INFORMATION TECHNOLOGY DEPARTMENT
2022 MID-YEAR REVIEW

Strategy

- I began reorganizing the IT Department around a global standard for IT service offerings called the Information Technology Infrastructure Library framework (ITIL). Initial focus has been on IT Service Strategy, Design, Operations, and Continual Service Improvement.
- An IT security and network infrastructure assessment by Heartland Business Systems began in March and had not yet completed by the end of June. Its results along with remediation recommendations are forthcoming to the HR/IT Committee.
- The Network and Mainframe IT divisions were formally renamed to Operations and Development respectively on the department TO.

Design

- An IT Service Catalog was compiled. It documents 87 IT services provided to City of Appleton staff and citizens by the IT Department.
- An inventory of physical and virtual servers and their purpose has been documented.
- Following a BPA (Best Practice Analysis) with the supplier, new and more secure configuration policies have been applied to the City's firewall.
- Following a BPA with the supplier, new and more secure configuration policies have been applied to the City's email protection system.
- Following a BPA with the supplier, an automated AI response system has been configured to clear email inboxes of suspicious emails whenever they are reported by City staff.
- Following a product upgrade, managed-service detection and response now secures the City's computers, laptops, and servers.
- Security access controls have been implemented on desktop and laptop computers.
- Multi-factor Authentication (MFA) has been implemented on the City's email system.
- The Software Engineer role was moved from the IT Operations division to the Development division.

Operations

- New help-desk software went live in January 2022. The multi-channel system facilitates automated ticket creation by way of emails and the City Intranet. Help Desk Analysts also manually create tickets for incidents reported via telephone, walk-ups, and chat.
- The help-desk software automatically routes inquiries for user-security updates and request fulfillment to appropriate IT staff.
- Electronic event monitoring now automatically opens help-desk tickets for urgent events captured by system logs.
- Three staff positions turned over in Operations. A Network Administrator, PC/LAN Specialist, and Help Desk Analyst resigned in Q2. The PC/LAN Specialist was filled by way of internal promotion, opening a second Help Desk Analyst position. The two Help Desk Analyst positions were filled with external hires. The Network Administrator position remains vacant.

- An administrative assistant position was added. It is shared between IT (0.2 FTE) and HR (0.8 FTE). This position assists the IT Director with administrative responsibilities.

Continual Service Improvement

- Prior to 2022, the IT Department maintained no help desk metrics. Help desk tickets are now a department KPI. Additional KPIs are forthcoming as automation and tracking efforts continue to increase.
- 3,009 help desk tickets were created from January 1 to June 30
- 2,758 of those tickets were incidents (transient)
- 31 were problems (persistent)
- 109 were request fulfillment (procurement)
- 63 were for security access (onboarding, terminations, transfers)
- The balance of tickets was a mix of event monitoring and uncategorized tickets
- The City of Appleton IT Help Desk solved 2, 942 help desk tickets from January 1 to June 30