

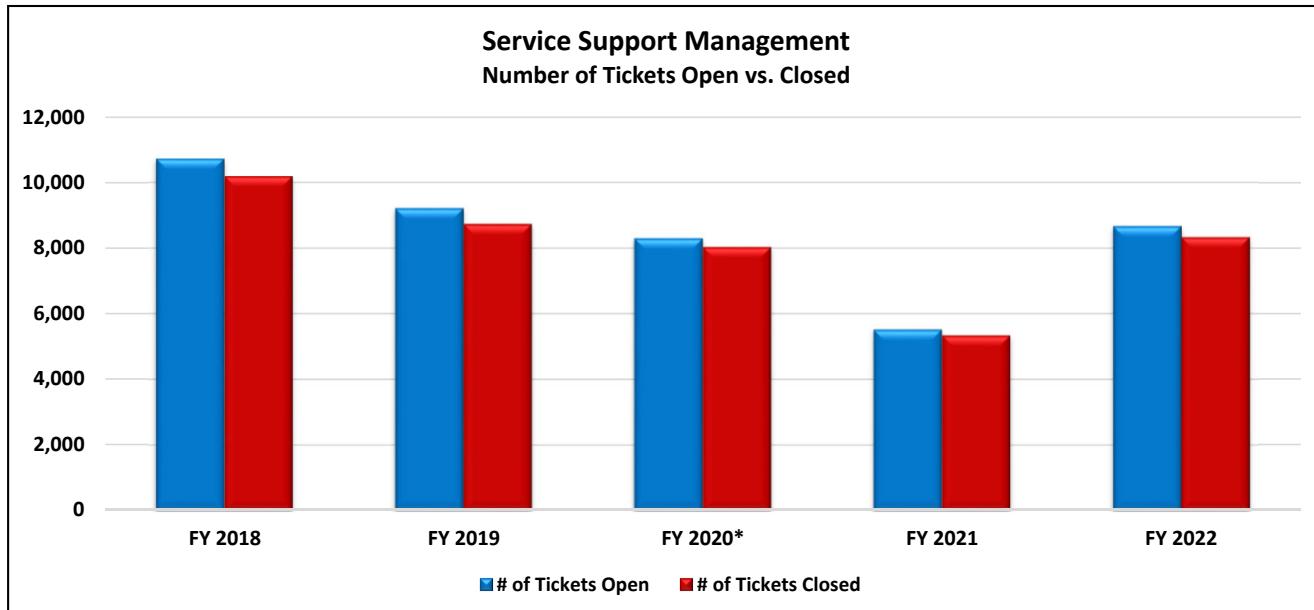
## FY 2022 IT Statistics

### **Service Support Management**

Assistance includes installation, configuration, testing and maintenance for desktops, laptops and mobile devices for County users. Printers, faxes, scanners, electronic accessories/peripherals and Microsoft/3rd Party application support for County users.

#### **Goals & Objectives**

1. First level support to resolve 50% of calls received.
2. Second level of support to resolve all escalated calls timely.
3. Complete the implementation of county wide projects as needed.

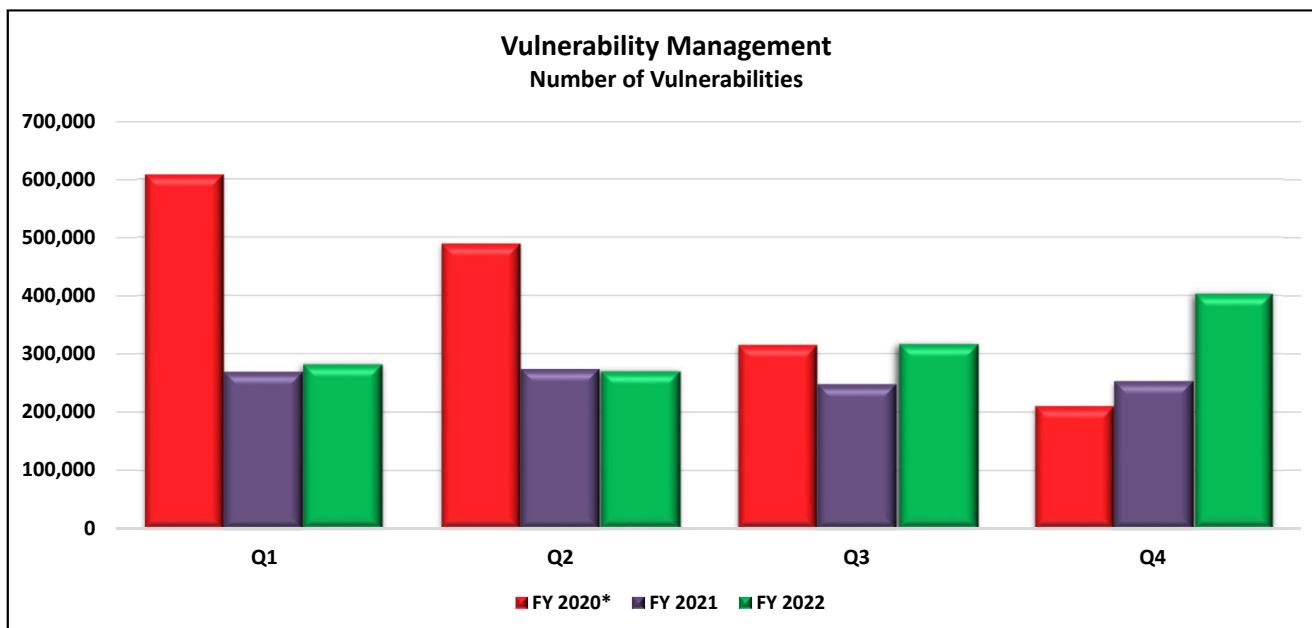


	# of Tickets Open	# of Tickets Closed	% of Ticket Completion
FY 2018	10,728	10,194	95.02%
FY 2019	9,215	8,731	94.75%
FY 2020*	8,302	8,033	96.76%
FY 2021	5,525	5,338	96.62%
FY 2022	8,674	8,329	96.02%

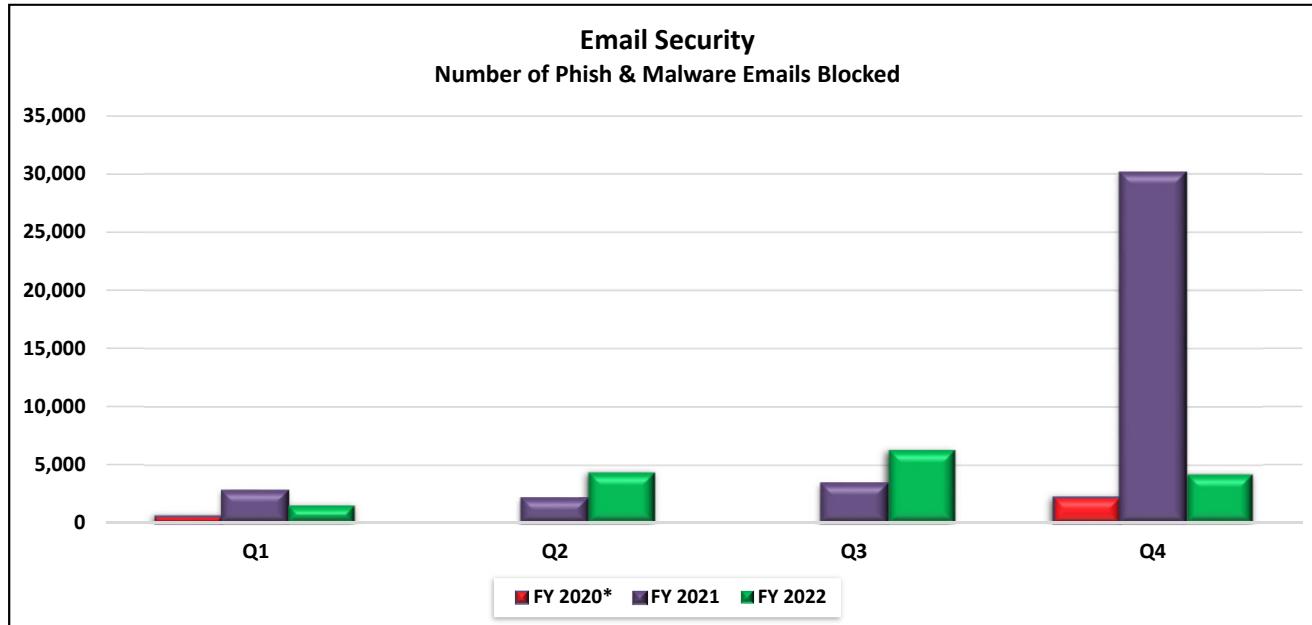
\*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

## FY 2022 IT Statistics

### IT Security Management



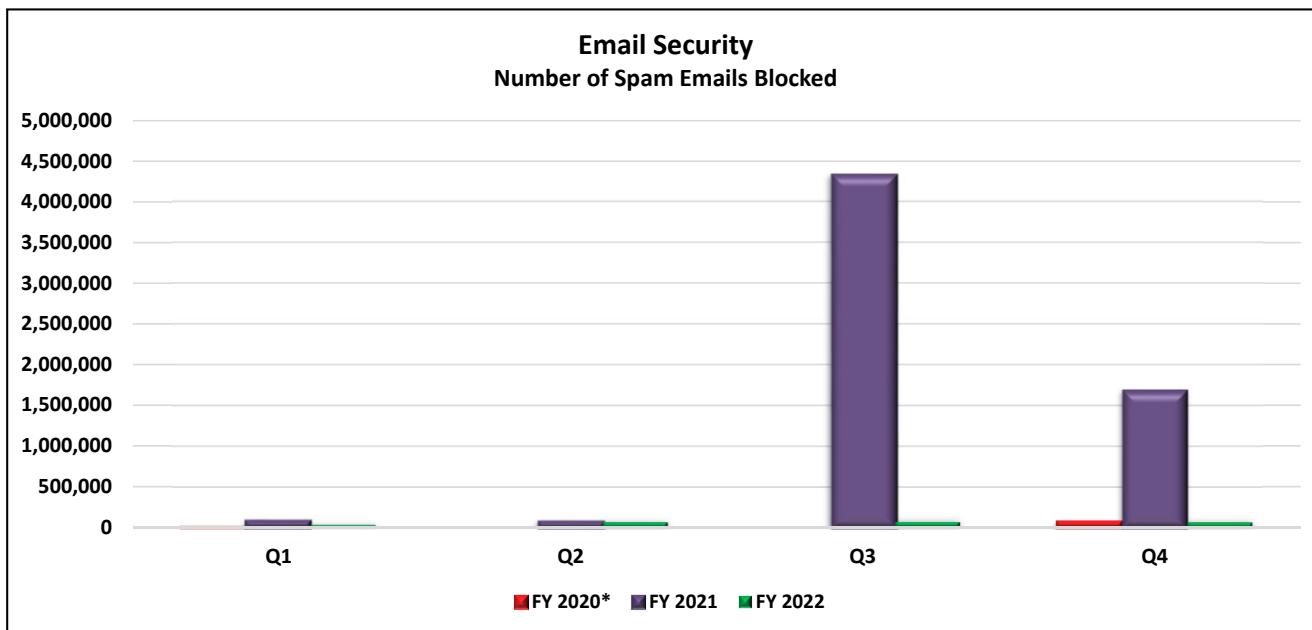
# of Vulnerabilities	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	608,580	489,751	316,316	211,524	1,626,171
FY 2021	269,353	274,538	248,012	253,085	1,044,988
FY 2022	281,941	270,081	316,742	403,160	1,271,924



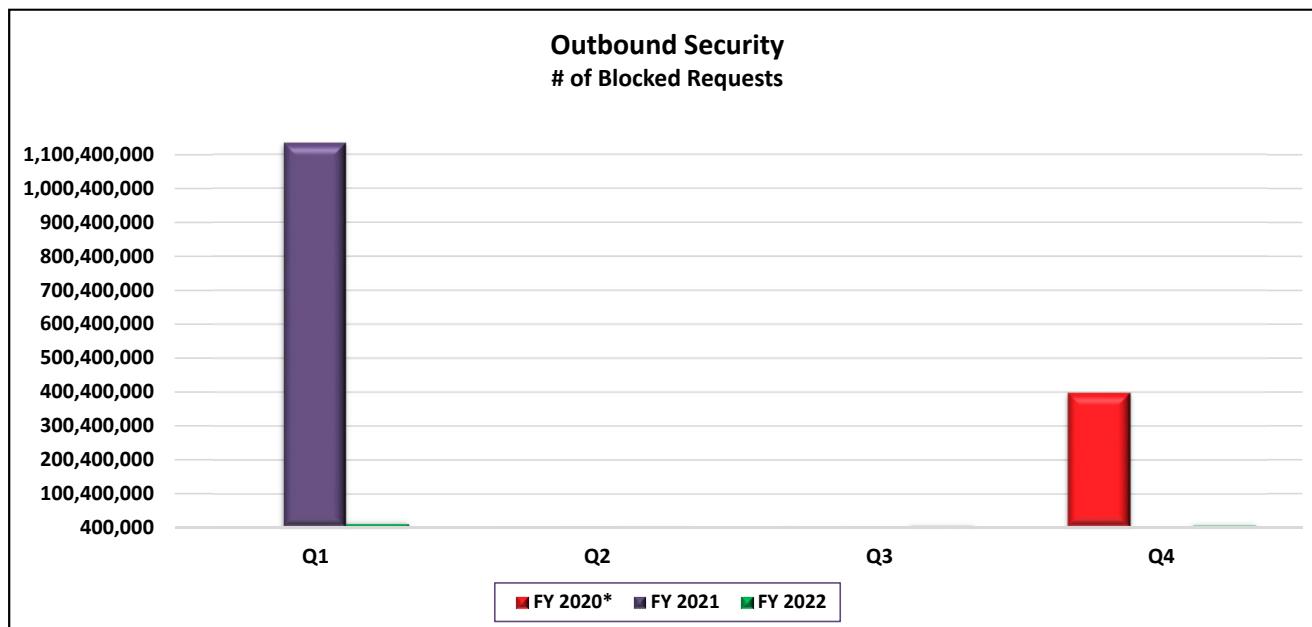
# of Phish & Malware Emails Blocked	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	583	0	0	2,203	2,786
FY 2021	2,797	2,135	3,408	30,105	38,445
FY 2022	1,538	4,366	6,294	4,191	16,389

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## FY 2022 IT Statistics



# of Spam Emails Blocked	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	7,639	0	0	82,029	89,668
FY 2021	94,148	84,027	4,329,221	1,688,646	6,196,042
FY 2022	36,277	71,492	76,490	68,663	252,922



# of Blocked Requests	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	587,300	1,210,115	302,375	397,872,748	399,972,538
FY 2021	1,134,492,815	513,500	619,765	647,744	1,136,273,824
FY 2022	11,017,154	1,603,200	4,280,487	5,906,337	22,807,178

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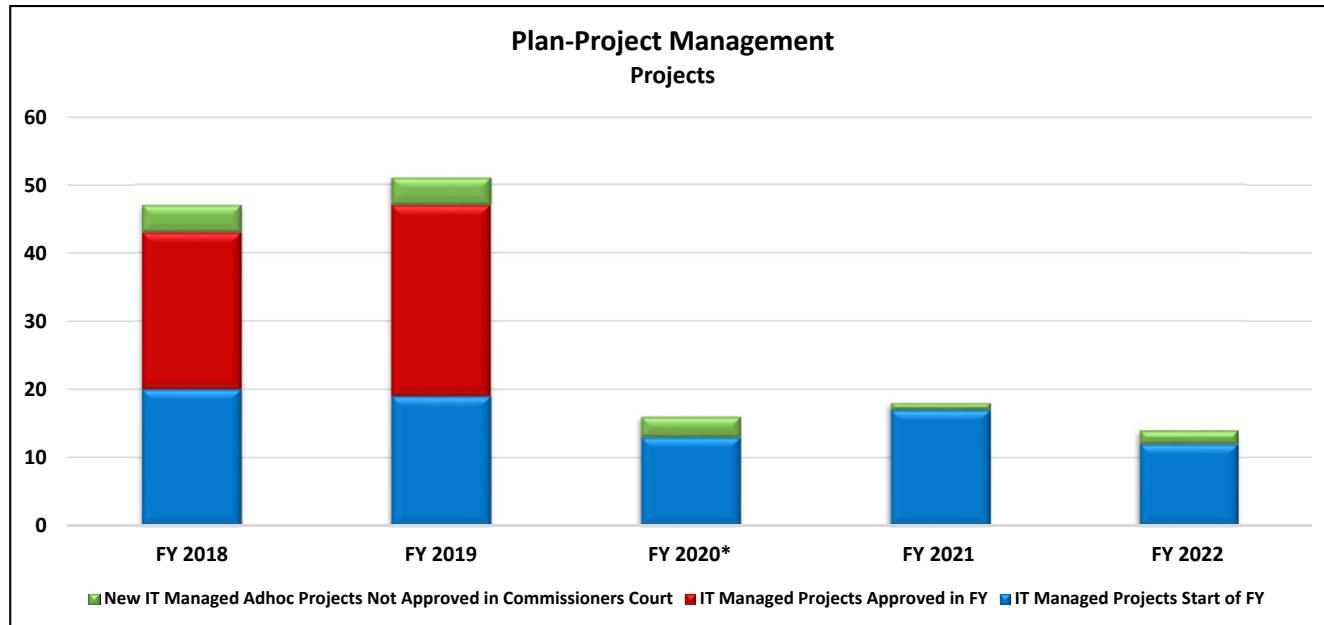
## FY 2022 IT Statistics

### **Plan - Project Management**

The Project Management Office (PMO) is responsible for project planning and execution of all IT related projects in Collin County. The PMO team consists of project managers and business analysts who manage project activities including analysis, development, testing and implementation.

#### **Goals & Objectives**

1. To plan all budgeted and adhoc projects that require IT's involvement (hardware, software, resources).
2. To standardize project management processes for all projects (planned and unplanned).
3. To provide end-to-end management of the project tasks, from project initiation to production support.
4. To track budget vs. actual for all budgeted projects.
5. To provide preliminary estimates for the magnitude of the project (estimate hours) in order to plan and schedule the project's execution.



	FY 2018	FY 2019	FY 2020*	FY 2021	FY 2022
<b>IT Managed Projects Start of FY</b>	20	19	13	17	12
<b>IT Managed Projects Approved in FY</b>	23	28	0	0	0
<b>New IT Managed Adhoc Projects Not Approved in Commissioners Court</b>	4	4	3	1	2

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