

# Memorandum



CITY OF DALLAS

DATE April 17, 2026

TO Honorable Mayor and Members of the City Council

SUBJECT **Technology Accountability Report – March 2026**

Please find attached the Technology Accountability Report (TAR) based on information through March 31, 2026. The TAR is a progress report reflecting the performance and operational status of the city in purchasing, implementing, operating, and securing technology to achieve the city's priorities and service objectives.

If you have any questions, please contact Jeffery Stovall, Chief Information Officer and Director of Information & Technology Services.

Service First, Now!

A handwritten signature in cursive script that reads "Dorzell Gipson".

Dorzell Gipson  
Assistant City Manager

c: Kimberly Bizzor Tolbert, City Manager  
Tammy Palomino, City Attorney  
Mamatha Sparks, City Auditor (I)  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Baron Eliason, Inspector General (I)  
Dominique Artis, Chief of Public Safety

Dev Rastogi, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Alina Ciocan, Assistant City Manager  
Robin Bentley, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Ahmad Goree, Chief of Staff to the City Manager  
Directors and Assistant Directors



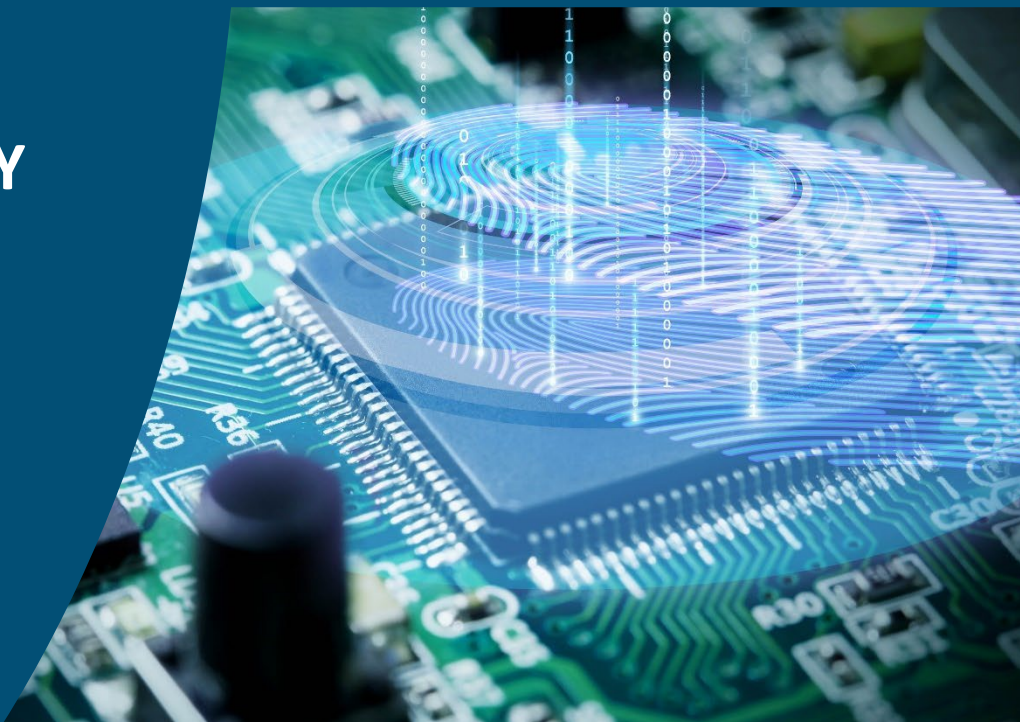


# TECHNOLOGY AND ACCOUNTABILITY REPORT

## INFORMATION AND TECHNOLOGY SERVICES

1500 Marilla St., 4DS  
Dallas, TX 75201  
(214) 671-9868

As of March 31, 2026



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**Vision** | To become a leading municipal IT organization for innovation by operating in excellence with service delivery.  
**Mission** | To deliver dependable, secure, and innovative IT solutions that empower the City of Dallas Departments to meet the organization’s strategic goals and effectively service our residents.

## Executive Summary

The highlights of the March 2026 Technology Accountability Report (TAR) include:

The ITS Enterprise Project Management Office, in collaboration with various City departments, successfully completed one (1) minor project in March.

- **City Facility Digital Signage and Display Installation** – The project installed TV displays in various locations of City owned buildings. The displays will serve to provide communication announcements for transient employees to drive enhanced internal messaging.

Following the February 2026 TAR, this report highlights *key developments* and *progress* across major technology projects currently advancing within the organization:

- **Fire Station Alerting System** – The installation of the new Fire Station Alerting System is making significant progress . To date, (9) nine of (13) thirteen stations in Battalions 1 and 2 are complete. The project remains on track for completion by February 2027, and the city continues to collaborate closely with the vendor to identify opportunities to accelerate the timeline.

All site visits for the remaining stations have been completed, and the updated system designs have been fully approved.

- Battalion 2 Installation: On track for March 2 – April 9, 2026
- Battalion 3 Installation: Scheduled for April 13 – May 25, 2026

Once complete, the modernized alerting system will streamline station operations, increase operational efficiency, and enhance the level of service provided to the community. (*Reported as Project #5 in this report.*)

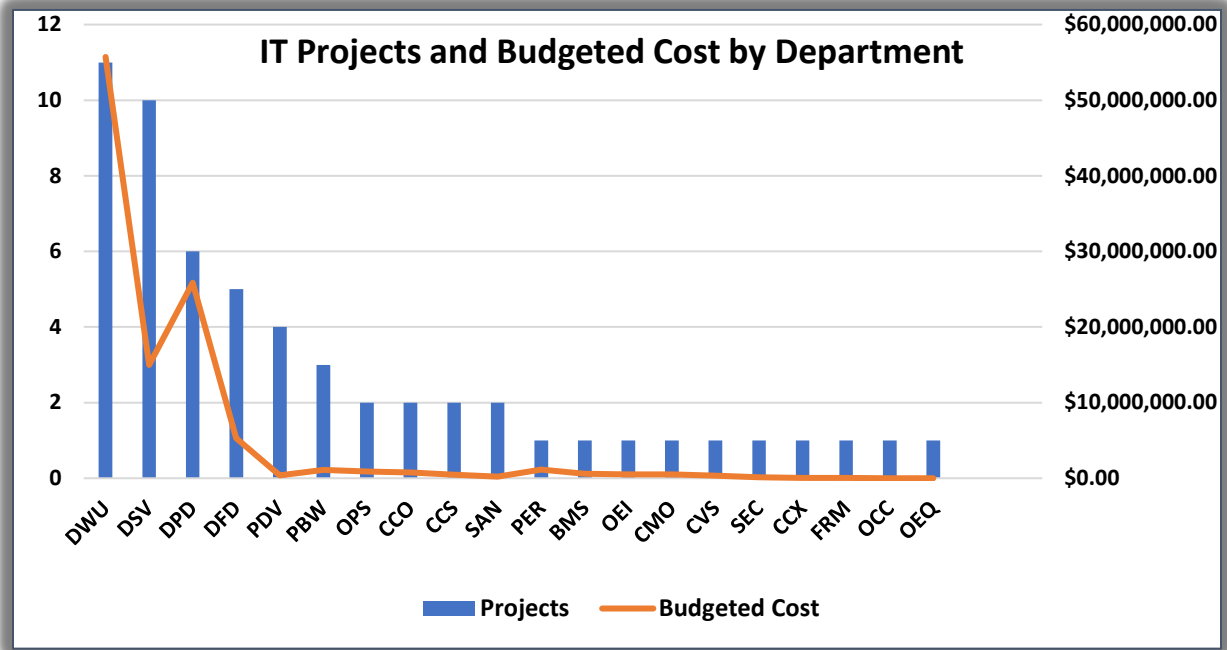
- **Computer Aided Dispatch (CAD) and Records Management System (RMS) Universal Replacement** - The discovery phase remains on track, with several key topics under review, including Data Migration capabilities. Workstreams have been established and are actively meeting. The infrastructure environment has also been established, along with ongoing collaboration with the project architects. In addition, both the Executive and Operational Steering Committees have been established. *(Reported as Project #6 in this report.)*
- **Dispatch/Communication Video Wall** – The video wall solution is intended to display relevant information related to Fire and EMS dispatches, including traffic camera feeds, weather data, and other real-time updates to support DFR’s dispatch teams. At this time, Dallas Fire-Rescue has paused further progress on this project until further notice, thereby being removed from the Major Project Status list. *(Previously reported in February as Project #12.)*
- **Real Estate Case Management** - This project will streamline the leasing of properties and the utilization of the public right-of-way by implementing an online application process. However, additional functionality is required to successfully deliver the full application. As a result, the project completion date must be extended to August 2026. *(Reported as Project # 11 in this report.)*
- **Implement Integrations Platform** – *Newly listed as Project #12 in this month’s report;* This software solution is designed specifically for law enforcement and public safety to enable coordination, information sharing, preparedness, training, and investigative support related to criminal activities and suspected terrorism.
- **Infrastructure for New Fire Stations** – Fire Stations completed to date include Stations 19, 36, 41 (Temporary), 41 (Replacement), 46, 58, and 59. Construction for Station 21 has commenced; however, completion is projected for June 11, 2026, due to construction-related delays. *(Reported as Project #14 in this report.)*

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# Section 1: IT Programs & Projects

## A. Project Pipeline

### 1. IT Projects and Budgeted Cost by City Department

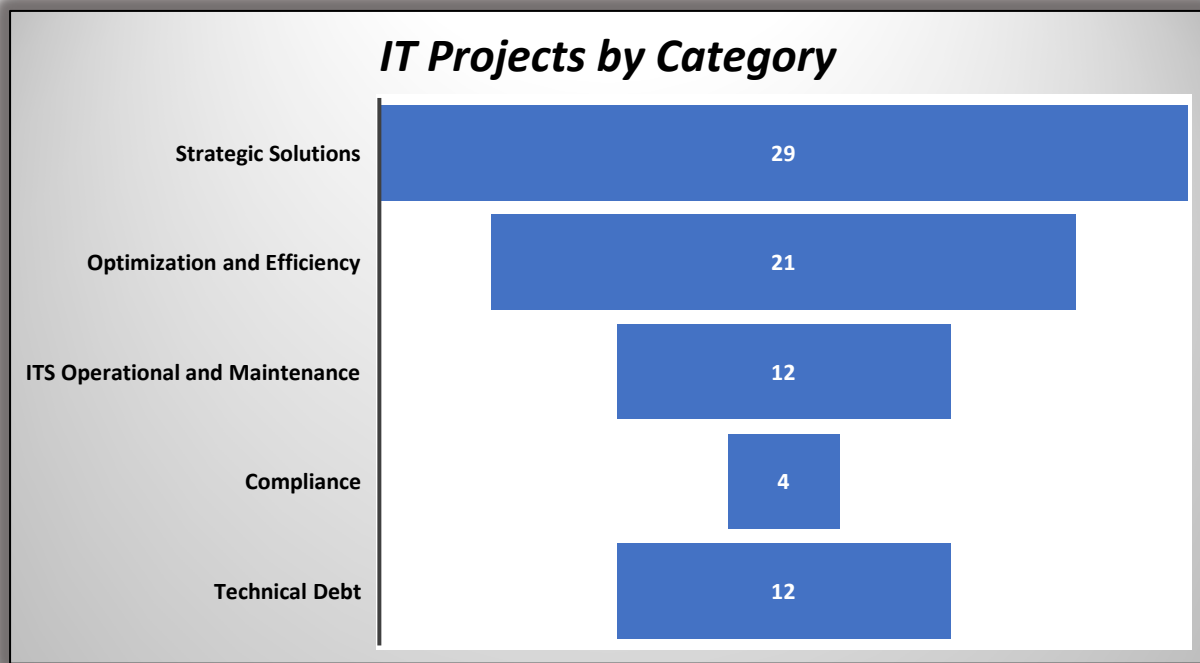


**NOTES:**

1. As of 03/31/2026, the City of Dallas has 57 approved IT projects in the pipeline.
2. The total budgeted costs for the 57 projects are \$108,979,346.
3. Twenty City Departments are represented across the 57 approved IT projects in the pipeline.
4. Ten Departments have 1 active project each, making up the group in the figure above.

City Departments	Projects	Costs
Dallas Water Utilities	11	\$55.7M
Dallas Police Department	6	\$25.9M
Information & Technology Services	10	\$14.9M
Planning and Development	4	\$371.4K
Dallas Fire Department	5	\$5.3M
Transportation & Public Works	3	\$1.1M

2. IT Projects and Budgeted Cost by Category





**NOTES:**



1. Twenty-nine projects implement Strategic Solutions with new products or services with a budgeted cost of \$62.9M.
2. Twenty-one projects aim to increase Optimization and Efficiency of City processes and systems with a budgeted cost of \$111.1M.
3. Twelve projects are internal Operations and Maintenance projects with a budgeted cost of \$2.3M.
4. Four projects address Compliance Standards to meet industry regulations, government policies, and security frameworks with a budgeted cost of \$55.4M.
5. Twelve projects focus on reducing Technical Debt with a budgeted cost of \$45.5M.


\*The number of projects spread among these categories total to more than 57 due to some projects falling into more than one category.


## B. Major Project Status

**\*\*LEGEND:**

- **Cancelled:** The project has not finished, and work on the project will not continue.
- **Completed:** Work on the project has finished, and all deliverables/tasks have been completed.
- **Delayed:** The project is still active, but we have passed the initial estimated completion date.
- **In Process:** The project is currently being worked on by the project team.
- **Procurement In Process:** The project is in the procurement or contracting phase.
- **On Hold:** The project has not finished, and work on the project has been suspended.
- **Ongoing:** The project consists of multiple phases or is an operational project. Some portions have been completed, but the project has not fully reached fruition.
-  : Addresses Technical Debt
-  : PCI project

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
1.	Migration of City Data Center	This effort includes review of colocation capabilities to optimize operation center, disaster recovery, and (\$5,000,000 – 2024 Bond)	DSV	Oct 2024	Sept 2027	In Process	
2.	Fusus Devices: Phase I	The Fusus product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations as they unfold throughout the community which further provide a tool for identifying the location of cameras in proximity that may provide valuable information to aid in the response and/or subsequent investigation. (\$478,589)	DPD	Sept 2022	Dec 2026	In Process	
3.	Fusus Devices: Phase II	The expansion product suite will provide a video and data collaboration platform to expedite intelligence gathering and efficiency of response to situations and falls under the “SAFER DALLAS” program. (TBD)	DPD	Jan 2026	Jan 2027	In Process	
4.	Electronic Citation (e-Citation) System for Code Compliance	This project will implement an electronic citation system to support the Code Compliance department's operations. The department issues over 69,000 Notices of Violation and over 10,000 citations annually. This system will improve operational efficiency by reducing the amount of time officers spend on-site, reducing paper waste and reducing data entry mistakes from hand-written citations. (\$575,000)	CCS	Aug 2023	Dec 2026	In Process	

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
5.	Fire Station Alerting System	Dallas Fire Rescue dispatches resources from 58 fire stations to strategically deploy throughout the city. To avoid response delays, DFR relies on a Station Alerting System that integrates with our Computer Aided Dispatch system to advise firefighters/paramedics of assistance calls. The current station alerting system is at the end of life, difficult to maintain, and lacks the full range of functionality more modern solutions provide. This project will conduct market research, procure, and implement a new modern station alerting system for Dallas Fire Rescue. (\$4,567,164)	DFD	Feb 2025	Mar 2027	In Process	
6.	CAD & RMS Universal Replacement	This project will replace the current Computer Aided Dispatch (CAD) system and the Records Management System (RMS) with a holistic, universal solution to support Dallas Police Department, Dallas Fire-Rescue, and the Dallas Marshal's office. The goal of this project is a solution utilizing industry's best practices, while also providing uniformity across both platforms. This will support better tracking of incidents from initiation through investigation to final resolution. (\$22,575,728)	DPD	Jan 2026	Nov 2027	In Process	
7.	Surveillance Cameras and Real Time Crime Center	This project will provide a "Real Time Crime Center" capability within Jack Evans police station. It will include 1) building a new command center video room (Real Time Crime Center), 2) building camera installations, 3) video camera software, video storage, surveillance camera installations at intersections, and 4) trailer camera installations. (\$20,409,944)	DPD	Nov 2019	Dec 2026	In Process	
8.	311 Notification Enhancement Phase 2	This solution streamlines the city's ability to inform the public, solicit opinions, and conduct surveys to better support the citizens. It facilitates city authorities' active communication with residents and will help to better inform residents about service changes. (\$36,317)	CMO	Sept 2025	May 2026	In Process	
9.	DWU Billing CIS and Customer Portal Replacement	DWU is implementing a modern replacement for its legacy billing system. The new billing and customer service portal system will benefit current SAP users from several departments, as well as vendor integrations. (\$34,500,000)	DWU	Jul 2022	Apr 2026	In Process	
10.	Implement International Organization for Standardization (ISO) Quality Standards	The ISO Process and Information Management System enable Office of Environmental Quality and Sustainability (OEQ/EQS) department and 15 other city departments to be legally compliant on Environmental, Quality and Occupational Health and Safety Management Standards. (\$1,143,171)	OEQ	Jul 2025	Jul 2026	In Process	

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
11.	Real Estate Case Management System	This project will streamline the leasing of properties and the utilization of right-of-way by introducing an online application process. It will also give applicants the ability to track the progress of their application in real time. (\$517,000)	FRM	Sept 2022	August 2026	In Process	
12.	Implement Integrations Platform	Software solutions designed specifically for law enforcement and public safety to enable coordination, information sharing, preparedness, training, and investigative support related to criminal activities and suspected terrorism. (\$900,000)	DPD	Nov 2025	May 2026	In Process	
13.	Implement Enterprise Historical Data Repository	This project will define data governance rules and enable compliant retention of City data from numerous systems. It will provide an approved Data Warehouse for operational support, reporting and regulatory (data retention) compliance. (\$200,000)	PER	Mar 2023	June 2026	Planning	
14.	IT Infrastructures For New Fire Stations 19, 21, 36, 41, 46, 58 & 59	Total of 8 new and rebuilt Dallas Fire Stations are being constructed in scope Sta. 46, 36, 59, 41 Temp, 41 Replacement, 19, 58 and 21 FS/AVI Center. All new IT infrastructures including cabling, network, workstations, printers, radio Alerting system equipment, etc., will be activated in line with facility openings. (\$720,000)	DFD	May 2019	June 2026	In Process	

## Section 2: IT Operations

### A. Outage Report

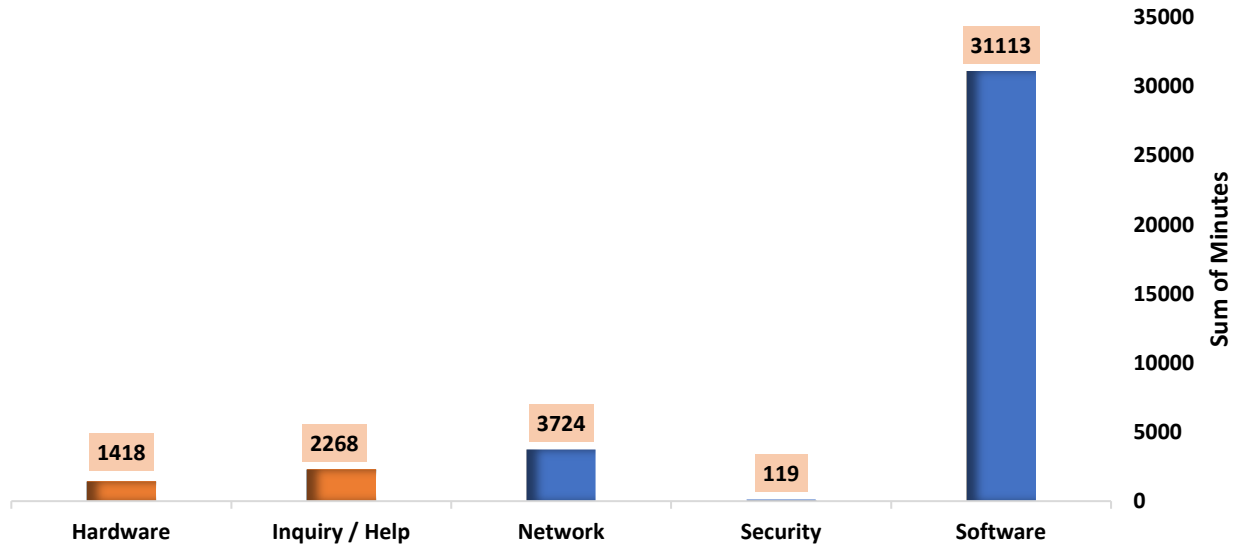
#### 1. Monthly Service Desk Report

The IT Service Desk functions as the single point of contact between the City's IT organization and its end users. The Service Desk handles a variety of requests that include support, setting user passwords, and troubleshooting issues. It assists customers with incident resolution and service request management. The Monthly Service Desk Report provides metrics and trends of the IT service desk performance.

#### Service Desk Call Metrics

Category	Oct	Nov	Dec	Jan	Feb	Mar
Total Calls	4880	5097	5072	4973	4732	5584
Answered	4859	5078	5065	4923	4697	5561
Abandoned	21	19	7	50	35	23
Abandoned (<10sec)	17	14	6	38	21	15
Abandoned %(<10sec)	1	1	0	1	1	1

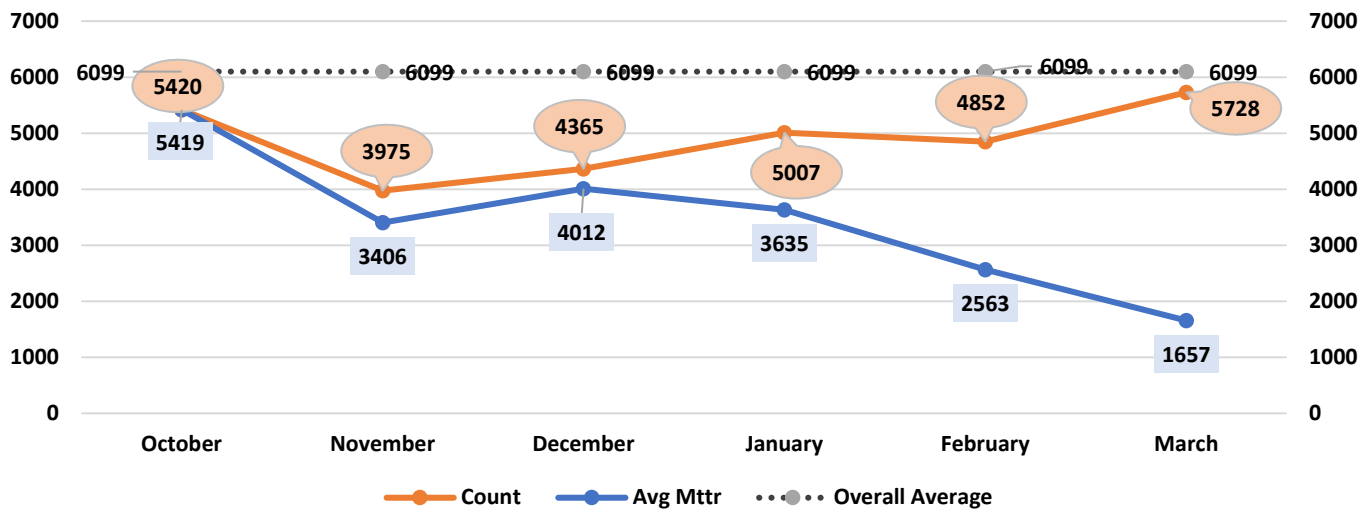
### Impact Minutes by Issue Category March 2026 Severity 1 and Severity 2



**NOTES:**

- 1. Severity 1 and Severity 2 incidents are the most severe and most likely result in degraded services or outages that impact the ability of City departments to fulfill their missions.
- 2. The chart tracks major incidents by services and minutes of impact delineated by Critical and High severity.

### Monthly MTTR | March 2026

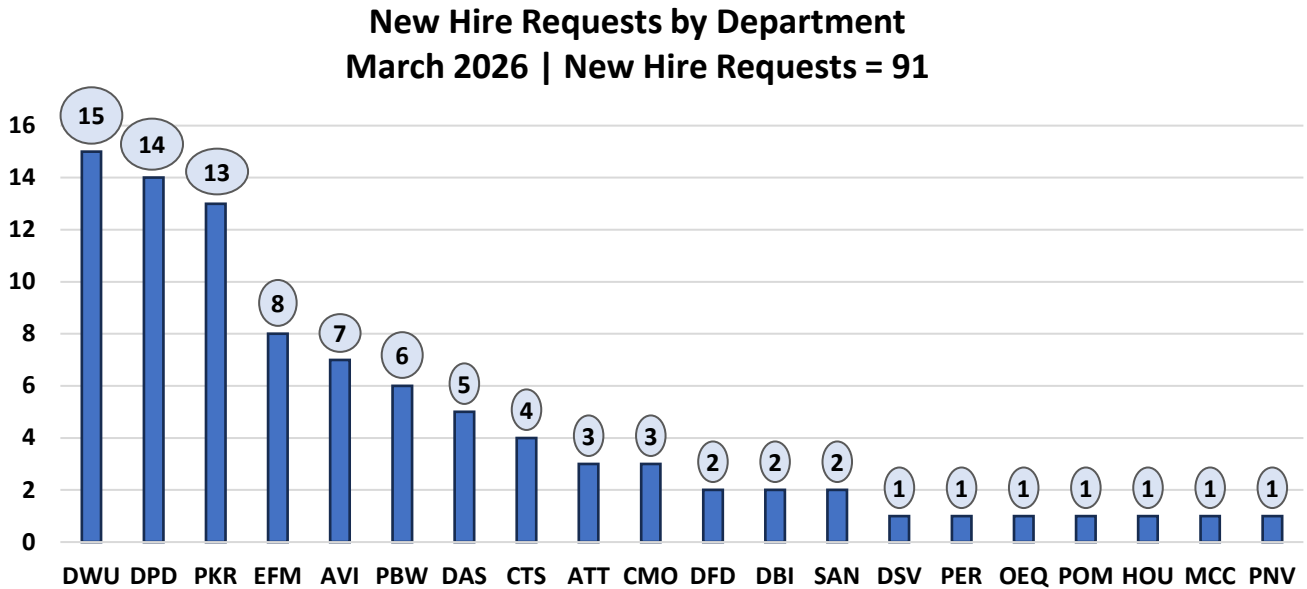


**NOTES:**

1. This chart provides the trendline for the average mean time to repair (MTTR), an industry standard for tracking the timeliness of resolution on reported incidents.
2. Mean Time to Repair, in these reports, is calculated as the total time from report of incident to the resolution of the incident.
3. March numbers do not include 367 same month tickets which remain “in-progress” and as of the reporting date are not yet resolved.
4. Previous months MTTR figures have been adjusted to reflect 111 incidents from previous months that were closed in this reporting cycle.
5. Previous months MTTR numbers are updated to reflect post reporting month closure validation.

## B. Service Requests (including new employee onboarding)

### 1. New Hire Report

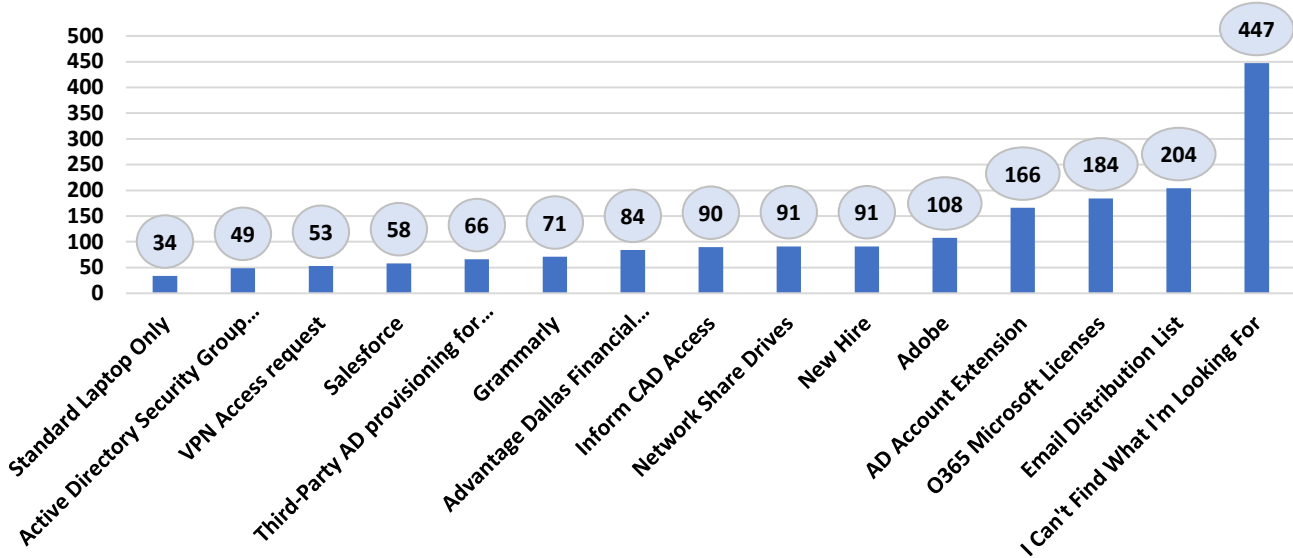


#### NOTES:

1. In the month of March, a total of 91 requested tickets were generated for new employees.
2. Dallas Water Utilities, Dallas Police Department, and Parks and Recreation were the top 3 departments for New Hire Requests.

## 2. Service Request Report (An ask for service – “I Need Software Installed”)

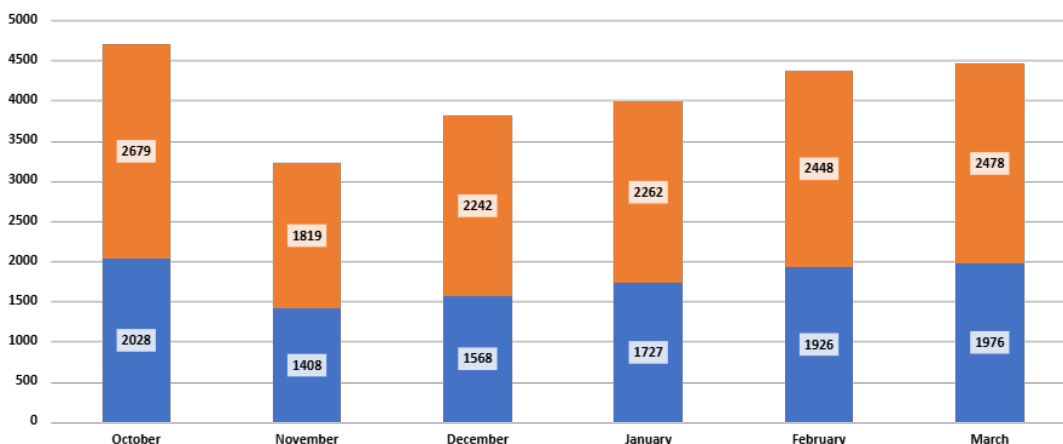
**Top 15 Requested Items  
March 2026**



### NOTES:

1. March Service Requests total 1976, an increase of 50 over February which totals 1926. This report shows the Top 15 requests by type.
2. “I Can’t Find What I’m Looking For” is a category used when a service catalog item does not exist for what the user is asking.
3. The chart below illustrates that 1976 Requested Tickets generated 2478 Requested Actions. Frequently, one request generates multiple actions to be completed by one or more teams to fulfill the task.

**Request Actions by Month | March 2026**



### C. IT Tier-1 Applications Availability

The City’s IT Applications Support Team is responsible for maintaining, troubleshooting, and providing user assistance for over 650+ applications used across the enterprise. Applications, both Public Safety and Non-Public Safety, are rated based on the critical nature of the application, availability requirements, and the departments they support. They are provided with a tier-based rating. Monthly availability of Tier 1, or other critical applications, serves as a key performance indicator.

March contained 31 days, providing 744 total hours. With the standard maintenance window applied, the reporting period consisted of 740 hours. No outages occurred during this timeframe.

Application	Support Team	PS/ NonPS	Target	FEB Hours	FEB Uptime	MAR Hours	MAR Uptime
Computer Aided Dispatch (CAD)	ITS CAD and RMS	Public Safety	99.99%	668	100%	740	100%
Fire Station Alerting System (Locution)	ITS DFR	Public Safety	99.99%	668	100%	740	100%
Records Mgmt System (RMS)	ITS CAD and RMS	Public Safety	99.99%	668	100%	740	100%
DallasNow Permitting & Building Inspections	ITS Land and Permit	Non-Public Safety	99.98%	668	100%	740	100%
Salesforce CRMS	ITS 311 Salesforce CRMS	Non-Public Safety	99.98%	668	100%	740	100%
Financial - ERP	ITS Financial	Non-Public Safety	99.99%	668	100%	740	100%
DPD Camera System	ITS DPD	Public Safety	99.98%	668	100%	740	100%
911 Vesta System	ITS Vesta	Public Safety	99.99%	668	100%	740	100%
Electronic Document Management	ITS Land and Permit	Non-Public Safety	99.98%	668	100%	740	100%
Work Order Management	ITS	Non-Public Safety	99.98%	668	100%	740	100%

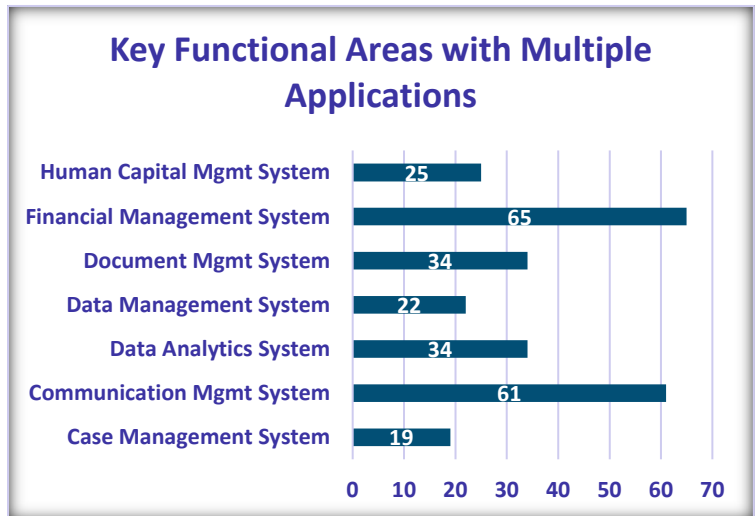
## D. Standard Enterprise Software Inventory (SESI)

Over time, as the City’s technology environment has expanded and aged systems have led to increased maintenance costs, extended development time, reduced system quality, and decreased productivity.

In 2025, the City’s Information & Technology Services (ITS) made substantial progress toward modernizing the enterprise technology environment, reducing the city’s risk, and advancing long-term strategic modernization priorities. ITS upgraded a significant portion of the City’s server infrastructure and initiated major efforts to streamline and secure the application portfolio. These improvements strengthen operational efficiency, reduce cybersecurity exposure, and ensure the City is positioned to support future enterprise initiatives.

At the close of February, 110 servers remained for upgrade or decommission. In March, ITS was able to make great strides and decommissioned 20 servers, leaving 90 from the 2025 inventory.

For the 92 applications requiring upgrades or replacement ITS continues to evaluate contracts and investigate alternatives. The department also launched a structured decommissioning program to recover virtual resources and establish governance that will prevent the buildup of future technical debt.



### Application Risk Watch List

Below is a snapshot of three applications that are considered technical debt. Due to the state of the application, focus is needed to keep these legacy applications functional. ITS logged 4 hours supporting tickets on the following systems. Each application is scheduled for an upgrade or replacement.

Application	IT Support Team	New Tickets	Hours Spent	Status
Fire Rescue IDS	ITS DFR Apps Support	2	2 hrs	In progress with multiple modules, Completed Dec 2025
Legacy Permitting	ITS Land and Permitting Apps Support	2	1 hr	DallasNow go-live Completed May 2025
Fire Station Alerting	ITS DFR Apps Support	2	1 hr	Battalion Two outfitting has started.
	<b>Total</b>	<b>6</b>	<b>4 hrs</b>	

## Section 3: IT Budget Execution

IT Budget Execution provides information on the execution of the IT budget, the management of technology procurements, and the management of IT Human Capital.

### A. Contract/Procurement Management

#### Recent/Upcoming Contracts Requiring Council Approval

##### Item Approved on March 25th Agenda

###### Various Vendors

Service price agreement for temporary staffing support.

- **Contract amount - \$14,688,517**

###### FTR, LTD

Five - year service contract for digital audio and video recording solution.

- **Contract amount - \$1,365,521**

###### Cyber Watch Systems, LLC

Three-year agreement for ColorToken subscription for network servers and workloads including network traffic visualization, vulnerability assessment and external threat management.

- **Contract amount - \$1,350,231**

###### GTS Technology Solutions, Inc.

Agreement for Absollute Resilience Software.

- **Contract amount - \$404,208**

###### Carahsoft Technology Corporation

A three-year agreement for Delinea, a privileged assessment management solution.

- **Contract amount - \$1,631,784**

**Upcoming Items for April 8 Agenda**

**Apptricity Corporation**

Acquisition of and a contract for an inventory management solution for Dallas Fire-Rescue.

- **Contract amount - \$4,790,968.25**

**AT&T Enterprises**

A five-year service contract for continuation of 911 software maintenance and network support.

- **Contract amount - \$28,424,272**

**Rapid Strategy, Inc.**

A one-year agreement for cybersecurity professional services.

- **Contract amount - \$399,880**

**U.S. Department of Homeland Security**

Acceptance of a grant to implement the City's Next Generation Firewall project and a local cash match.

- **Grant amount - \$200,142**
- **City's cash match - \$62,539**

## B. Budget Performance & Execution – February 2026

### Fund 0191 – 9-1-1 System Operations February 2026

Fund 0191 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	699,647	699,647	258,469	677,628	(22,019)
Pension	101,669	101,669	42,845	101,669	-
Health Benefits	82,900	82,900	38,004	82,900	-
Worker's Compensation	1,763	1,763	1,763	1,763	-
Other Personnel Services	20,797	20,797	1,200	17,506	(3,291)
<b>Total Personnel Services</b>	<b>906,776</b>	<b>906,776</b>	<b>342,281</b>	<b>881,466</b>	<b>(25,310)</b>
Supplies	201,464	201,464	36	201,464	-
Contractual Services	13,963,903	13,963,903	7,701,322	13,963,903	-
Capital Outlay	-	-	-	-	-
Reimbursements	3,185,996	3,185,996	-	3,185,996	-
<b>Total Expenditures</b>	<b>18,258,139</b>	<b>18,258,139</b>	<b>8,043,638</b>	<b>18,232,829</b>	<b>(25,310)</b>

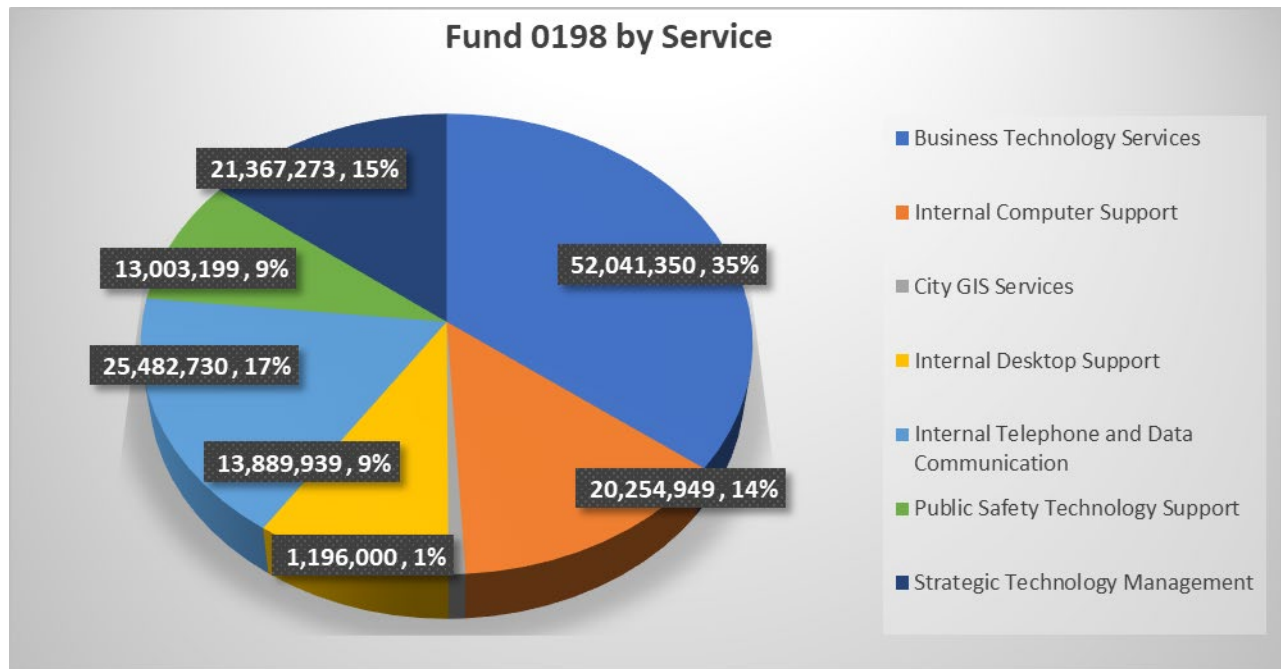
### Fund 0197 – Communication Services (Radio Network) February 2026

Fund 0197 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	2,187,830	2,187,830	703,259	1,958,635	(229,195)
Overtime Pay	146,474	146,474	111,455	221,880	75,406
Pension	336,928	336,928	138,688	336,928	-
Health Benefits	351,625	351,625	130,561	351,625	-
Worker's Compensation	12,170	12,170	12,170	12,170	-
Other Personnel Services	60,809	60,809	25,820	84,277	23,468
<b>Total Personnel Services</b>	<b>3,095,836</b>	<b>3,095,836</b>	<b>1,121,952</b>	<b>2,965,515</b>	<b>(130,321)</b>
Supplies	1,190,232	1,190,232	163,346	1,190,232	-
Contractual Services	15,973,057	15,973,057	2,511,430	15,973,057	-
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
<b>Total Expenditures</b>	<b>20,259,125</b>	<b>20,259,125</b>	<b>3,796,728</b>	<b>20,128,804</b>	<b>(130,321)</b>

## Budget Performance & Execution *Continued*

### Fund 0198 – Data Services February 2026

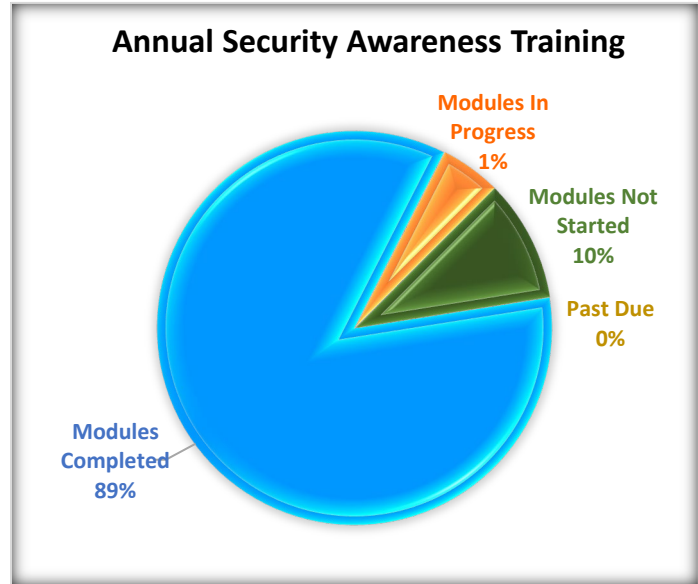
Fund 0198 - Expenditure Category	FY 2025-26 Adopted Budget	FY 2025-26 Amended Budget	YTD Actual	YE Forecast	Variance
Civilian Pay	21,551,106	21,551,106	7,118,354	20,250,734	(1,300,372)
Overtime Pay	31,612	31,612	3,228	31,612	-
Pension	3,098,160	3,098,160	1,183,653	3,098,160	-
Health Benefits	2,552,208	2,552,208	967,939	2,552,208	-
Worker's Compensation	56,099	56,099	56,099	56,099	-
Other Personnel Services	794,122	794,122	52,692	695,014	(99,108)
<b>Total Personnel Services</b>	<b>28,083,307</b>	<b>28,083,307</b>	<b>9,381,964</b>	<b>26,683,827</b>	<b>(1,399,480)</b>
Supplies	1,601,680	1,601,680	120,841	546,679	(1,055,001)
Contractual Services	118,765,550	118,765,550	69,759,607	119,985,098	1,219,548
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
<b>Total Expenditures</b>	<b>148,450,537</b>	<b>148,450,537</b>	<b>79,262,413</b>	<b>147,215,605</b>	<b>(1,234,932)</b>



# Section 4: Cybersecurity Programs

## A. Awareness Training

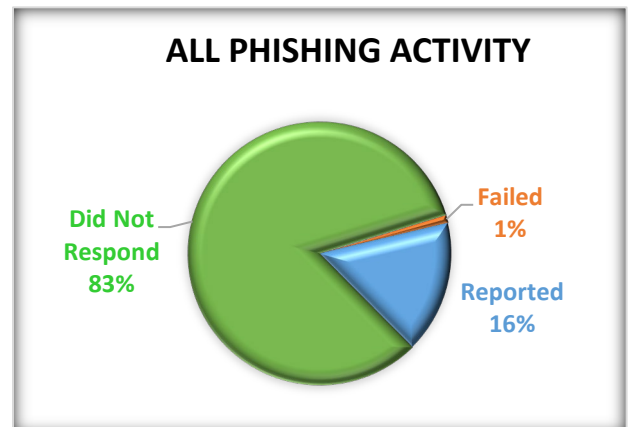
Security Awareness training is measured on an annual basis. Over the last several years ITS has observed a generally positive trend in risk scoring associated with annual employee training. Beginning with each new fiscal year the City will conduct a new set of security awareness courses to meet not only the best practices, but State of Texas House Bill 3834 requirements for all government employees.



ITS is tracking progress and working with City employees to ensure timely completion. The graph above illustrates the percentage of training events completed for the current fiscal year. Employees with less than 25% of the job function on technology are not required to complete Cybersecurity Training.

## B. All Phishing Activity

In addition, ITS continuously applies best practices to the employees around phishing and their ability to recognize and appropriately handle phishing incidents. Campaigns designed given real world scenarios, typically taken from recent events, are sent out to the employees to test their ability to distinguish and act. The “Report Phishing” button found in Outlook has increased both the numbers of test phish and actual phishing emails. The graph illustrates that a total of 83% of recipients did not respond to the emails, 16% correctly reported the message as a phishing attempt, and 1% failed to identify the email as phishing.



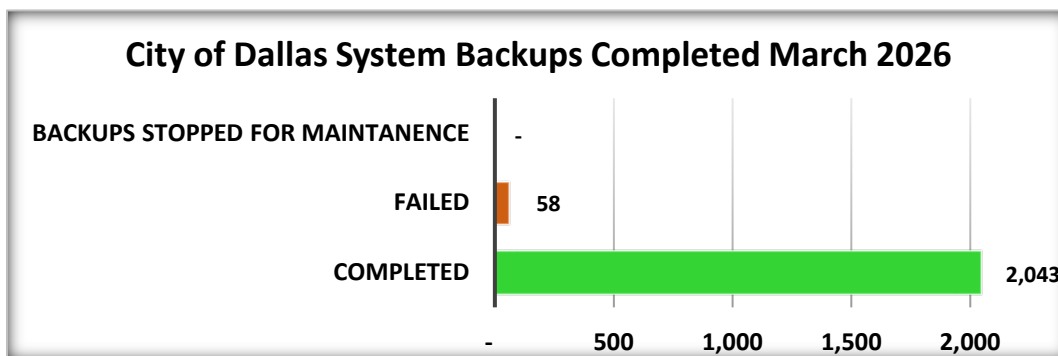
## Section 5: IT Infrastructure

IT Infrastructure information and status updates on efforts to upgrade and improve the IT infrastructure used by the city to reduce technical debt, better meet current needs, and build for future service needs.

### A. Resiliency - Disaster Recovery and Business Continuity

Resilience is essential in the City’s IT environment because it ensures that the system can continue to function effectively and efficiently even when unexpected events occur. This can include things like hardware or software failures, power outages, natural disasters, and cyber-attacks. Lack of resiliency subjects’ local government to prolonged outages, data loss, and security breaches. These can be costly in terms of services to residents, loss of public trust, and regulatory penalties.

Resiliency can be achieved through a combination of redundancy, fault tolerance, disaster recovery planning, and proactive monitoring and maintenance. By designing and implementing resilient IT systems, the city can minimize the impact of disruptions and maintain business continuity, ensuring that critical applications and services remain available. ITS has begun evaluating opportunities to design the City’s IT environment to improve resilience. A critical component of Disaster Recovery and Business Continuity practices is backing up data, testing data backups, and conducting exercises to ensure that data backups can be successfully utilized to restore business services.



Backups Stopped for Maintenance: Jobs that were in contention with other ongoing maintenance. Subsequent backup jobs are executed to ensure data security.

Failed: Total number of jobs that for any reason did not initially complete successfully. Any job in this category is re-tasked to obtain successful completion.

Completed: Total number of backups that were completed in the month.

## B. Audit

Currently, the ITS department is working through several audits that impact technology services. The chart below is representative of the audit remediation efforts and stages.

