

INFORMATION TECHNOLOGY DEPARTMENT

2024 MID-YEAR REVIEW

Strategy

- Our part-time iSeries Systems Analyst retired, and the position will remain unfilled while department needs are analyzed.
- One of our three Systems Analysts resigned their position four weeks ago. We received nearly 60 applications for the position, and we are currently arranging first-round interviews.

Design

- Work continues on the design and testing of the new ERP Utility Billing module, now scheduled to go live on September 30, following delays on previously scheduled go-live dates in April and July.
- Work has begun on the design of the ERP Enterprise Asset Management module.
- We are working with City departments to finalize the content of the new appletonwi.gov website, currently due to transition to production in late September or early October.

Transition

- We assisted the City's Health Department with migrating their billing off the iSeries in June.
- The City's email system and related cybersecurity defenses are ready to transition to the new appletonwi.gov email domain when the City's new website goes live.

Operations

- All network and data center remediation projects have been completed.

Continual Service Improvement

- The IT Department closed 25 projects between January 1, 2024 and May 30, 2024 (-32% YoY).
- 2,214 help desk incidents, problems, and requests were created from January 1 to May 30, 2024 (-23% YoY).
- Automated monitoring created 3,605 event notifications from January 1, 2024 to May 30, 2024 (+220% YoY)
- 170 end-user user access adds/changes were created from January 1, 2024 to May 30, 2024 (+21% YoY).