

City of Waukesha

IT Department Analytics Reporting

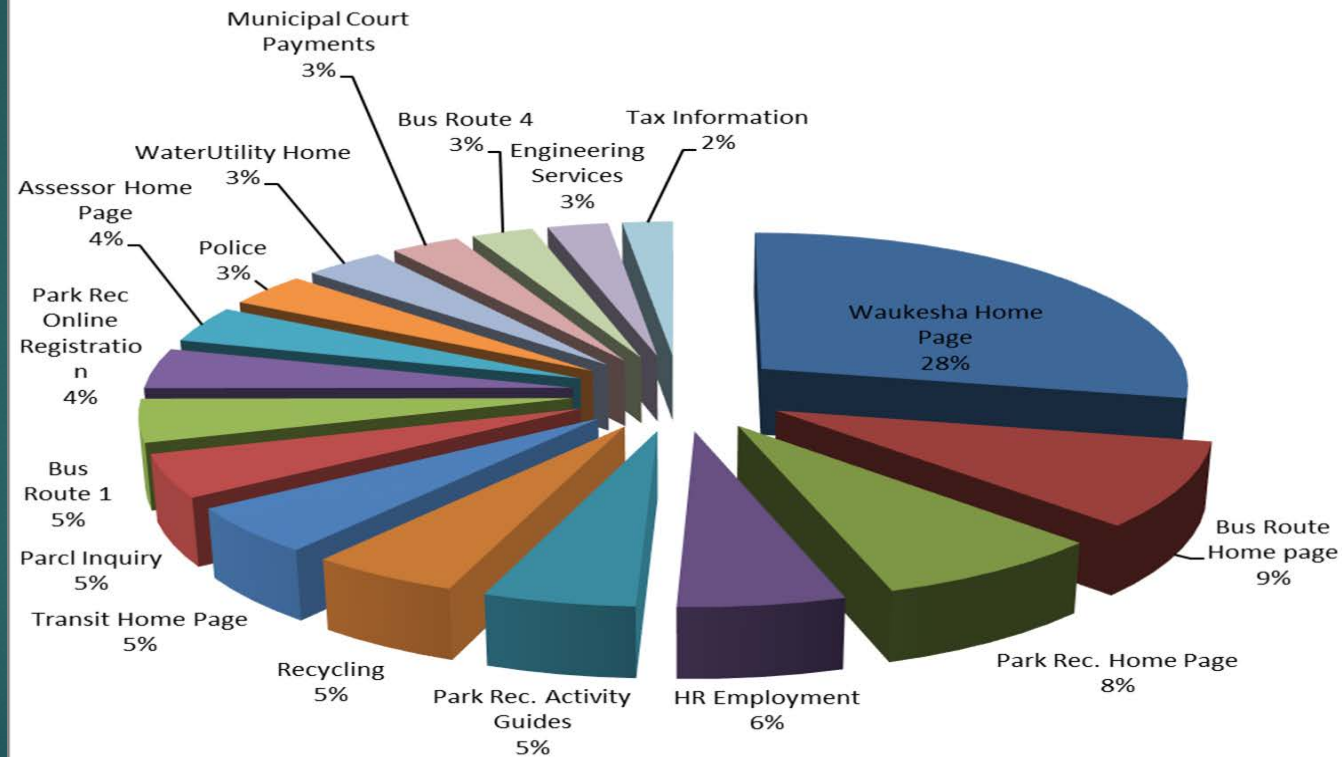
WEBSITE GOOGLE ANALYTICS
IT HELP DESK ANALYTICS
SYSTEM AND INTERNET AVAILABILITY
TOP THREATS TO THE CITY (EXTERNAL)
CITRIX STRATEGIC REPORT

Website Google Analytics

January – May 13, 2015

Top 17 Website Visits

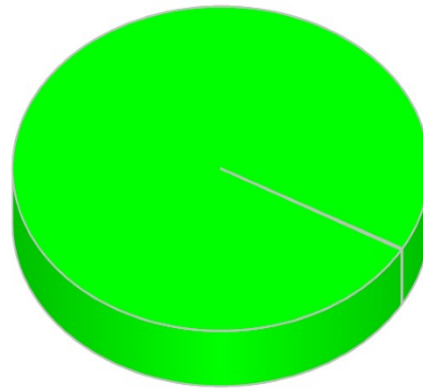
Website Analytics - January 1 thru May 13 2015



Average Website Availability

(Includes Maintenance)

Average Website Availability



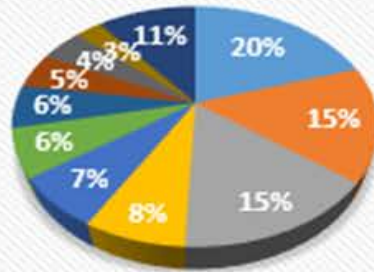
■ Uptime 99.86% ■ Downtime 0.14%

IT Help Desk Analytics

Help Desk Calls by Category

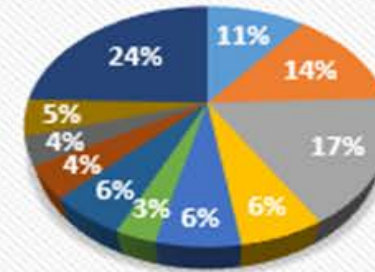
January – April 2015

Top 10 Calls by Category 2015



Computer Software/Applications User Permissions
 MFP/Network VoIP Website
 Onboarding MS Outlook 2010 LifeRay
 Printer All Others

Top 10 Calls by Category 2014



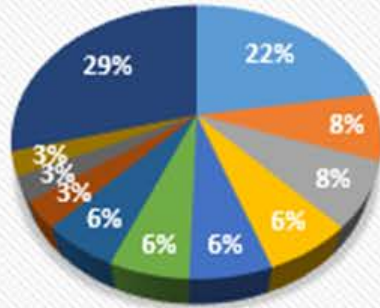
Computer Software/Applications User Permissions
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 Printer All Others

Category	Incident Count 2015	Incident Count 2014
Computer	93	56
Software/Applications	72	73
User Permissions	71	90
MFP/Network	35	33
VoIP	32	33
Website	30	16
Onboarding	27	30
MS Outlook 2010	22	23
LifeRay	21	20
Printer	13	26
All Others	49	130

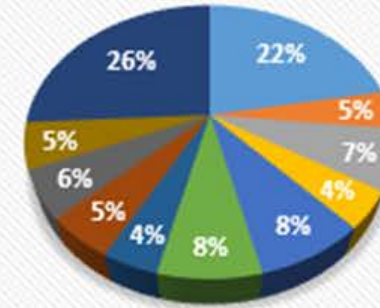
Top Ten Help Desk Calls by Department

January – April 2015

Top 10 Calls by Department 2015



Top 10 Calls by Department 2014

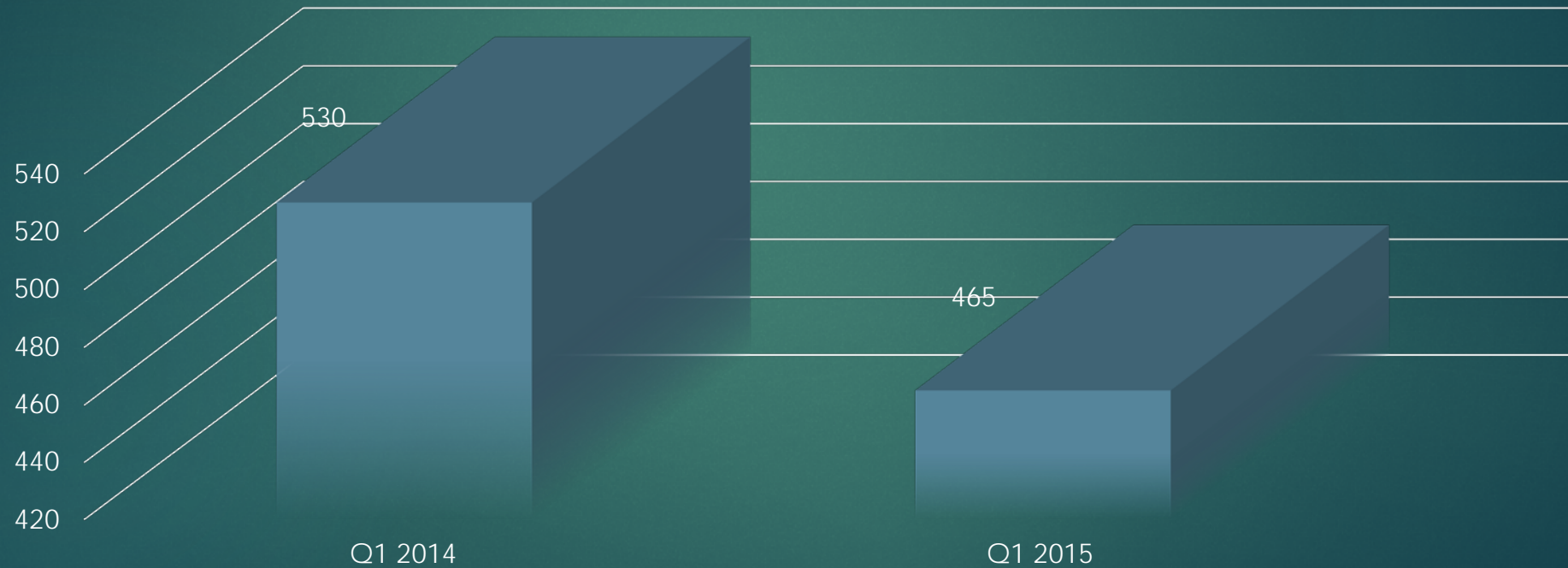


Department	Incident Count 2015	Incident Count 2014
Police Department	104	117
Community Development	37	24
Fire Department	36	38
Parks, Recreation and Forestry	30	23
Engineering Dept	28	43
Clerk/Treasurers Office	27	40
Transit Commission	26	22
Library	15	27
Information Technology	13	30
Finance	13	29
All Others	136	137

Help Desk Incident Count Comparison

Q1 2014 vs Q1 2015

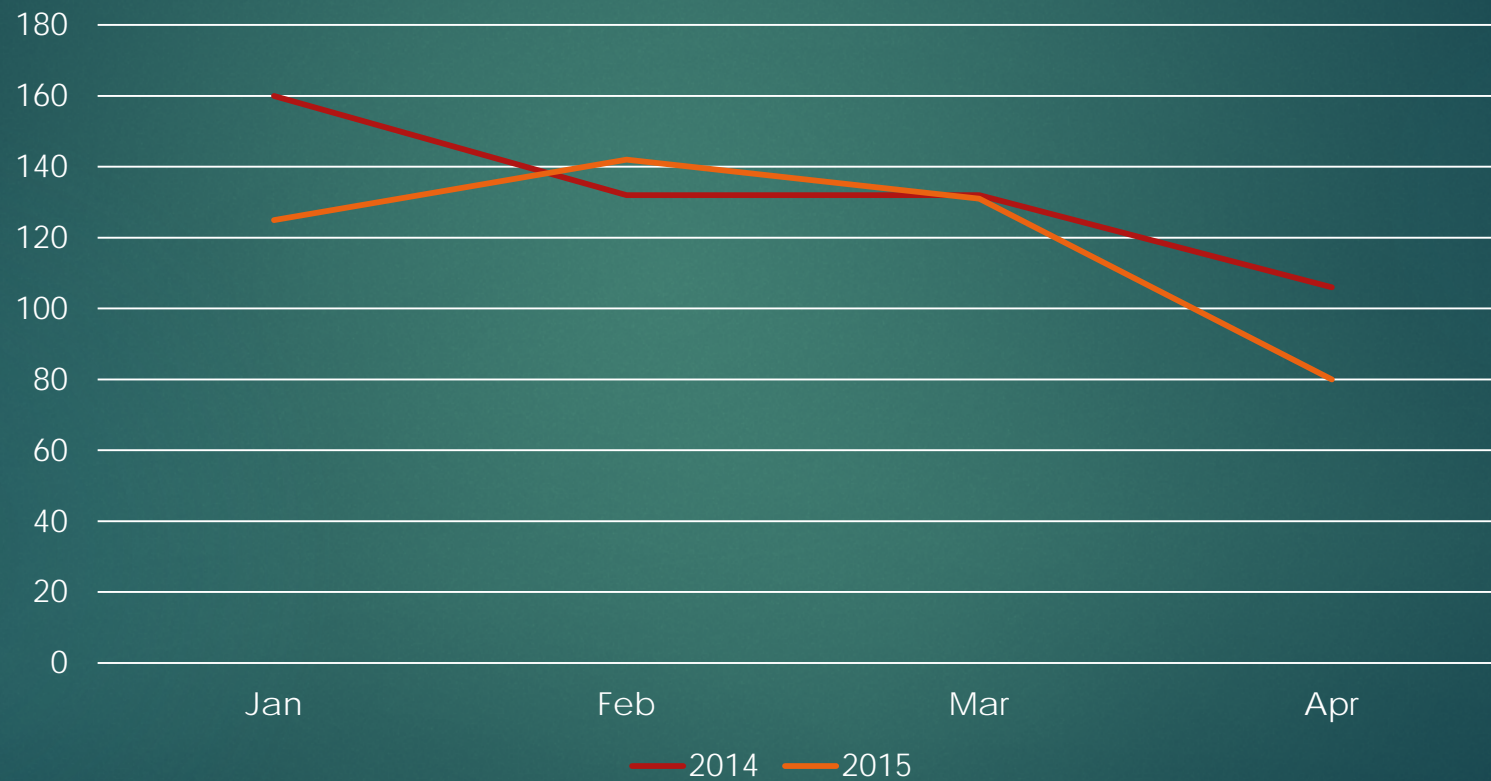
TOTAL INCIDENTS REDUCTION COMPARED TO PREVIOUS YEAR



Incidents Counts dropped 12.26% compared to Previous Year

Help Desk - Q1 2014 vs Q1 2015

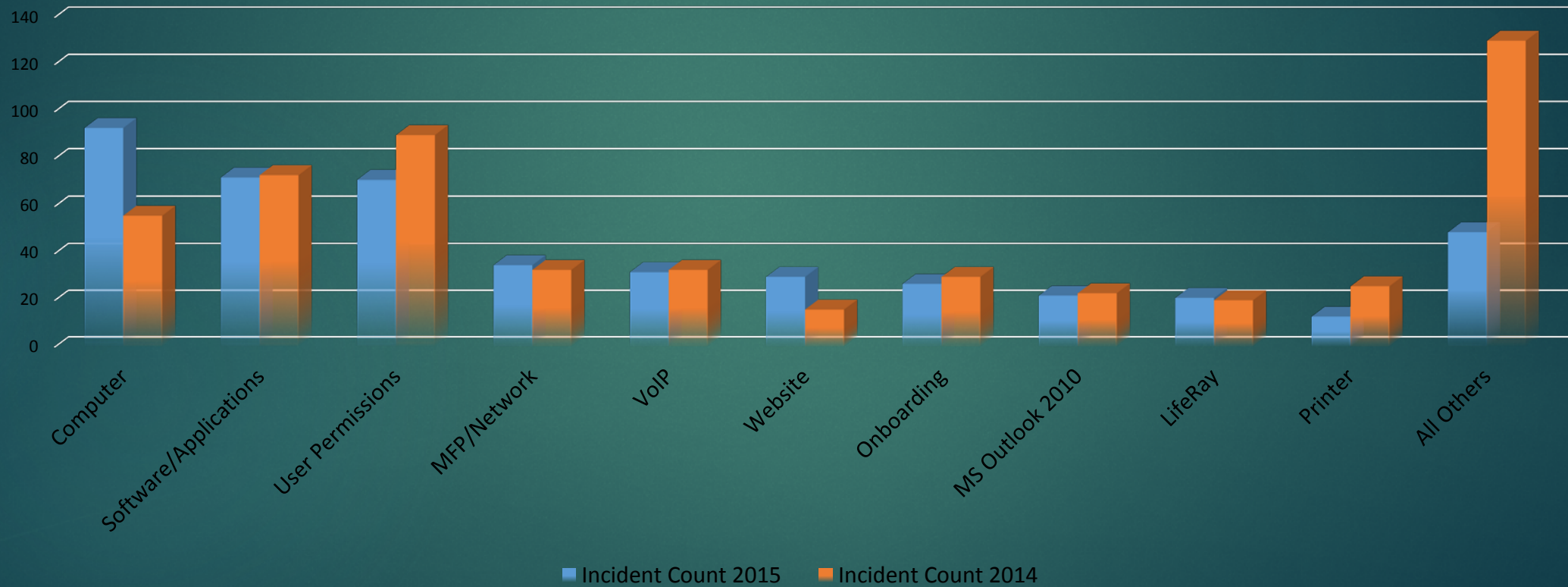
Month by Month Comparisons



Help Desk - Q1 2014 vs Q1 2015

Incident Counts

INCIDENT COUNT COMPARED TO PREVIOUS YEAR - CATEGORY



Q1 2014 VS Q1 2015

COMPARISON DETAIL

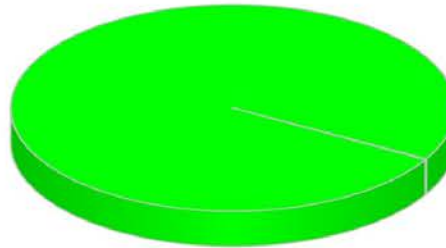
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Overview of Metrics to Date

- ▶ Incident counts are down over 12% from the prior year
 - ▶ This coincides with a maturing virtual (Citrix) environment
 - ▶ City staff (including IT) is becoming more familiar with newer systems and toolsets
- ▶ A maturing IT Change Management procedure has helped
 - ▶ Better planning for changes has reduced calls <Weekly change management includes PD and LB>
 - ▶ As new technology is put in place many hardware issues will also drop off
- ▶ Past issues with compatibility are being addressed (Printers and Permissions)
- ▶ Standardization is slowly helping eliminate issues
- ▶ PC issues increased due to aging fleet and an increase in warranty support issues

System Availability (Includes Maintenance)

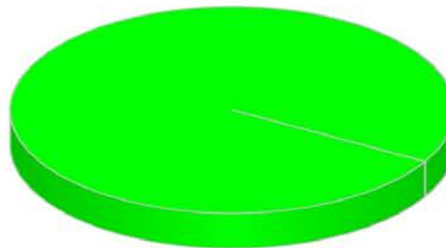
Average Site Availability



■ Uptime 99.88% ■ Downtime 0.12%

Website Title: Citirx Web Access
HomePage URL: <https://thebarn.ci.waukesha.wi.us/vpn/index.html>
Monitored URL: <https://thebarn.ci.waukesha.wi.us:443/vpn/index.html>

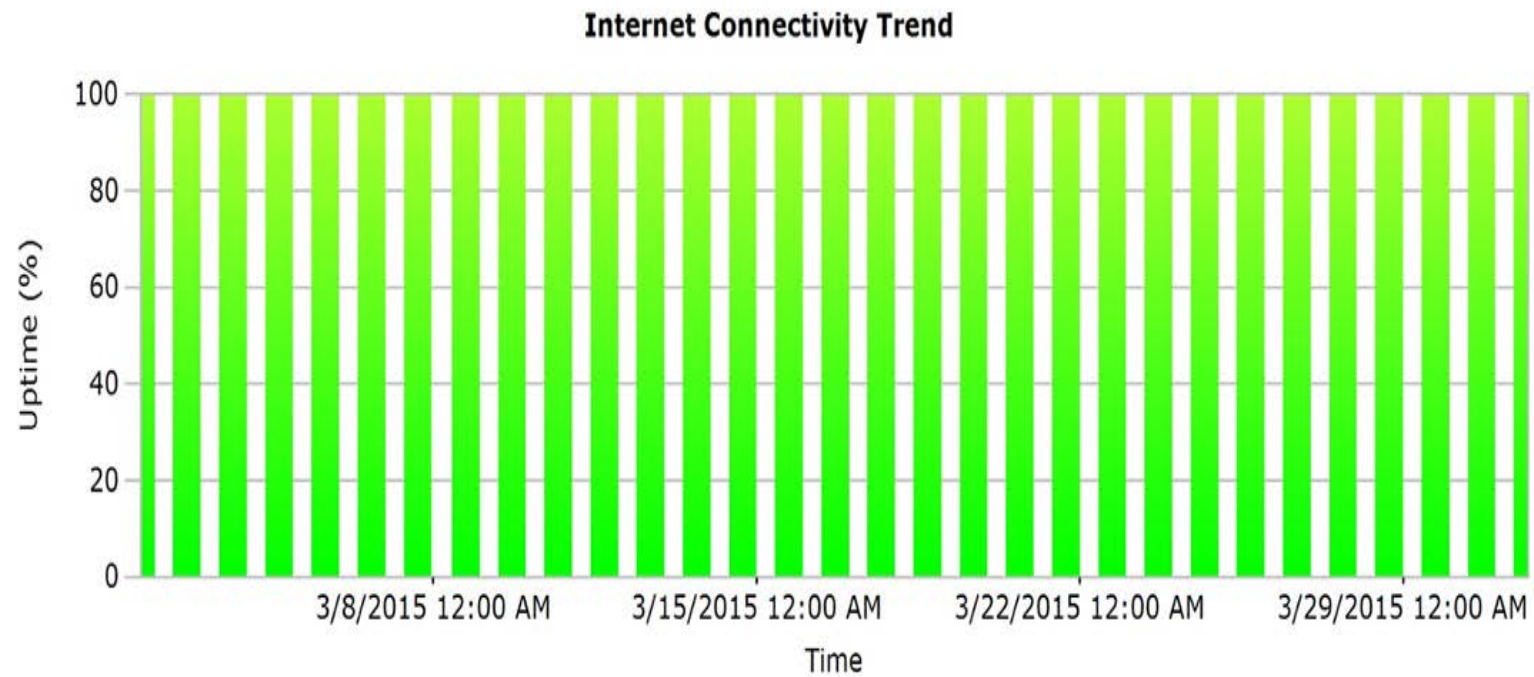
Average Website Availability



■ Uptime 99.98% ■ Downtime 0.02%

Internet Connectivity

April = 100%



Top 5 External Threats

(Past 7 Days)

Threat/Content Name	ID	Severity	Application	Source address	Destination address	Action	Count
Virus/Win32.WGen eric.ffphv	2718975	medium	web-browsing	54.84.239.64	172.30.10.71	deny	2
Virus/Win32.WGen eric.exrbe	2923360	medium	web-browsing	205.251.253.161	172.28.1.56	deny	2
Sun Java RunTime Environment GIF Images Buffer Overflow Vulnerability	31070	high	web-browsing	205.213.114.155	172.17.4.67	deny	1
RFC2397 Data URL Scheme Usage Detected	30419	medium	web-browsing	199.83.134.177	172.30.10.73	deny	1
Suspicious.Gen Command And Control Traffic	13994	critical	web-browsing	64.135.77.80	172.17.4.59	deny	1

CITRIX Strategic Report

Where are we planning to go in 2015/2016 ?

- ▶ Citrix XenDesktop
 - ▶ Single sign on to Storefront
 - ▶ File redirection
 - ▶ Virtual desktops
- ▶ Citrix XenMobile
 - ▶ Mobile device management
 - ▶ Mobile application management
 - ▶ Integration with XenDesktop