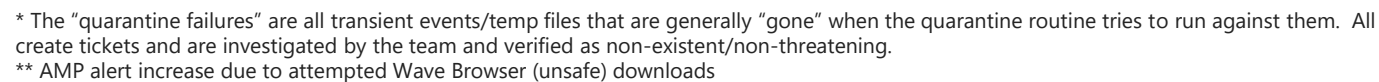
## Help Desk Calls



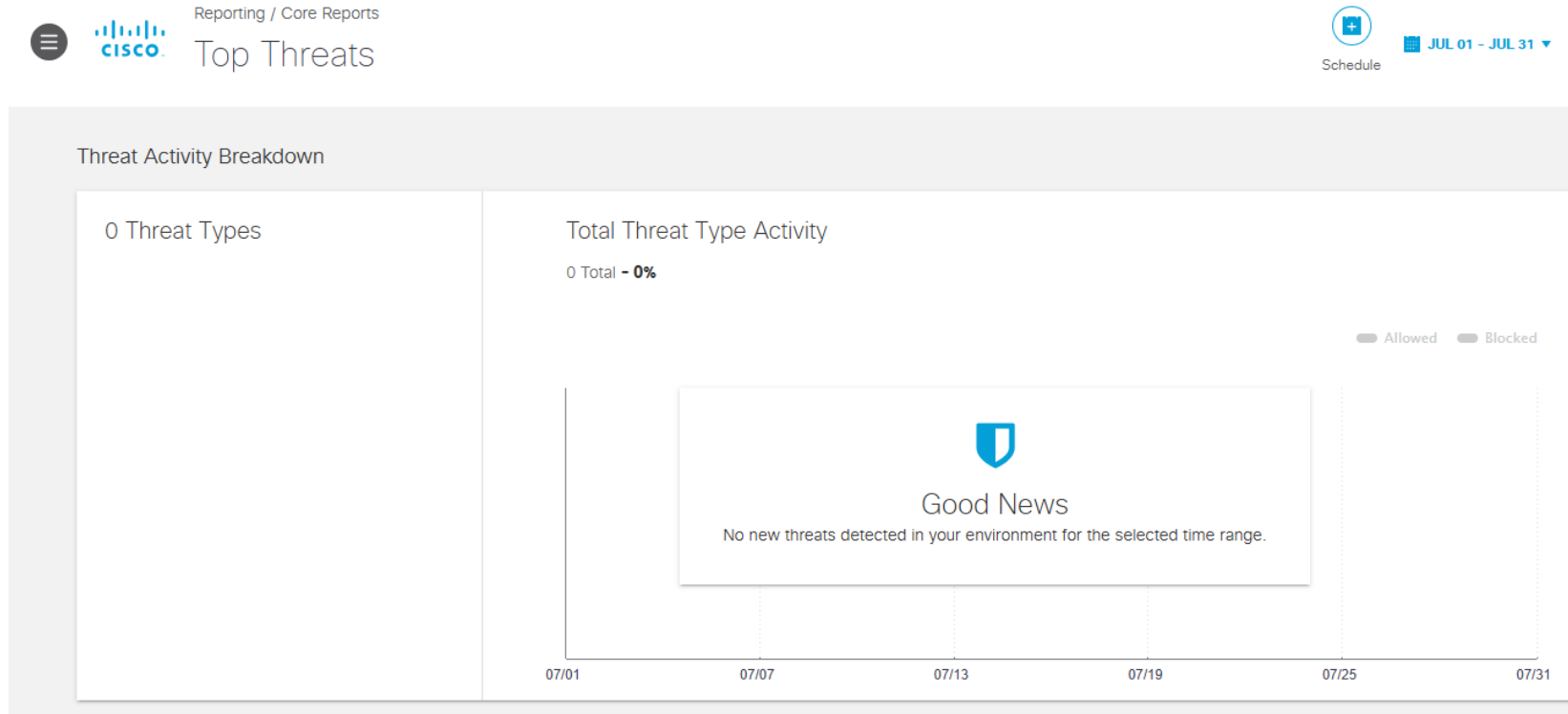
## Help Desk Call Statistics

|   |                                 |
|---|---------------------------------|
| Number of Help Desk Calls Received                | 1179                            |
| Average Wait Time to reach a Help Desk Technician | 11 seconds                      |
| SLA Requirement                                   | 60 seconds for 90% of all calls |
| Calls missed (> 60 seconds)                       | 13                              |
| SLA percentage                                    | 98.90%                          |
| SLA goal Met                                      | Yes                             |





# Security (continued)



## What is Adware?

Adware, or advertising-supported software, is any software package that automatically renders advertisements in order to generate revenue for the author. The advertisements may be in the user interface of the software or presented in the web browser. Adware may cause tabs to open automatically that display advertising, make changes to the home page settings in your web browser, offer ad-supported links from search engines, or initiate redirects to advertising websites.

## What is Information Stealer?

An information stealer is a trojan that can harvest keystrokes, screenshots, network activity, and other information from systems where it is installed. It may also covertly monitor user behavior and harvest personally identifiable information (PII) including names and passwords, chat programs, websites visited, and financial activity. It may also be capable of covertly collecting screenshots, video recordings, or have the ability to activate any connected camera or microphone. Collected information may be stored locally and later retrieved or may be transmitted to a command and control server.

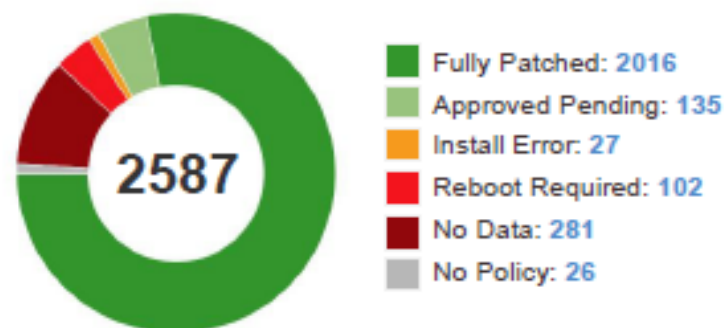
## What is Trojan?

A Trojan is malware which is used to compromise a system by misleading users of its true intent. Trojans typically create a backdoor, exfiltrate personal information, and can deliver additional malicious payloads.

# Microsoft Patch Management

## Patch Management Summary Report

### PATCH SUMMARY



### COEVC

Source: RMM

Explanation of above

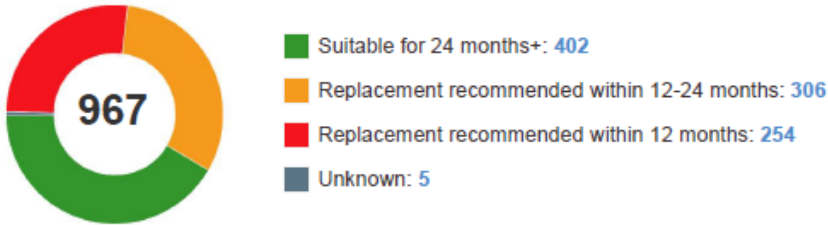
- Install error – Help Desk triages and eliminates
- Reboot required – Help Desk ensures these complete successfully
- No data – automations in place to eliminate/remediate
- No Policy – Devices which have been excluded by request

# Asset Aging & OS Support - City

Hardware Lifecycle Report

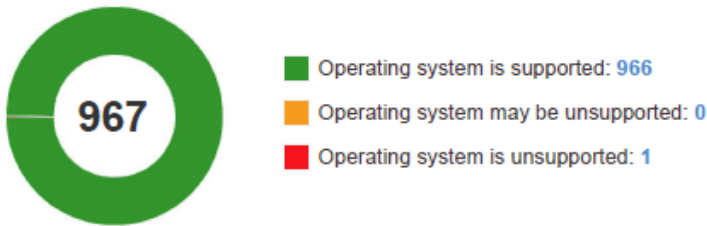
SUMMARY

Hardware Replacement Recommendations



| Period                                      | Age       | Quantity |
|---|-----------|----------|
| Replacement recommended within 12 months    | 4 years+  | 254      |
| Replacement recommended within 12-24 months | 3-4 years | 306      |
| Suitable for 24 months+                     | < 3 years | 402      |
| Unknown                                     |           | 5        |
| Total Devices                               |           | 967      |

Operating System Support



| Operating System Support*  | Quantity |
|--|----------|
| Operating system is supported  | 966      |
| Operating system is unsupported unless manufacturer extended support has been arranged | 0        |
| Operating system is unsupported  | 1        |
| Total Devices  | 967      |

# Asset Aging & OS Support - County

Hardware Lifecycle Report

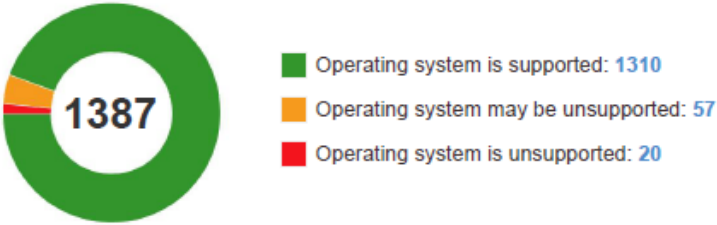
SUMMARY

Hardware Replacement Recommendations



| Period                                      | Age       | Quantity |
|---|-----------|----------|
| Replacement recommended within 12 months    | 4 years+  | 371      |
| Replacement recommended within 12-24 months | 3-4 years | 35       |
| Suitable for 24 months+                     | < 3 years | 967      |
| Unknown                                     |           | 14       |
| Total Devices                               |           | 1387     |

Operating System Support



| Operating System Support*  | Quantity |
|--|----------|
| Operating system is supported  | 1310     |
| Operating system is unsupported unless manufacturer extended support has been arranged | 57       |
| Operating system is unsupported  | 20       |
| Total Devices  | 1387     |



# Asset Aging & OS Support Co-Managed

Hardware Lifecycle Report

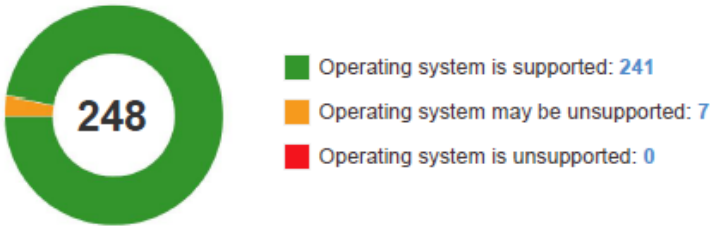
SUMMARY

Hardware Replacement Recommendations



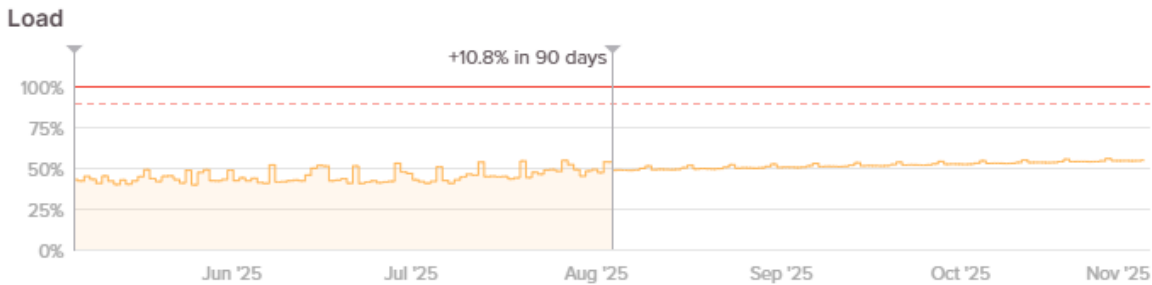
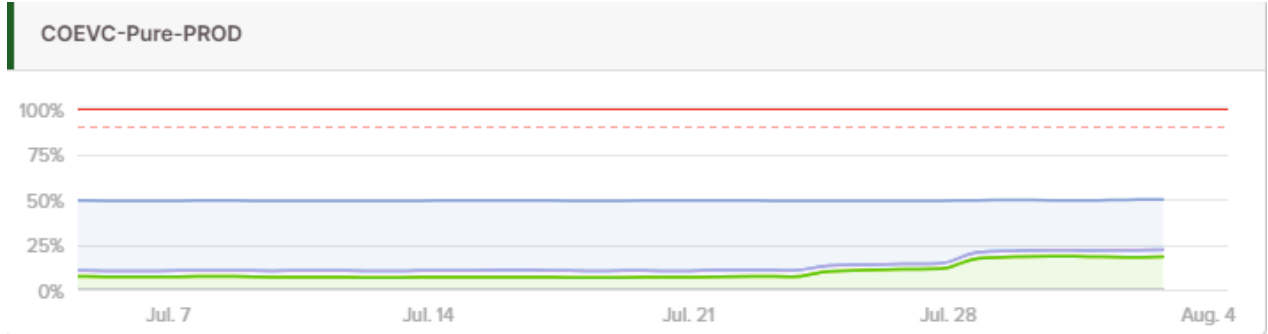
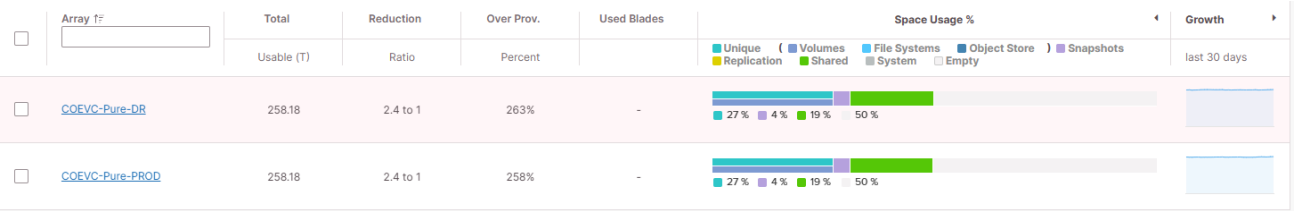
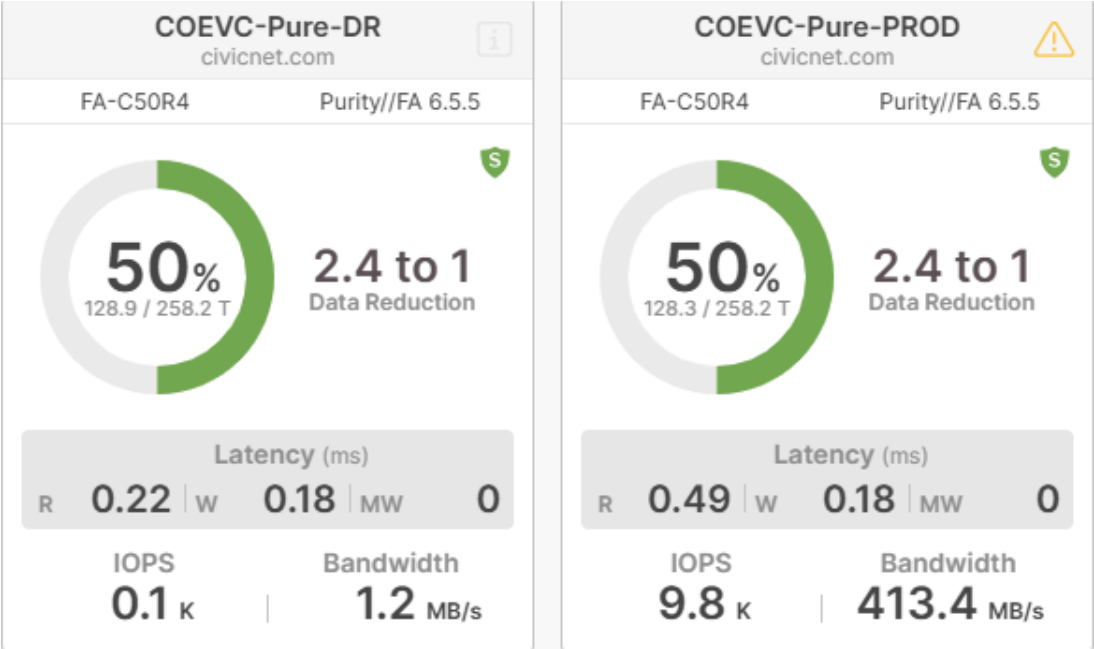
| Period                                      | Age       | Quantity |
|---|-----------|----------|
| Replacement recommended within 12 months    | 4 years+  | 186      |
| Replacement recommended within 12-24 months | 3-4 years | 12       |
| Suitable for 24 months+                     | < 3 years | 45       |
| Unknown                                     |           | 5        |
| Total Devices                               |           | 248      |

Operating System Support

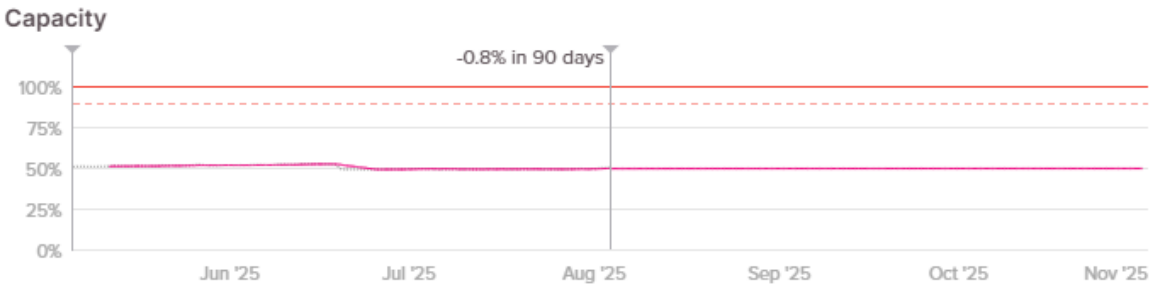


| Operating System Support*  | Quantity |
|--|----------|
| Operating system is supported  | 241      |
| Operating system is unsupported unless manufacturer extended support has been arranged | 7        |
| Operating system is unsupported  | 0        |
| Total Devices  | 248      |

Enterprise Storage



Projected Load %  
56% -

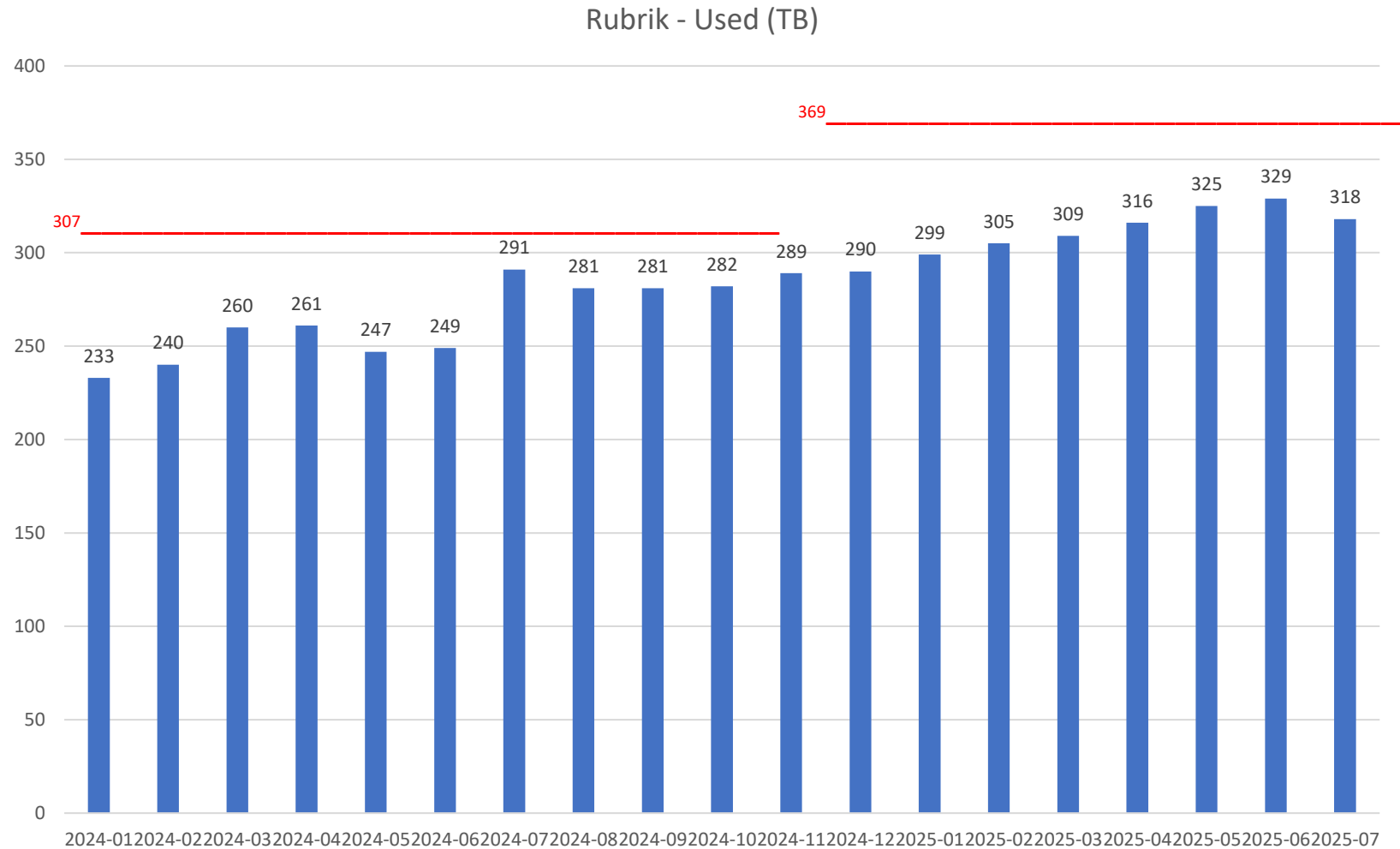


Model  
FA-C50R4 -

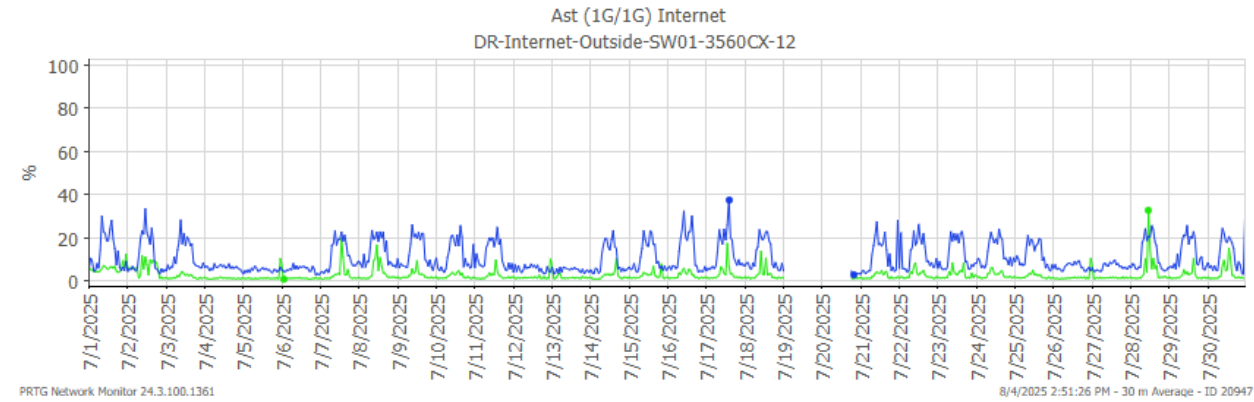
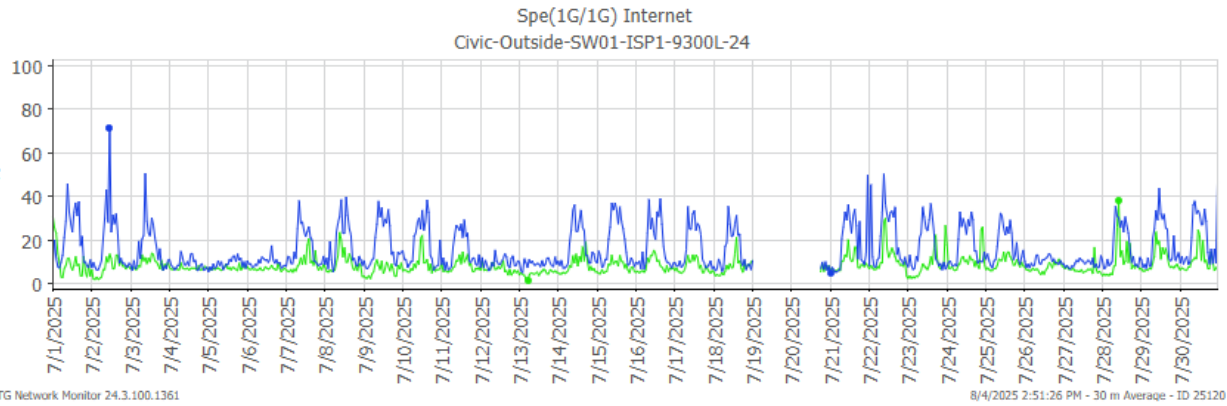
Capacity  
258T -

# Enterprise Backup

CIO Monthly Report  
for July 2025

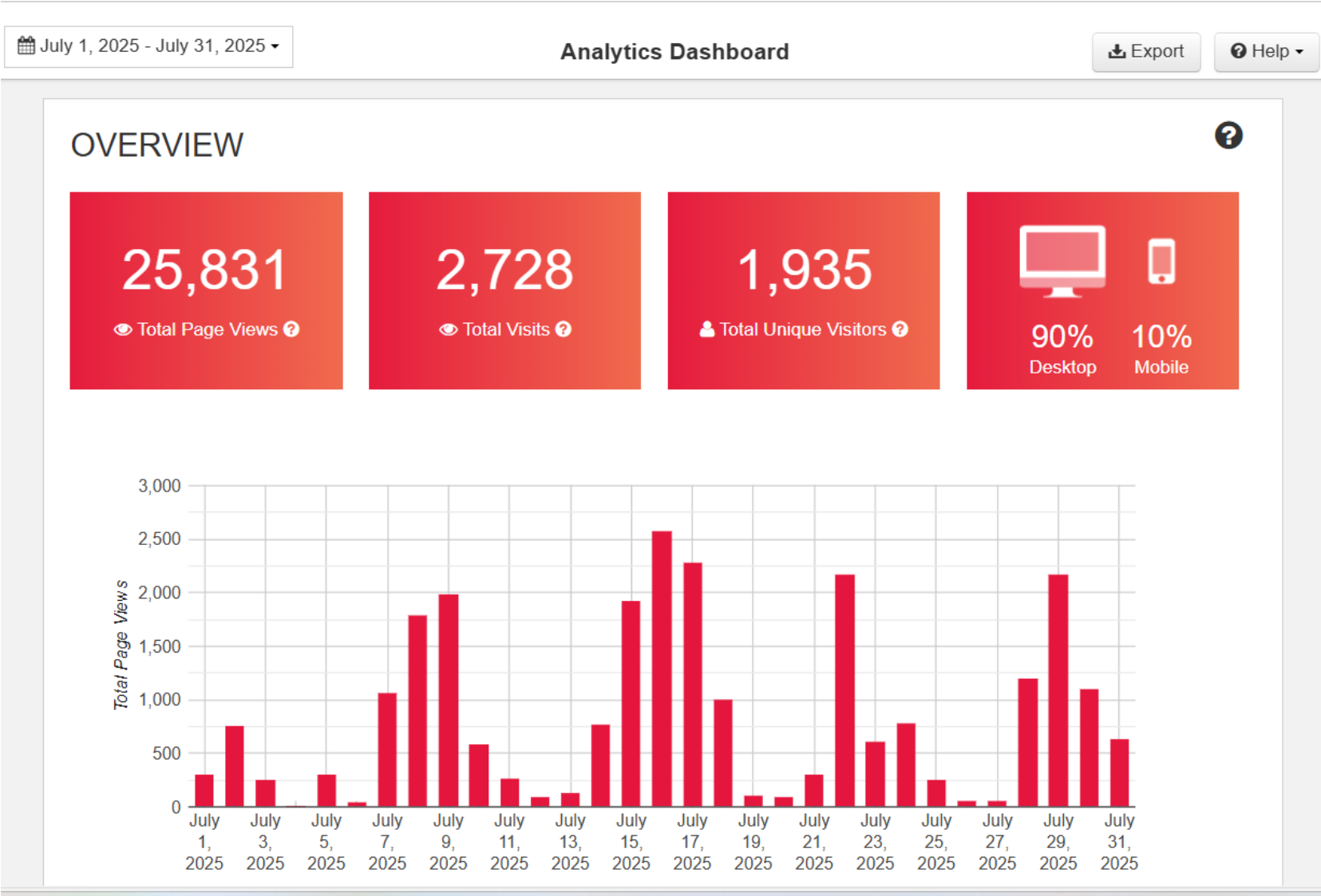


# Internet Statistics



■ Traffic In (%) ■ Traffic Out (%)

Web Sites – Granicus Overview



# Enterprise Projects

## Active

- Sheriff Projects
  - Sheriff - O365 Migration
- Windows 11 Rollout
- Courts Onboarding
- Network Refresh
- Port Security

## On Hold

- Mesker Park Zoo
  - Network Expansion to accommodate cameras in the Tiger area – Waiting on Zoo for cabling

## Complete

- Synology – Prosecutor
- Sheriff - PC Refresh
- Vanderburgh Fire – German Township Merger
- Central Square – working on any remaining issues

## Planned

**Jail Expansion/Coroner Buildings 2026**