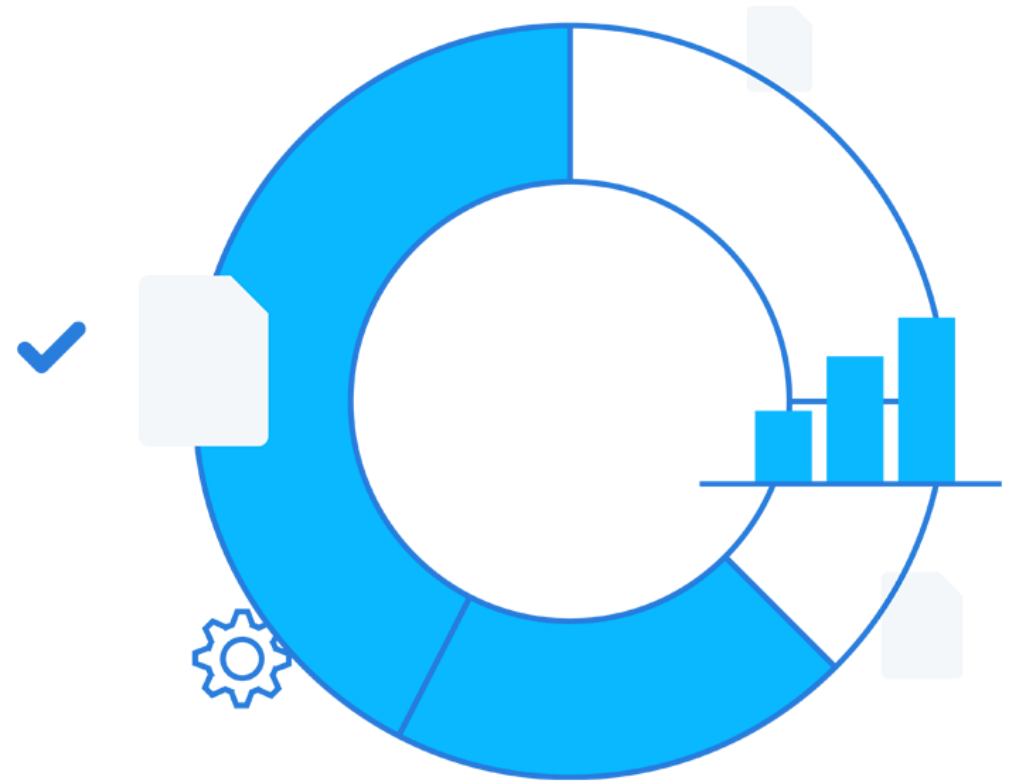# ADVANCED
NETWORK & COMPUTER SERVICES

CIO Monthly Report For March 2022

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

Index

Ticket Breakdown & Help Desk Calls

Priority	Tickets	Response SLA % Met	Resolution SLA % Met	Response Measures & Notifications % Achieved	% Not Achieved
P1	1	100%		100%	100%
P2	0				
P3	1	100%		100%	100%
P4	0				
P5	1	100%		100%	100%
P6	80	100%	100%		
P7	677	100%	100%		
P10	93	100%	100%		
P11	20				
Total Tickets - All Priorities	873				

P1 T20220302.0029 3/02/2022 Phones hanging up/disconnecting – WOW issue
P3 T20220327.0013 3/27/2022 RMS application down
P5 T20220302.0165 3/02/2022 MUNIS – Unable to view or attach document to invoices
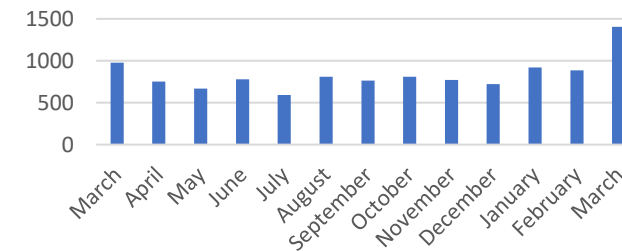
Help Desk Statistics

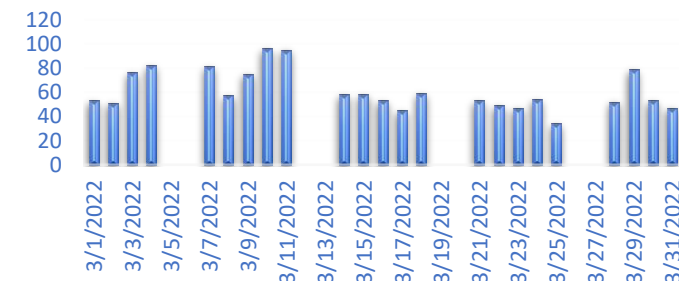|	
Number of Help Desk Calls Received	1407
Average Wait Time to reach a Help Desk Technician	8 seconds
SLA Requirement	60 seconds for 90% of all calls
Calls missed (> 60 seconds)	0
SLA percentage	100%
SLA goal Met	Yes

Top Ticket Statistics
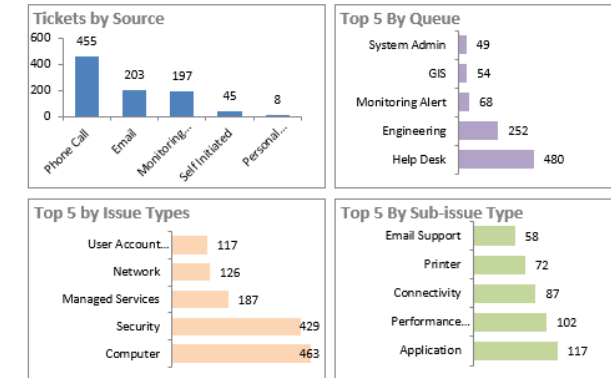
Help Desk Calls
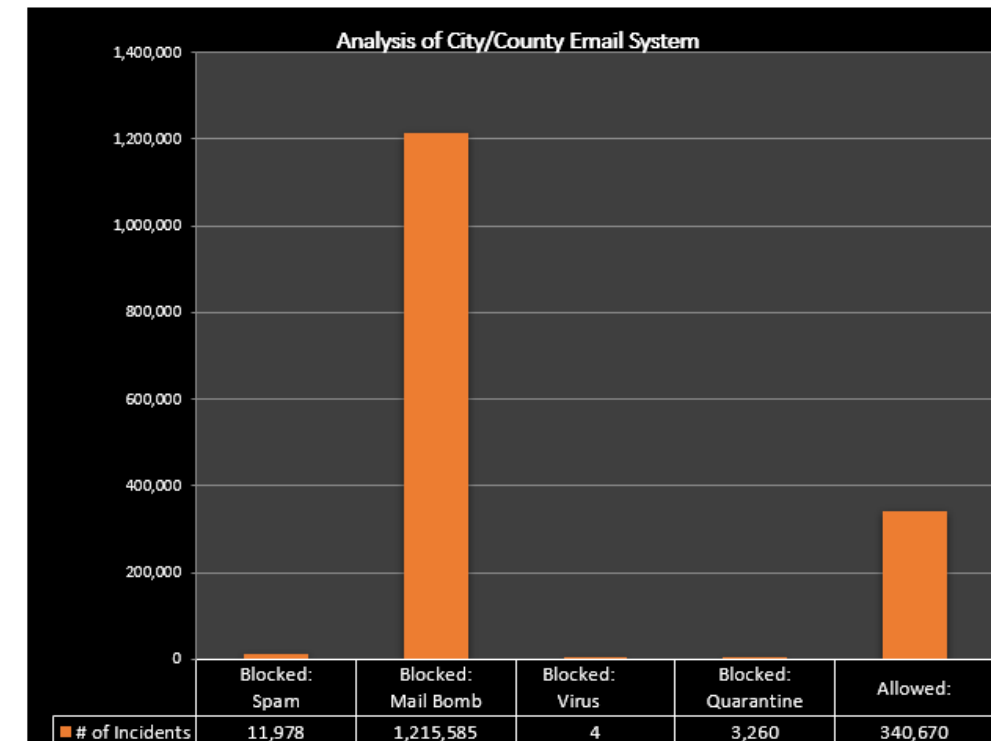

Help Desk Calls by Day

Security – Endpoints – 30 days

Security (continued)
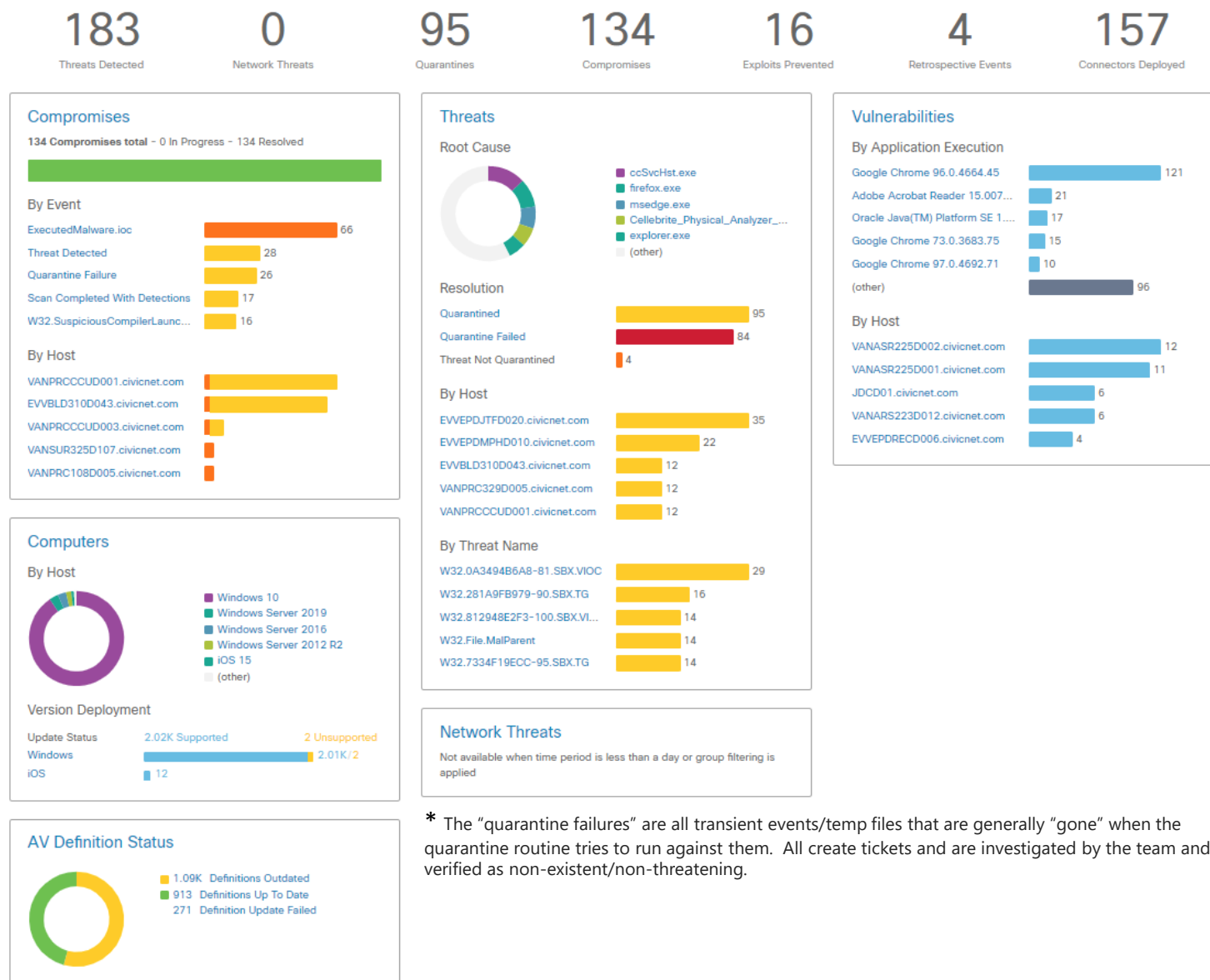
Network Threat Protection

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.

Barracuda E-Mail Service

Number of Email Received	1,584,260
Number of blocked (Spam, Virus, etc)	1,227,567
Percentage Blocked	77.49%
Legitimate Email	340,912

Analysis of City/County Email System

	Blocked: Spam	Blocked: Mail Bomb	Blocked: Virus	Blocked: Quarantine	Allowed:
# of Incidents	11,978	1,215,585	4	3,260	340,670

5

Patch Management

Patch Management Summary

Patch Management Summary Report

PATCH SUMMARY

1886

- Fully Patched: 1632
- Approved Pending: 128
- Install Error: 21
- Reboot Required: 53
- No Data: 25
- No Policy: 27

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
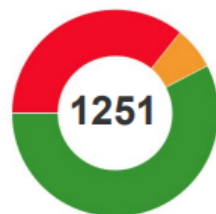- No Policy – Devices which have been excluded by request

Asset Aging & Operating Systems Support - City

Hardware Lifecycle Report

SUMMARY

Hardware Replacement Recommendations

- Suitable for 24 months+: 720
- Replacement recommended within 12-24 months: 83
- Replacement recommended within 12 months: 447
- Unknown: 1

Period	Age	Quantity
Replacement recommended within 12 months	4 years+	447
Replacement recommended within 12-24 months	3-4 years	83
Suitable for 24 months+	< 3 years	720
Unknown		1
Total Devices		1251

Operating System Support
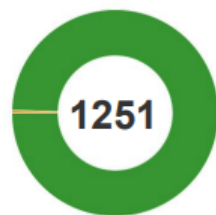
- Operating system is supported: 1246
- Operating system may be unsupported: 5
- Operating system is unsupported: 0

| Operating System Support*	Quantity
Operating system is supported	1246
Operating system is unsupported unless manufacturer extended support has been arranged	5
Operating system is unsupported	0
Total Devices	1251

Windows operating system support only. Non-Windows OS are counted as supported.

Asset Aging & Operating Systems Support - County

Hardware Lifecycle Report

SUMMARY

Hardware Replacement Recommendations

495
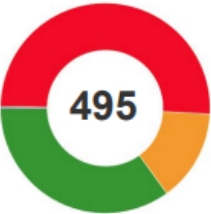
- Suitable for 24 months+: **173**
- Replacement recommended within 12-24 months: **70**
- Replacement recommended within 12 months: **251**
- Unknown: **1**

Period	Age	Quantity
Replacement recommended within 12 months	4 years+	251
Replacement recommended within 12-24 months	3-4 years	70
Suitable for 24 months+	< 3 years	173
Unknown		1
Total Devices		495

Operating System Support

495

- Operating system is supported: **495**
- Operating system may be unsupported: **0**
- Operating system is unsupported: **0**

Operating System Support*	Quantity
Operating system is supported	495
Operating system is unsupported unless manufacturer extended support has been arranged	0
Operating system is unsupported	0
Total Devices	495

Windows operating system support only. Non-Windows OS are counted as supported.

Asset Aging & Operating Systems Support – Co-managed

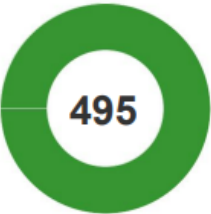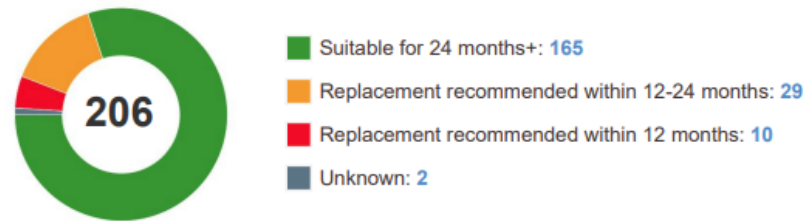Hardware Lifecycle Report

SUMMARY

Hardware Replacement Recommendations

- Suitable for 24 months+: 165
- Replacement recommended within 12-24 months: 29
- Replacement recommended within 12 months: 10
- Unknown: 2

Period	Age	Quantity
Replacement recommended within 12 months	4 years+	10
Replacement recommended within 12-24 months	3-4 years	29
Suitable for 24 months+	< 3 years	165
Unknown		2
Total Devices		206

Operating System Support
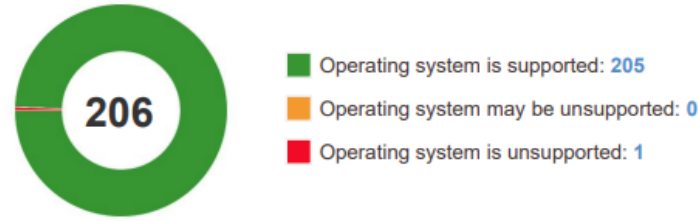
- Operating system is supported: 205
- Operating system may be unsupported: 0
- Operating system is unsupported: 1

| Operating System Support*	Quantity
Operating system is supported	205
Operating system is unsupported unless manufacturer extended support has been arranged	0
Operating system is unsupported	1
Total Devices	206

Windows operating system support only. Non-Windows OS are counted as supported.

Storage & Backup

Enterprise Storage

	Disk Folder Tiers												
SC SERIAL NUMBER	TIER NUMBER	DISK FOLDER INDEX	DISK FOLDER	DISK TIER	DISK COUNT	MANAGED COUNT	SPARE COUNT	UNHEALTHY COUNT	TOTAL SPACE	% ALLOCATED	ALLOCATED SPACE	FREE SPACE	SPARE SPACE
58928	1	3	Assigned	Tier 1	24	24	0	0	76.85 TB	47.96%	36.85 TB	40 TB	3.35 TB
58928	3	3	Assigned	Tier 3	84	84	0	0	453.02 TB	50.16%	227.23 TB	225.79 TB	2.74 TB

Enterprise Backup

Total Capacity

Tier 1

Free Space (TB)   Allocated Space (TB)

Tier 3

Free Space (TB)   Allocated Space (TB)
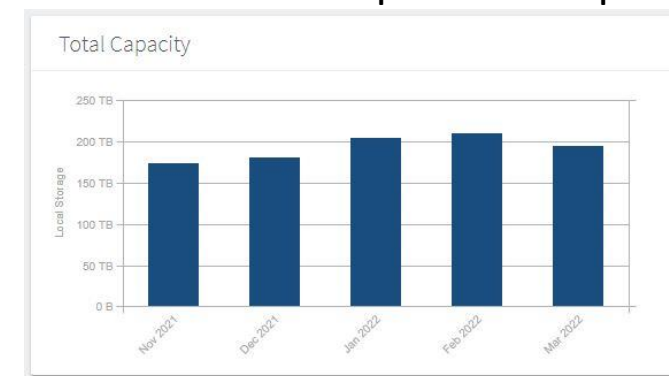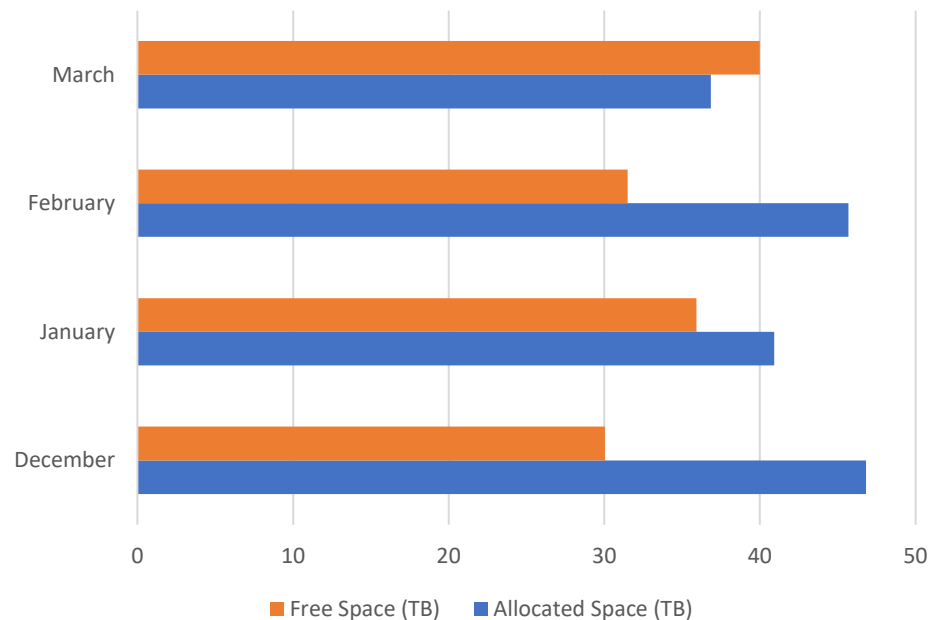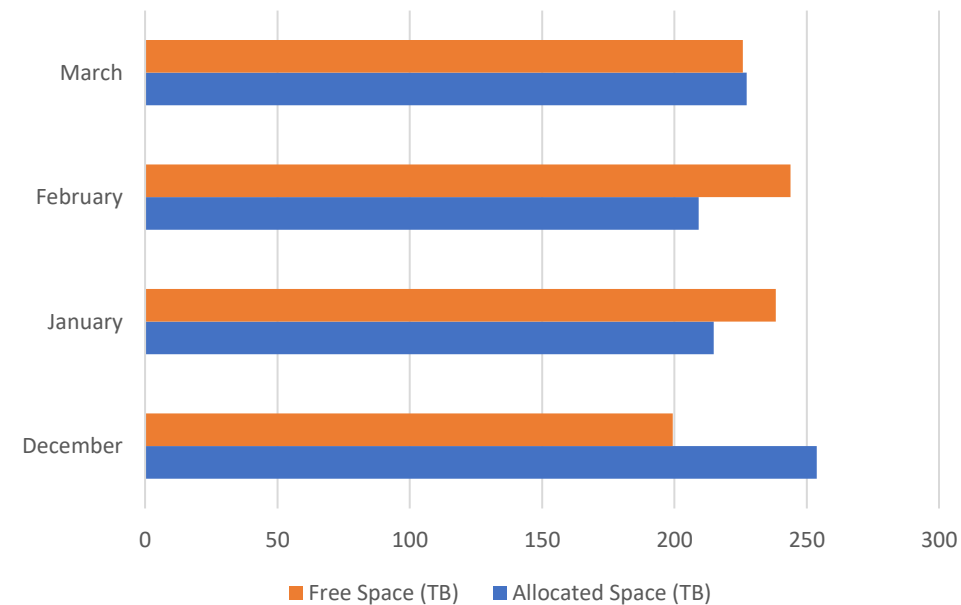
Network – WAN traffic & Circuit Utilization

Legend: ■ Traffic In (%) ■ Traffic Out (%)
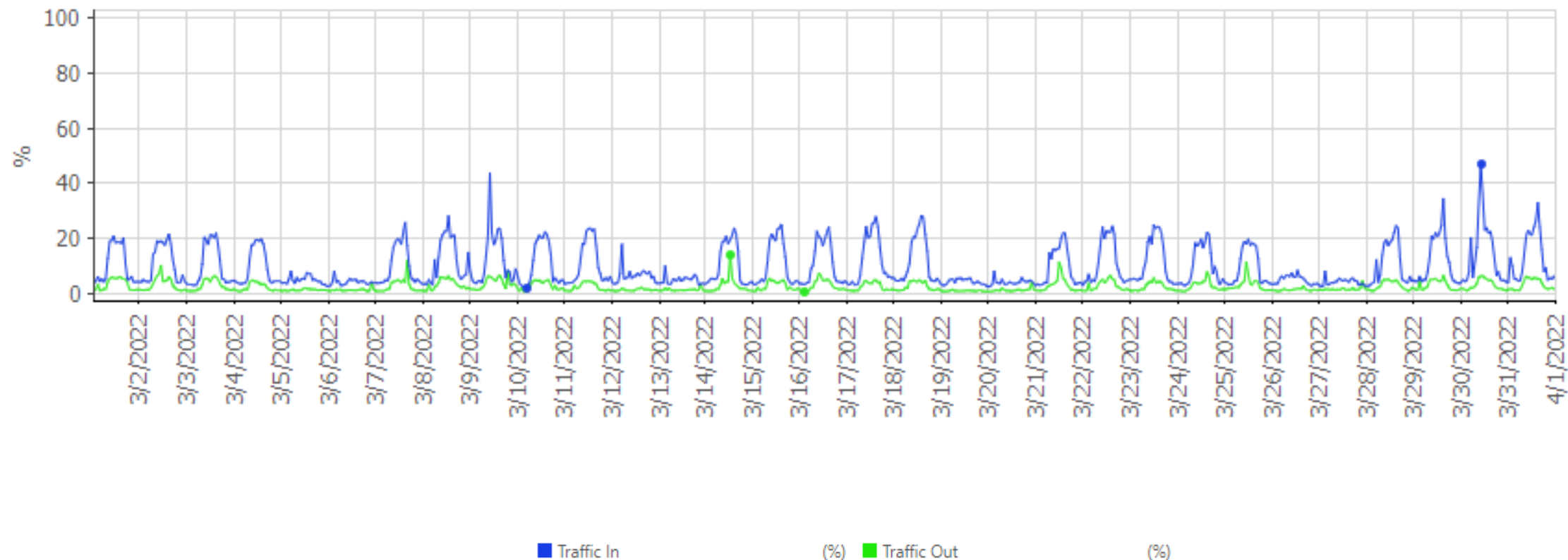
Web Sites – Granicus Overview

Enterprise Projects
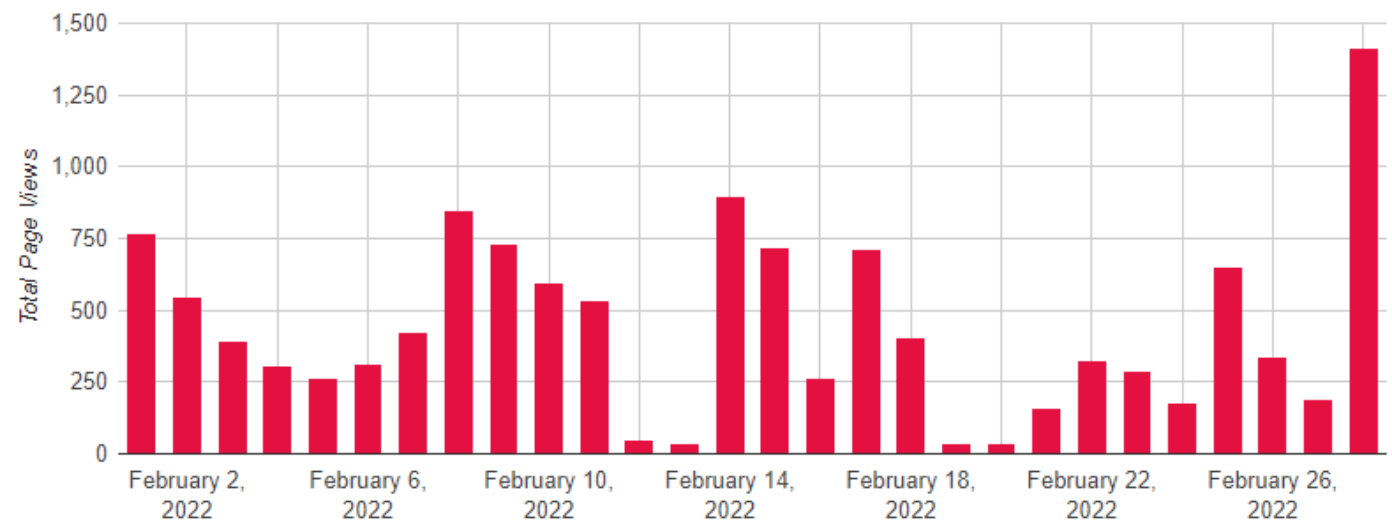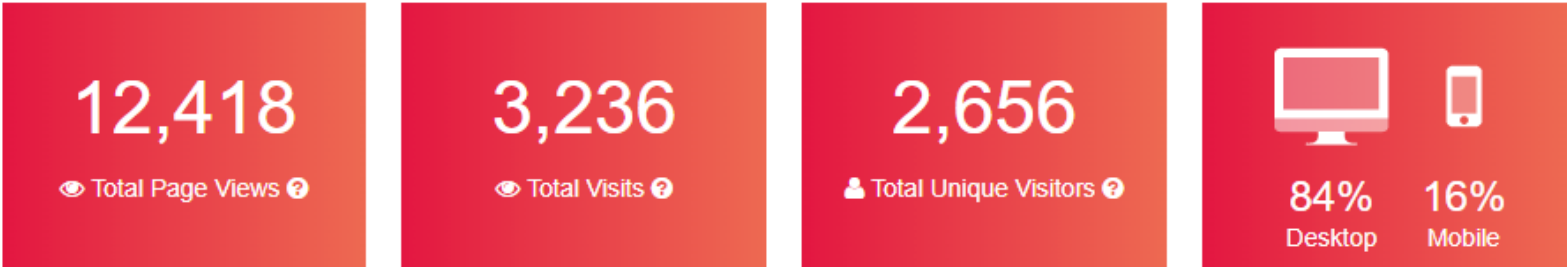
Active

PC Refresh - 323 completed

    Final phase has started.

    158 machines left in EPD

Golf Course Network Upgrade

    McDonald is complete

    Helfrich scheduled this week

    Fendrich cabling is scheduled next week

Sunrise Pump Station

    IT phase of the project is wrapping up

    Cable management will be completed in the next week

    Waiting on construction for talk-a-phone portion of the project

Duo Rollout

    Final Phase of the project

    VPN access

    Special circumstances

Courts Expansion

    All Equipment is in

    Waiting on Construction for scheduling

Planned

Network Refresh

    Still in design phase

    Due to lead times this needs to be ordered ASAP

Phone Refresh

    Ciscoflex expires March 14, 2023

** Monthly Maintenance Window moved from this Sunday to next (4/24)