

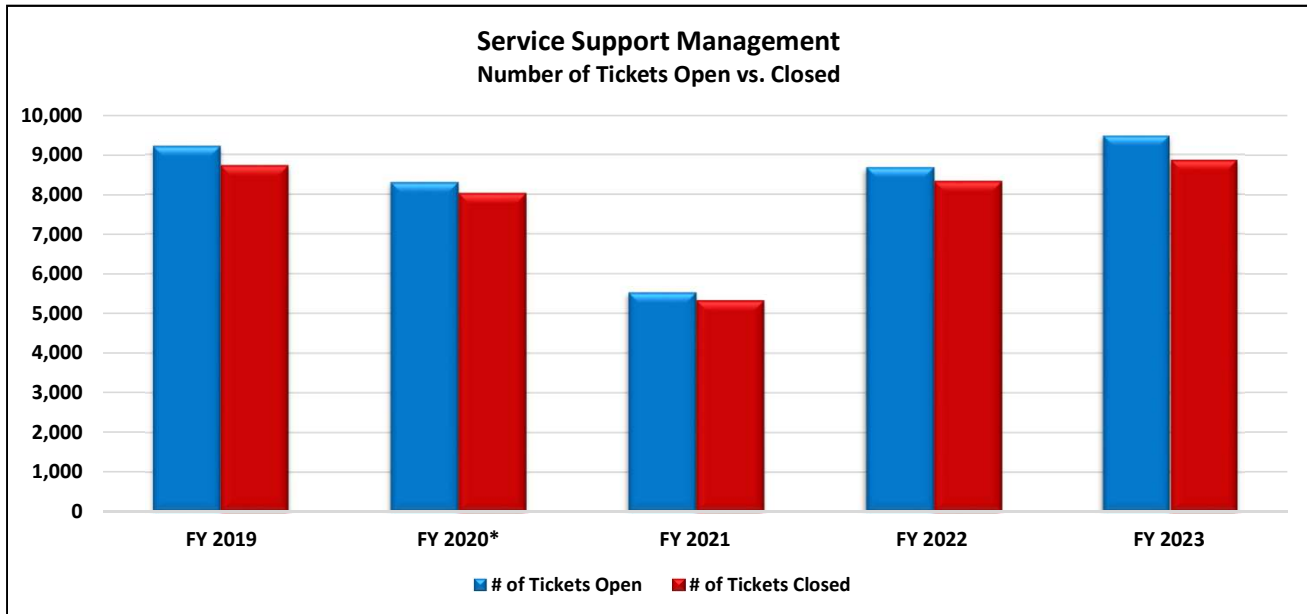
FY 2023 IT Statistics

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.

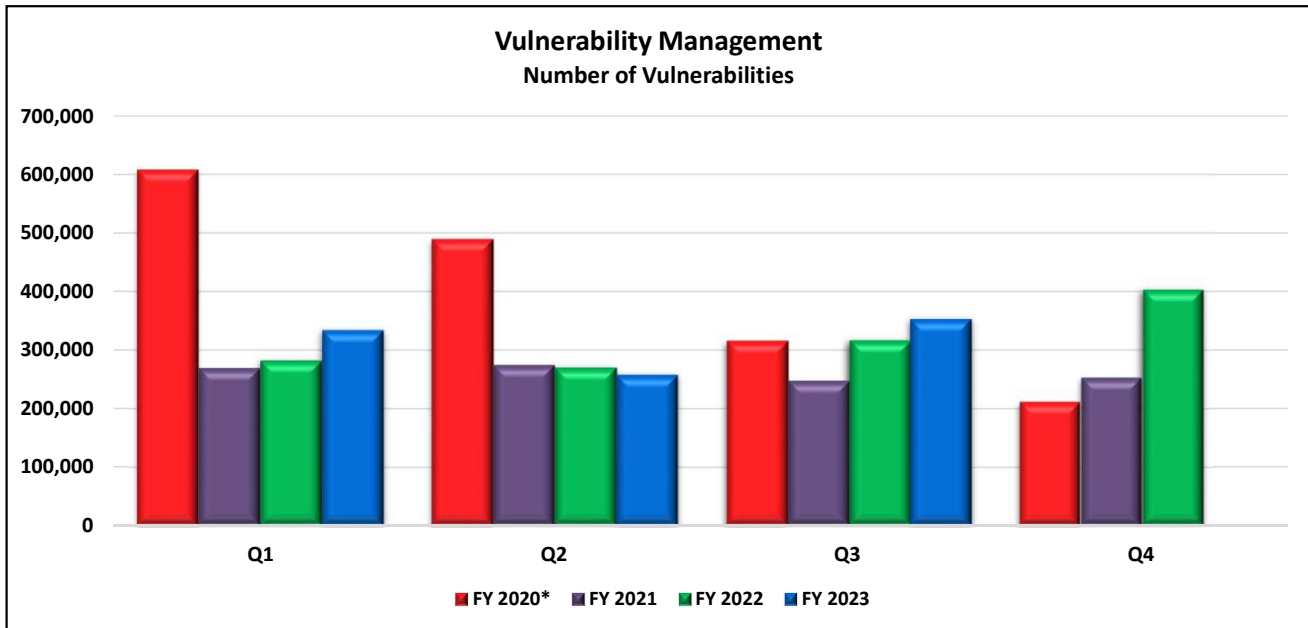


	# of Tickets Open	# of Tickets Closed	% of Ticket Completion
FY 2019	9,215	8,731	94.75%
FY 2020*	8,302	8,033	96.76%
FY 2021	5,525	5,338	96.62%
FY 2022	8,674	8,329	96.02%
FY 2023	9,479	8,863	93.50%

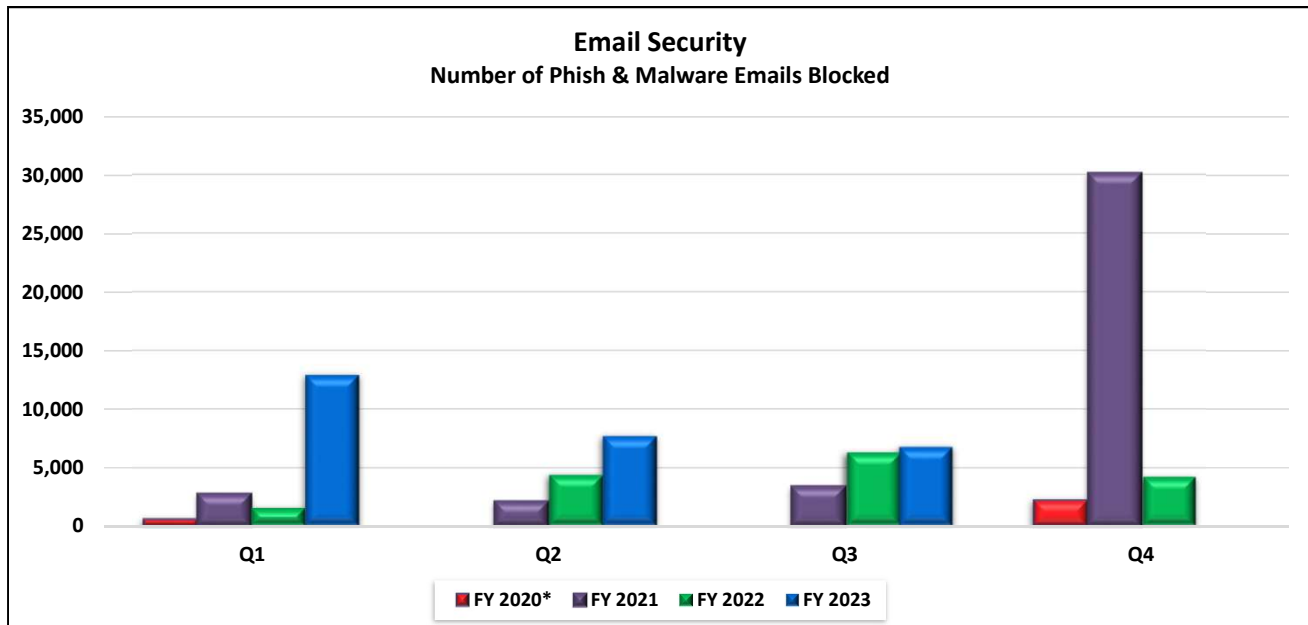
*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

FY 2023 IT Statistics

IT Security Management



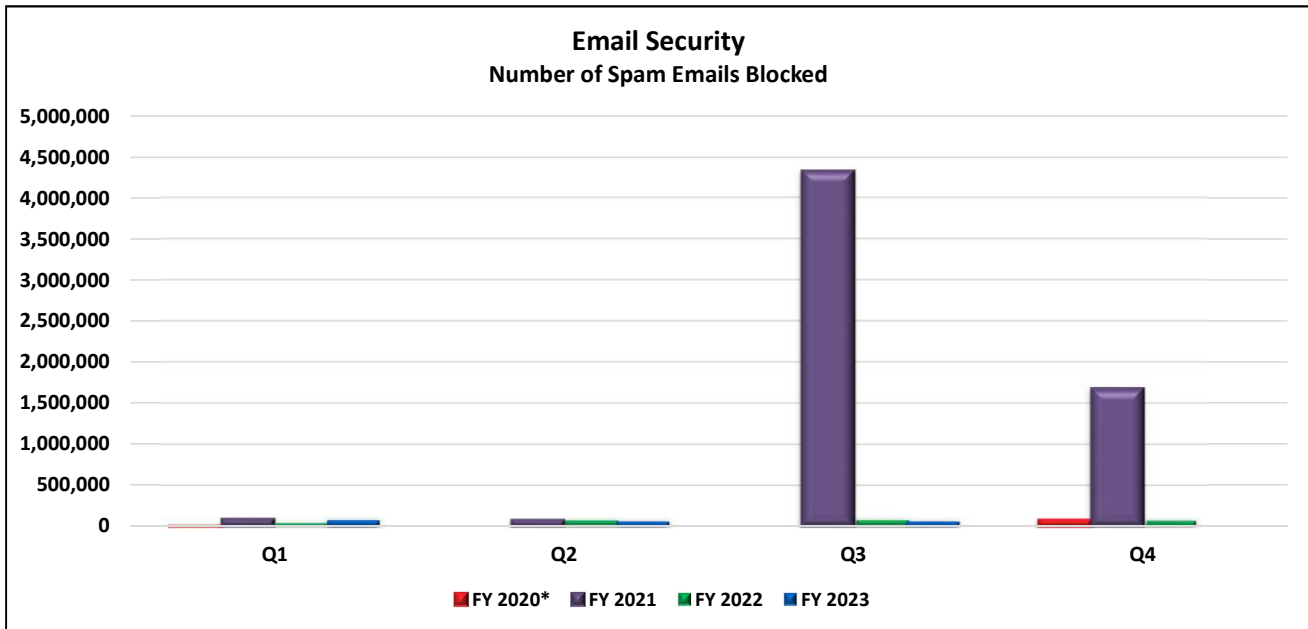
# of Vulnerabilities	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	608,580	489,751	316,316	211,524	1,626,171
FY 2021	269,353	274,538	248,012	253,085	1,044,988
FY 2022	281,941	270,081	316,742	403,160	1,271,924
FY 2023	333,769	257,948	353,309	0	945,026



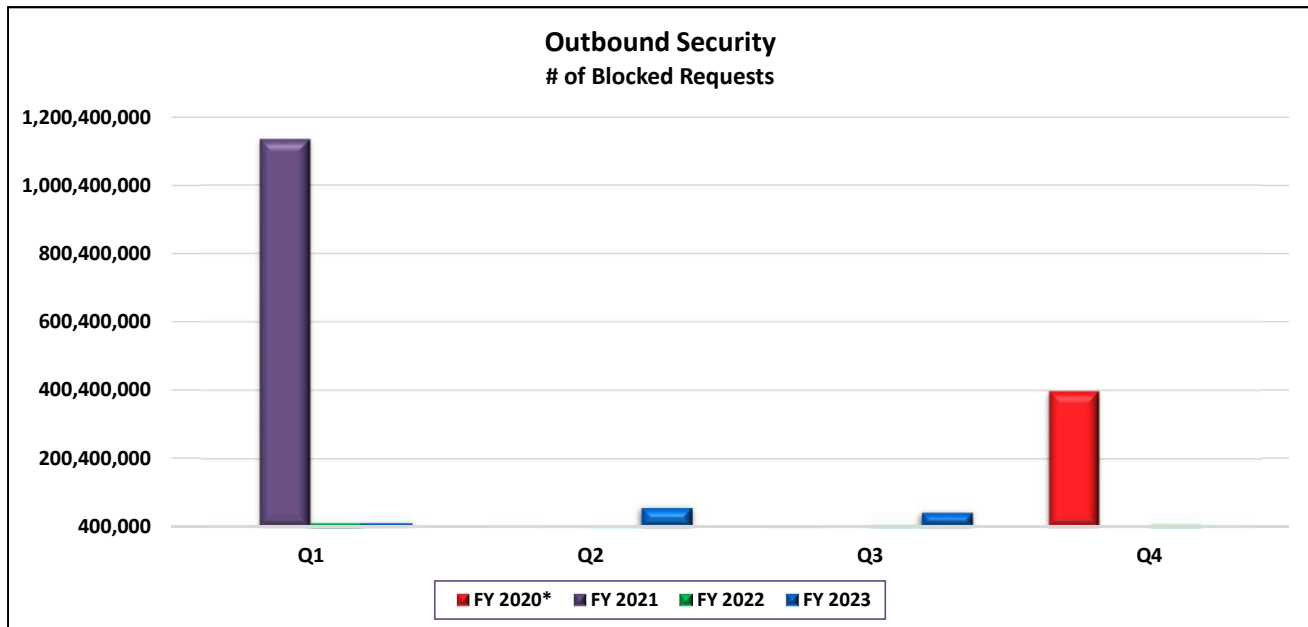
# of Phish & Malware Emails Blocked	Q1	Q2	Q3	Q4	TOTAL
FY 2020*	583	0	0	2,203	2,786
FY 2021	2,797	2,135	3,408	30,105	38,445
FY 2022	1,538	4,366	6,294	4,191	16,389
FY 2023	12,900	7,698	6,760	0	27,358

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FY 2023 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
FY 2023	78,599	60,207	62,056	0	200,862



# 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
FY 2023	10,878,758	56,529,904	41,415,469	0	108,824,131

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FY 2023 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.