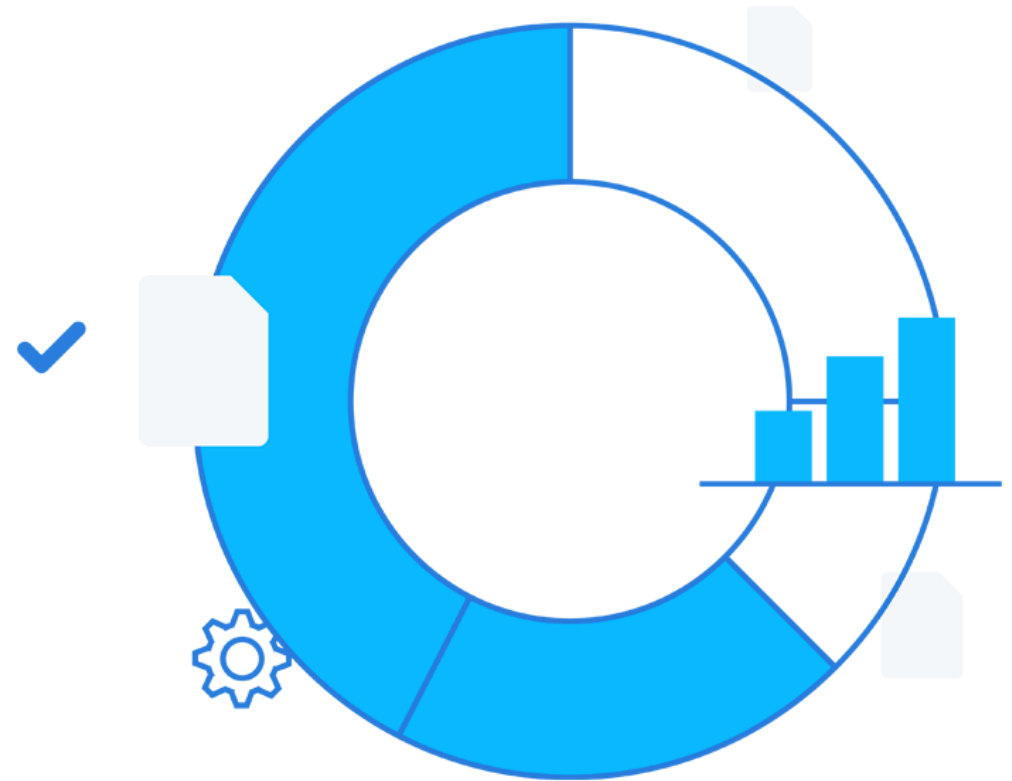




CIO Monthly Report For **September 2025**

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



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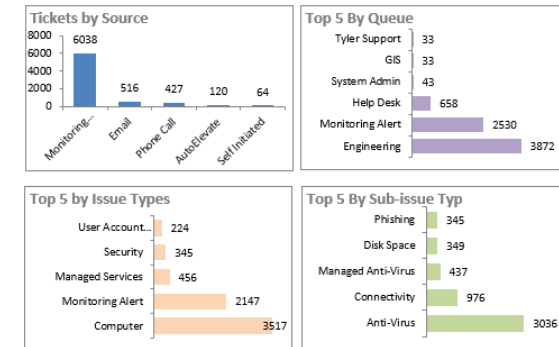


Ticket Breakdown & Help Desk Calls

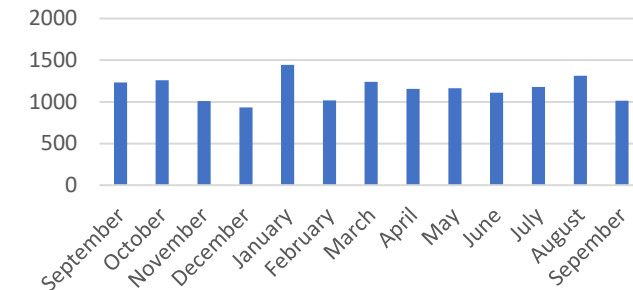
CIO Monthly Report
for **September 2025**

		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	912	912	912		
P10	48	48	48		
P11	6				
Total User Tickets - All Priorities	966				
Other Tickets					
Preventative Maintenance	83				
Monitoring Event	7205				
Notification	305				
Total Tickets Processed	8559				

Top Ticket Statistics



Help Desk Calls

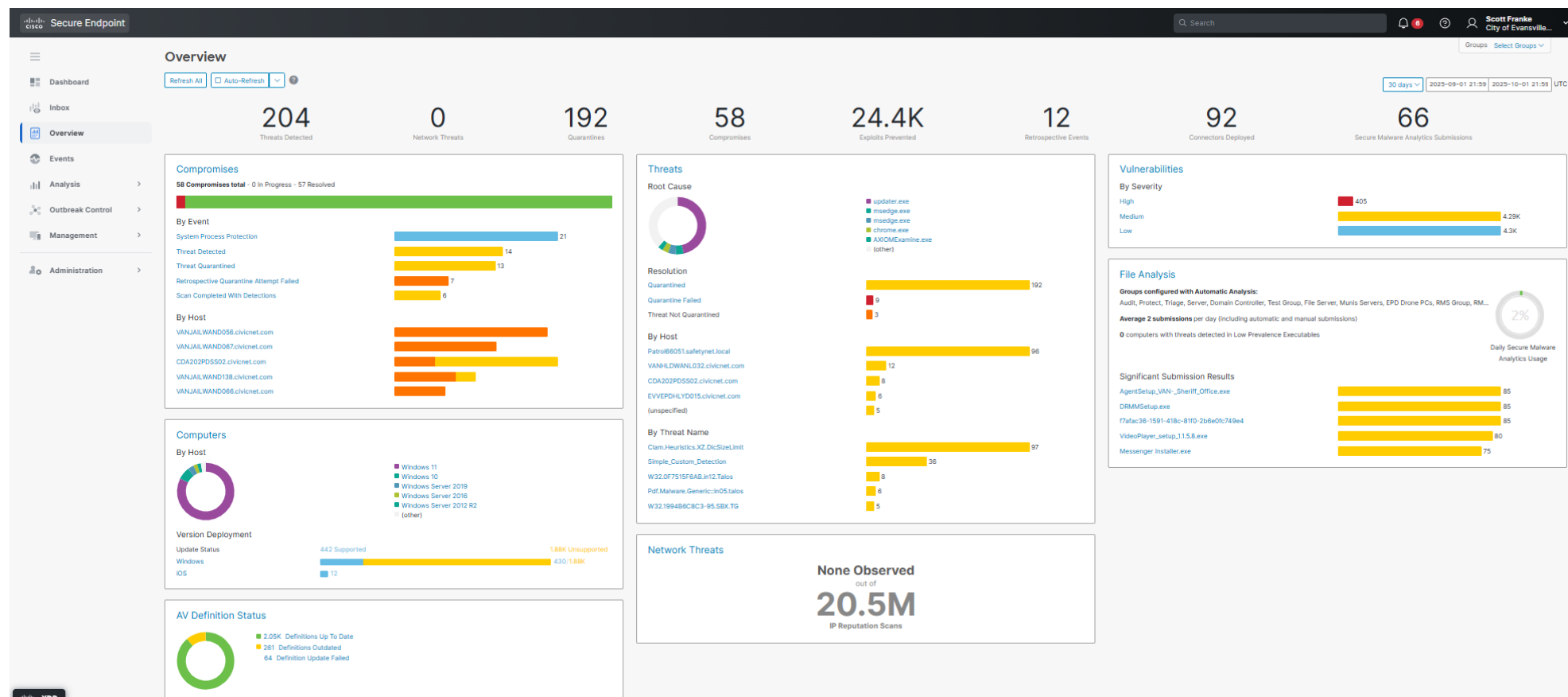


Help Desk Call Statistics

Number of Help Desk Calls Received	1012
Average Wait Time to reach a Help Desk Technician	10 seconds
SLA Requirement	60 seconds for 90% of all calls
Calls missed (> 60 seconds)	18
SLA percentage	98.22%
SLA goal Met	Yes



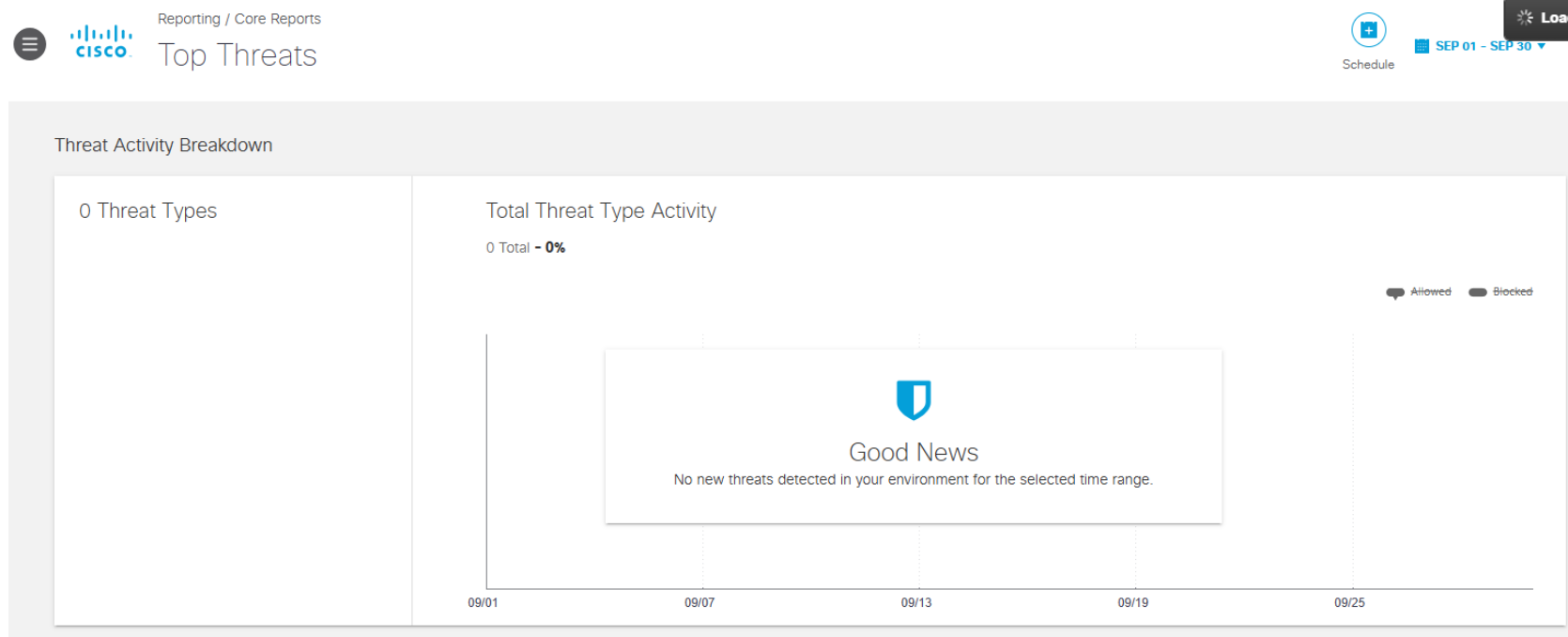
Secure Endpoint (AMP)



* The "quarantine failures" are all transient events/temp files that are generally "gone" when the quarantine routine tries to run against them. All create tickets and are investigated by the team and verified as non-existent/non-threatening.

** AMP alert increase due to attempted Wave Browser (unsafe) downloads

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 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

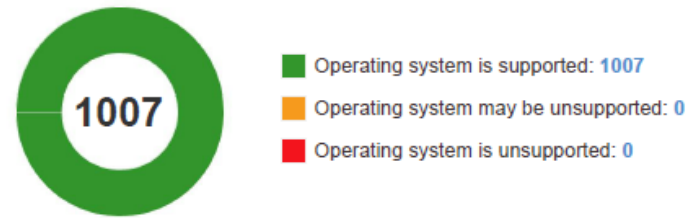
SUMMARY

Hardware Replacement Recommendations



Period	Age	Quantity
Replacement recommended within 12 months	4 years+	523
Replacement recommended within 12-24 months	3-4 years	44
Suitable for 24 months+	< 3 years	435
Unknown		5
Total Devices		1007

Operating System Support



Operating System Support*	Quantity
Operating system is supported	1007
Operating system is unsupported unless manufacturer extended support has been arranged	0
Operating system is unsupported	0
Total Devices	1007

Asset Aging & OS Support - County

Hardware Lifecycle Report

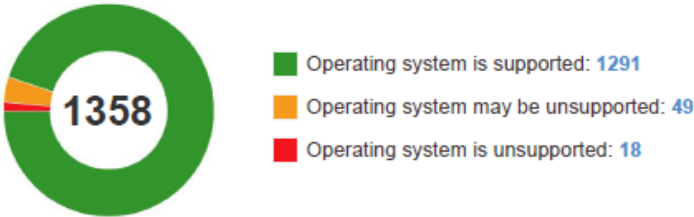
SUMMARY

Hardware Replacement Recommendations



Period	Age	Quantity
Replacement recommended within 12 months	4 years+	359
Replacement recommended within 12-24 months	3-4 years	19
Suitable for 24 months+	< 3 years	966
Unknown		14
Total Devices		1358

Operating System Support



Operating System Support*	Quantity
Operating system is supported	1291
Operating system is unsupported unless manufacturer extended support has been arranged	49
Operating system is unsupported	18
Total Devices	1358

Asset Aging & OS Support Co-Managed

Hardware Lifecycle Report

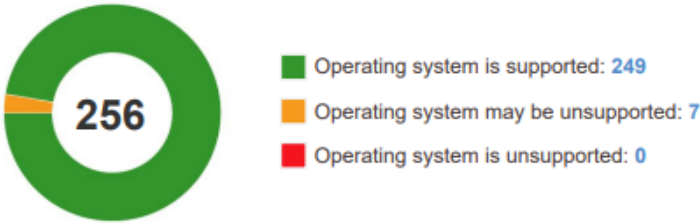
SUMMARY

Hardware Replacement Recommendations



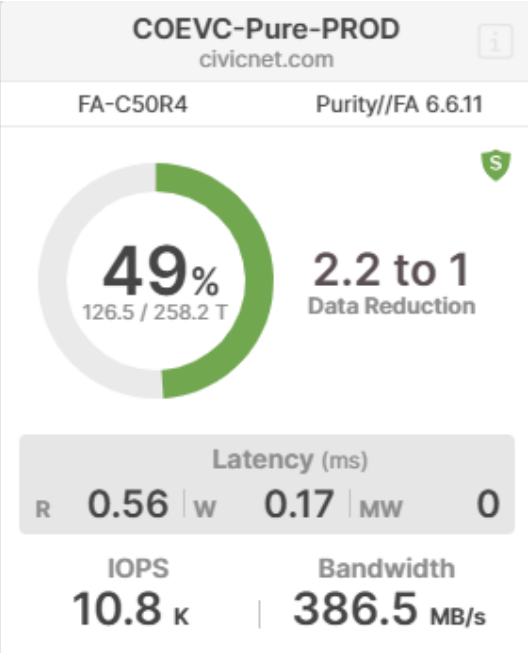
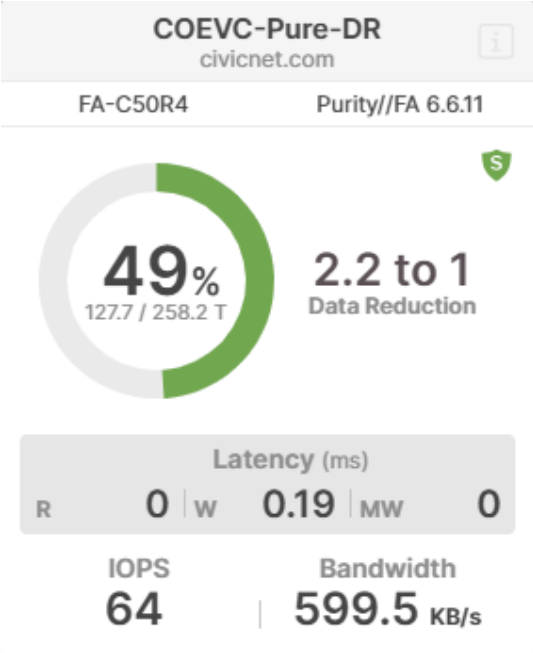
Period	Age	Quantity
Replacement recommended within 12 months	4 years+	200
Replacement recommended within 12-24 months	3-4 years	4
Suitable for 24 months+	< 3 years	47
Unknown		5
Total Devices		256

Operating System Support

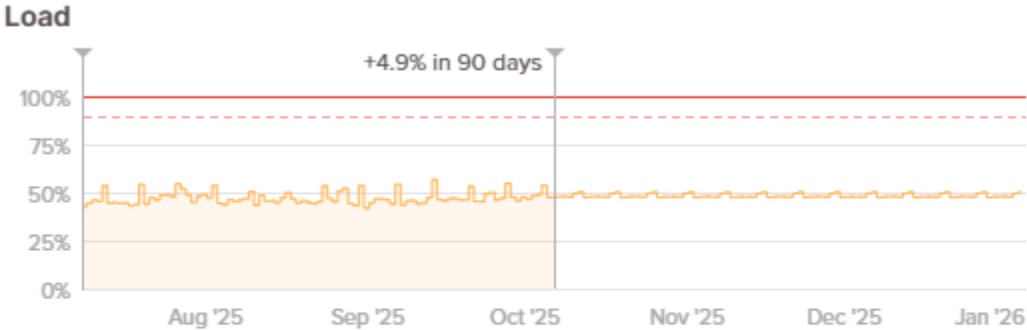
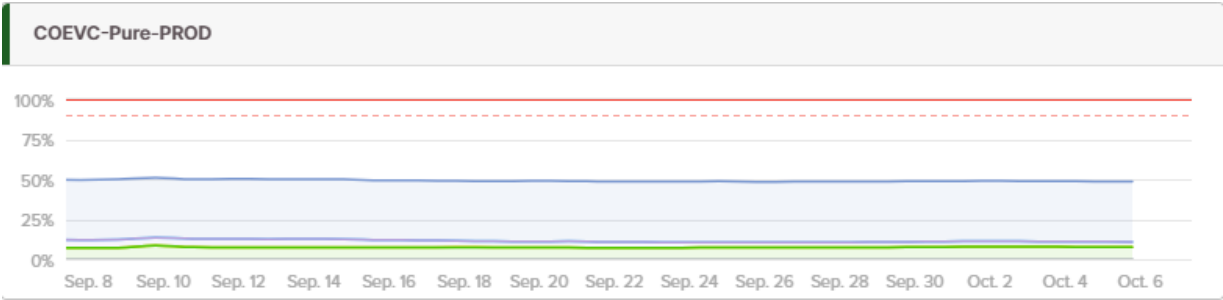


Operating System Support*	Quantity
Operating system is supported	249
Operating system is unsupported unless manufacturer extended support has been arranged	7
Operating system is unsupported	0
Total Devices	256

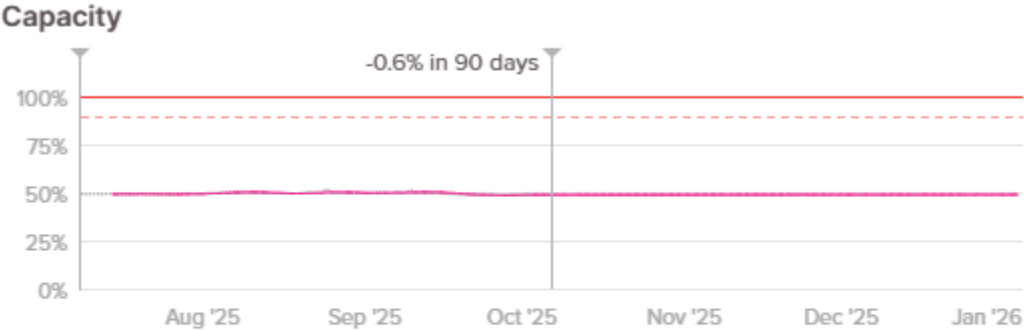
Enterprise Storage



Array ¹	Total Usable (T)	Reduction Ratio	Over Prov. Percent	Used Blades	Space Usage %	Growth last 30 days
					Unique Volumes File Systems Object Store Snapshots Replication Shared System Empty	
COEVC-Pure-DR	258.18	2.2 to 1	263%	-	38% 4% 8% 51%	
COEVC-Pure-PROD	258.18	2.2 to 1	258%	-	38% 4% 8% 51%	



Projected Load %
50% —



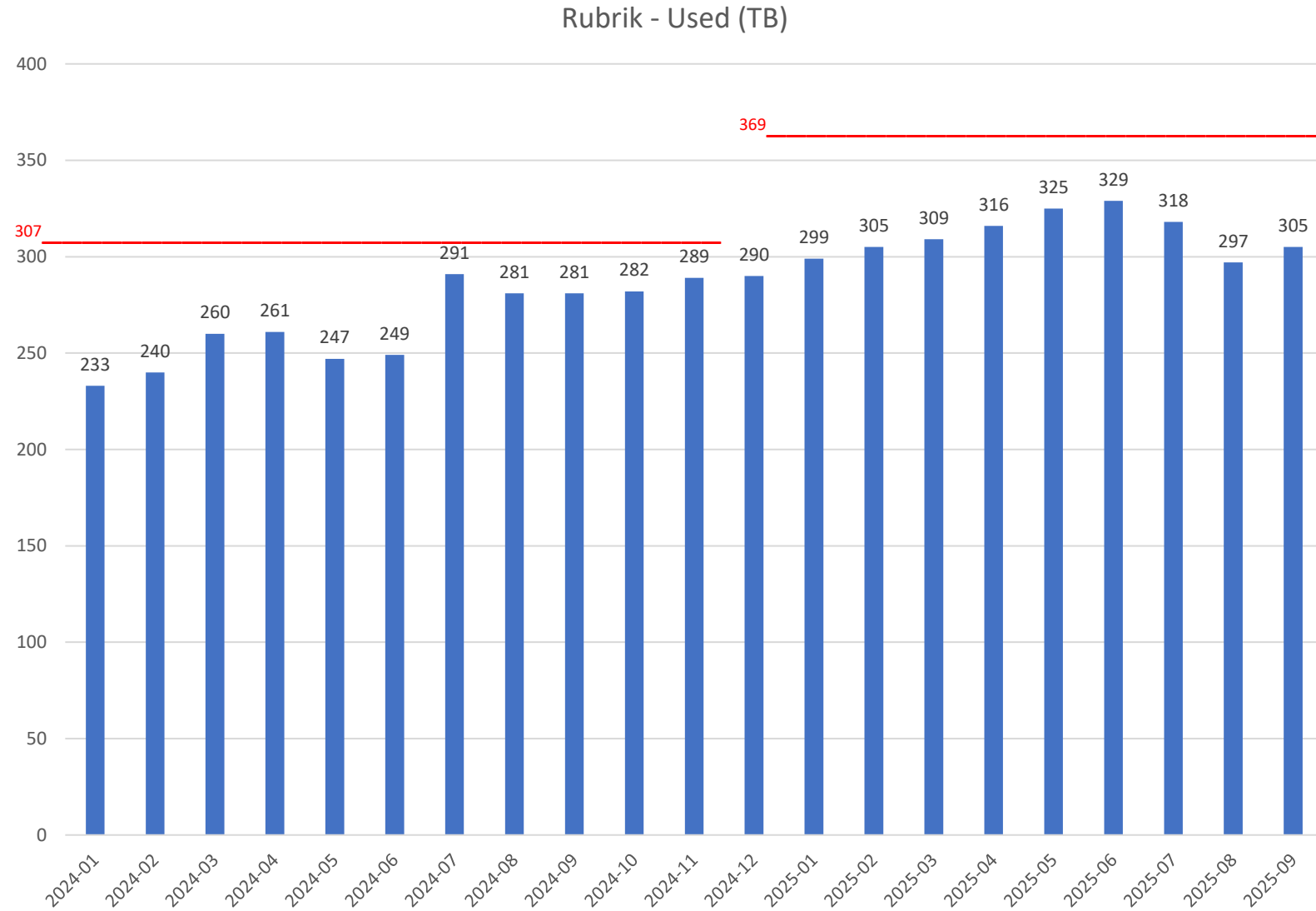
Projected Capacity %
49% —

Model
FA-C50R4 —

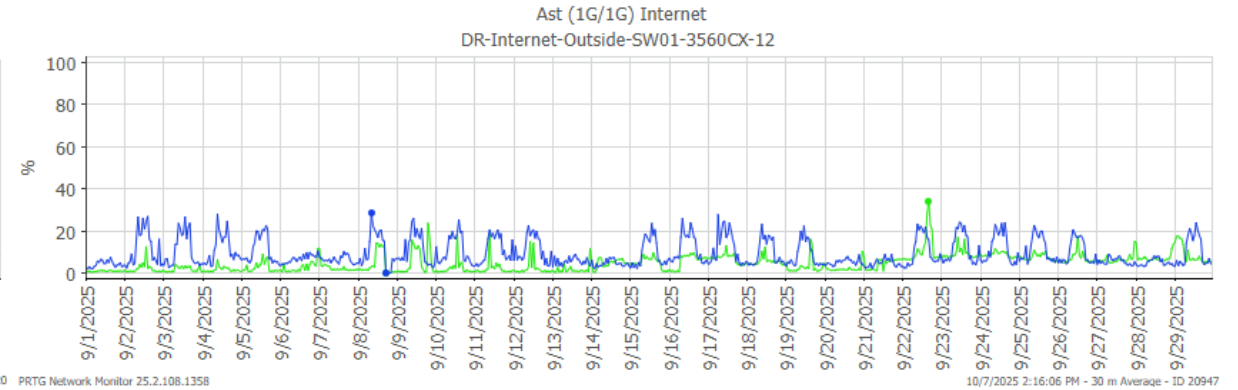
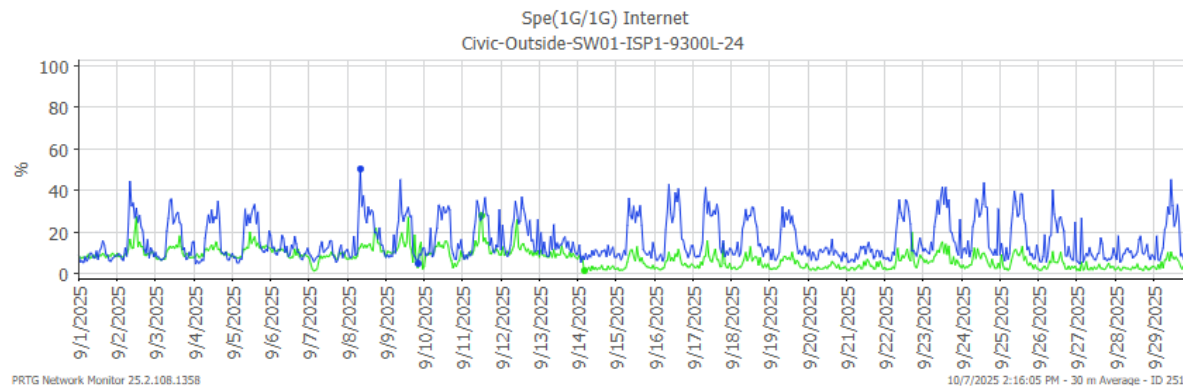
Capacity
258T —

Enterprise Backup

CIO Monthly Report
for **September 2025**

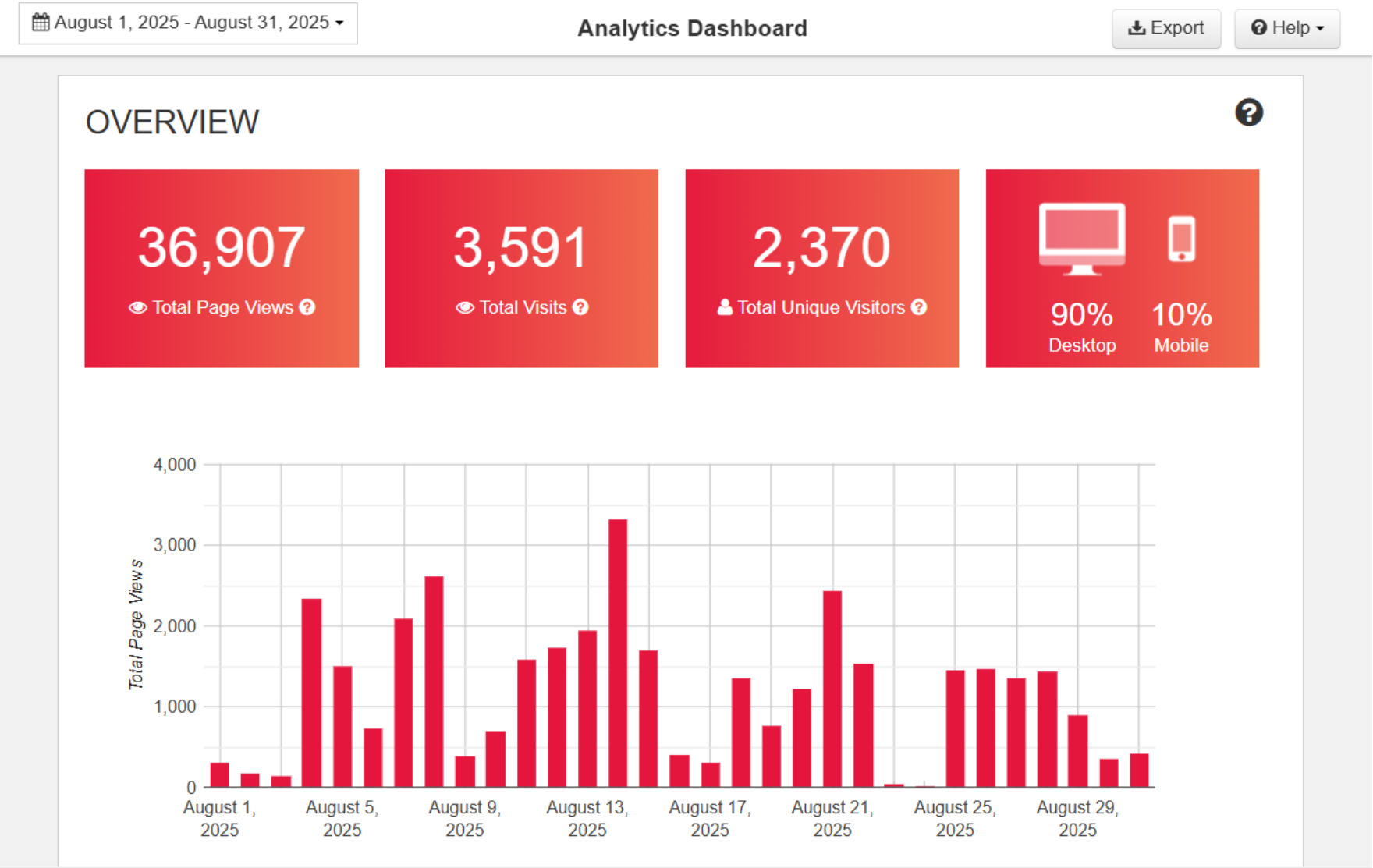


Internet Statistics



■ Traffic In (%) ■ Traffic Out (%)

Web Sites – Granicus Overview



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Enterprise Projects

Active

- **Sheriff Projects**
 - Sheriff - O365
 - Windows 11 Rollout
- **Courts Onboarding**
- **Port Security**

On Hold

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

Complete

- **Network Refresh**

Planned

- **Jail Expansion/Coroner Buildings 2026**