

Memorandum



CITY OF DALLAS

DATE May 26, 2026

TO Honorable Members of the Finance Committee: Chad West (Chair), Kathy Stewart (Vice Chair), Zarin Gracey, Maxie Johnson, Jesse Moreno, Jaime Resendez, Gay Donnell Willis

SUBJECT **Technology Accountability Report – April 2026**

Please find attached the Technology Accountability Report (TAR) based on information through April 30, 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 black ink that reads "Dev Rastogi".

Dev Rastogi
Assistant City Manager
[Attachment]

c: Kimberly Bizer Tolbert, City Manager
Bertram Vandenberg, City Attorney (I)
Mamatha Sparks, City Auditor (I)
Billierae Johnson, City Secretary
Preston Robinson, Administrative Judge
Baron Eliason, Inspector General (I)
Dominique Artis, Chief of Public Safety

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
John Johnson, Chief of Real Estate
Directors and Assistant Directors



TECHNOLOGY AND ACCOUNTABILITY REPORT

**INFORMATION
AND TECHNOLOGY
SERVICES**

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

As of April 30, 2026

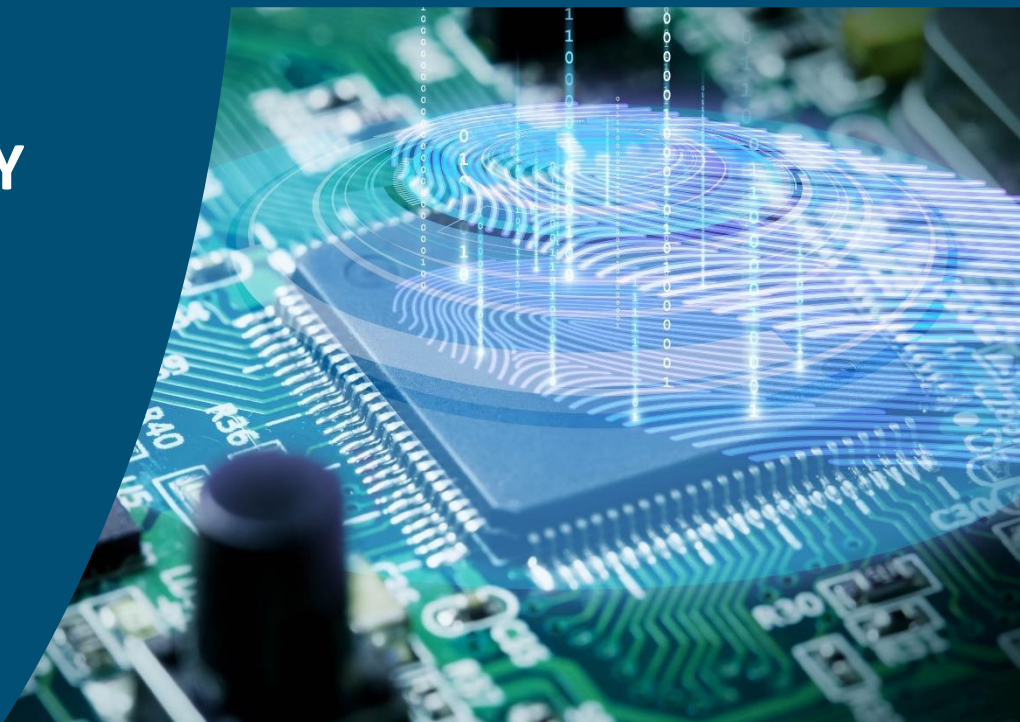


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Vision | To become a leading municipal IT organization for innovation by operating in excellence with service delivery.
Mission | To deliver dependable, secure, and innovative IT solutions that empower the City of Dallas Departments to meet the organization’s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

Executive Summary

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

The ITS Enterprise Project Management Office, in collaboration with various City departments, successfully completed three (3) minor projects in April.

Enterprise Work Order and Asset Management System (EWAMS) Phase 1 - Implementation of an Enterprise Work Order and Asset Management System that provides a standardized enterprise platform.

Dallas Water Utilities Accela Water and Wastewater Project – Implemented water/wastewater permits & inspections through Accela.

Dallas Water Utilities Payment Vendor Phase 2 - Cashiering/Card Readers & Phase 3 - Vital Statistics Implemented cashiering functionality, as well as integration for Vital Statistics.

Following the March TAR, this report also highlights key developments and progress in major technology projects currently advancing within the organization:

Cloud Based Calling - This is an initiative to elevate the workforce telephony experience within the City of Dallas by migrating most users to a cloud based calling platform. This project is included in the major project list.

Kronos Timekeeping Software Upgrade - Phase 1 of the timekeeping system upgrade went live on January 21, 2026. Phase 2 is on track for completion by end of May 2026. This phase includes accrual & leave balances, integrations into Workday, and analytics.

Truist Rapid Innovation Program

On Friday, April 10, Information and Technology Services (ITS) and Sanitation Services (SAN) participated in the first-ever, Truist Rapid Innovation Program Immersive Experience in Dallas at the SMU Cox School of Business along with other community partners, such as Parkland Health and St. Philips School and Community Center. Tanishia Dorsey, Deputy Director - ITS and Tiffany Batiste, Assistant Director - SAN, presented a use case focused on AI-Driven Public Education to Reduce Recycling Contamination.



The student participants presented a pitch in response that targeted ways to reduce recycling contamination through elementary and secondary students that could influence recycling activities at school, at home, and in their communities. Ideas included gamification, marketing, and participation incentives. ITS would like to thank Sanitation for their participation and look forward to working with other departments for similar upcoming events.

An **E-Waste Recycling Event** was hosted by ITS on April 14th in Dallas City Hall Lobby with a resounding success, drawing strong and steady employee participation throughout the day. The event brought together multiple teams including Sanitation Services and Environmental Quality & Sustainability, to engage employees, answer questions, and provide educational outreach.



A wide variety of electronic items were collected, ranging from monitors and printers to personal cell phones, resulting in an estimated 2,400–3,200 lbs. of external devices collected across 4 bins, plus 8 additional bins of internal devices and equipment. Many employees expressed enthusiasm for making this a recurring initiative, reflecting a strong organizational commitment to responsible e-waste disposal in celebration of the upcoming Earth Day.

Microsoft Hackathon

Information and Technology Services (ITS) partnered with Microsoft to host a Hands-On Hackathon focused on advancing our low-code/no-code capabilities. Over twenty-five IT professionals were trained in how to design and deploy chatbots and intelligent agents using modern development platforms.

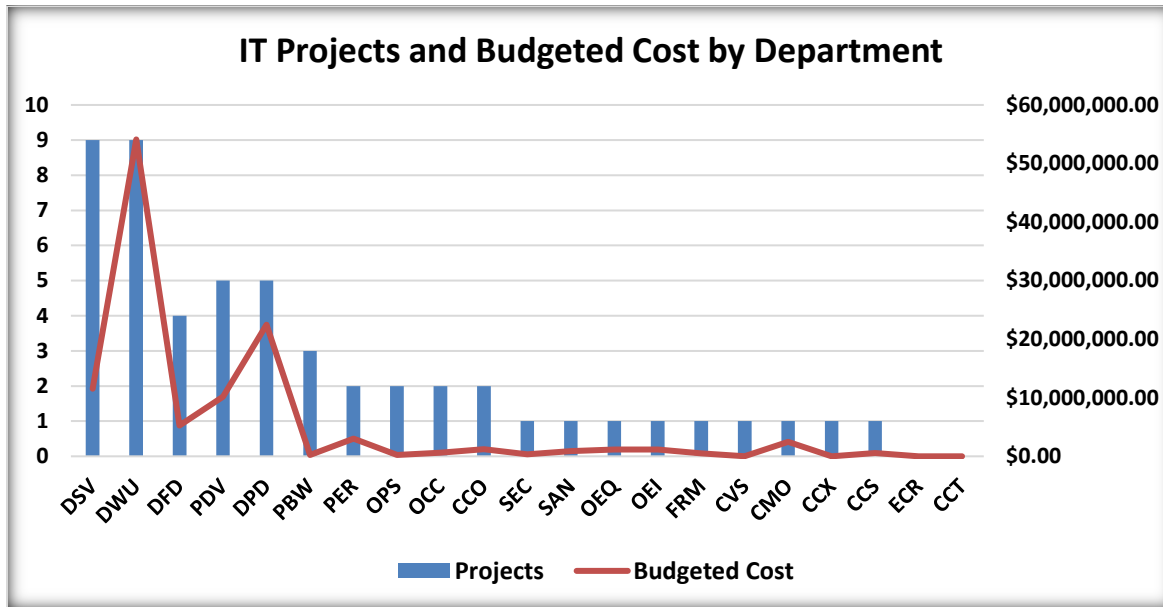


This initiative is part of our broader strategy to accelerate innovation, empower staff with emerging technologies, and rapidly deliver business solutions with reduced development time. ITS will be positioned to support departments with scalable, efficient, and user-focused digital solutions. This effort represents the first phase of a multi-part hackathon series. By the conclusion of the third session, ITS will be positioned to transition several high-impact, quick-turnaround AI initiatives into production.

Section 1: IT Programs & Projects

A. Project Pipeline

1. IT Projects and Budgeted Cost by City Department



NOTES:

1. As of 04/30/2026, the City of Dallas has 54 approved IT projects in the pipeline.
2. The total budgeted costs for the 54 projects are \$108,800,668.
3. Twenty-one City Departments are represented across the 54 approved IT projects in the pipeline.
4. Nine Departments have 1 active project each, making up the group in the figure above.



City Departments	Projects	Costs
Dallas Water Utilities	9	\$55.5M
Dallas Police Department	6	\$25.6M
Information & Technology Services	9	\$14.6M
Planning and Development	4	\$371.4K
Dallas Fire Department	4	\$5.3M
Transportation & Public Works	2	\$1.1M

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.	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	May 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	
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	

	Project Name	Description	Dept	Project Start Date	Estimated Completion	Project Status	Value Adds
12.	Peregrine Integrations Platform	Peregrine, a commercial off-the-shelf, cloud-based software solution designed specifically for law enforcement and public safety. Peregrine provides operationally proven software 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.	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	
14.	Enterprise Architecture SAAS Solution	Not implementing HOPEX as a SaaS solution could result in a fragmented IT landscape, leading to challenges in visibility and insight across the organization. This fragmentation increases the risk of compliance issues and makes it difficult to manage changes effectively. Without HOPEX, businesses may struggle to centralize their IT management efforts, hindering operational efficiency and potentially exposing them to regulatory risks. (\$187,761)	DSV	Mar 2026	Sept 2026	In Process	
15.	Kronos Timekeeping Software Upgrade	Current system has EOL at the end of Dec 2025. The City will remediate obsolete software by <ul style="list-style-type: none"> •Migrating Workforce Central to UKG Pro WFM that is end of life. •Migrating Telestaff from Kronos Private Cloud to Google Public Cloud that is end of life. •Enabling Integration capabilities that will modernize Telestaff and UKG Pro WFM integrations with Workday. •Building robust integrations into UKG Kronos and Workday integration standards and enabling ongoing UKG and Workday support. (\$484,746) 	CCO	Nov 2024	May 2026	In Process	
16.	Cloud Based Calling	This initiative will elevate the workforce telephony experience within the City of Dallas by migrating most users to a cloud based calling platform, with some staff retaining desk phones based on roles. (\$3,494,435)	DSV	June 2024	Oct 2026	In Process	

Section 2: IT Operations

A. Outage Report

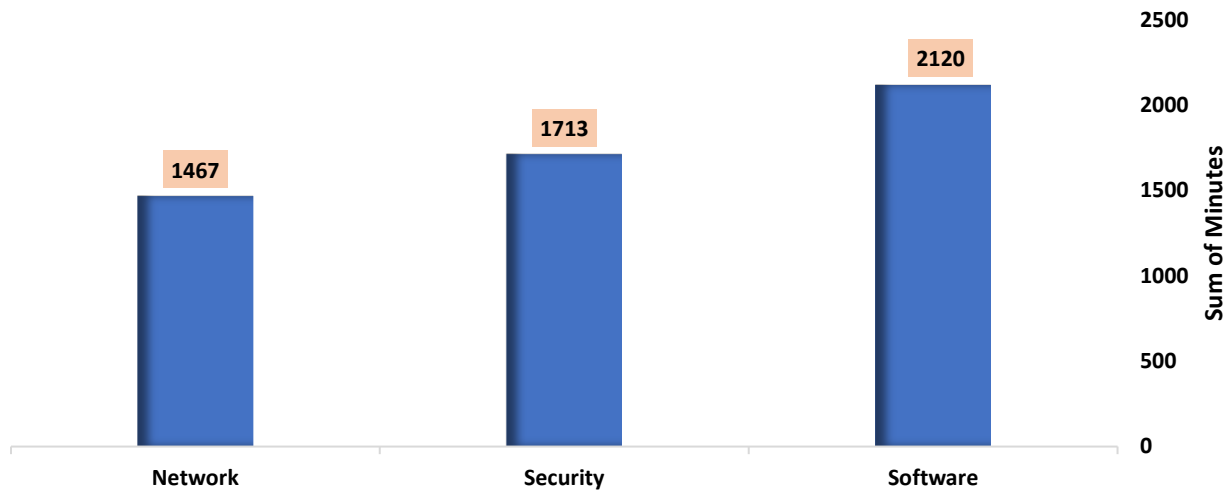
1. Monthly Service Desk Report

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	Nov	Dec	Jan	Feb	Mar	Apr
Total Calls	5097	5072	4973	4732	5584	5264
Answered	5078	5065	4923	4697	5561	5225
Abandoned	19	7	50	35	23	39
Abandoned (<10sec)	14	6	38	21	15	25
Abandoned %(<10sec)	1	0	1	1	1	1

Impact Minutes by Issue Category April 2026 Severity 1 and Severity 2



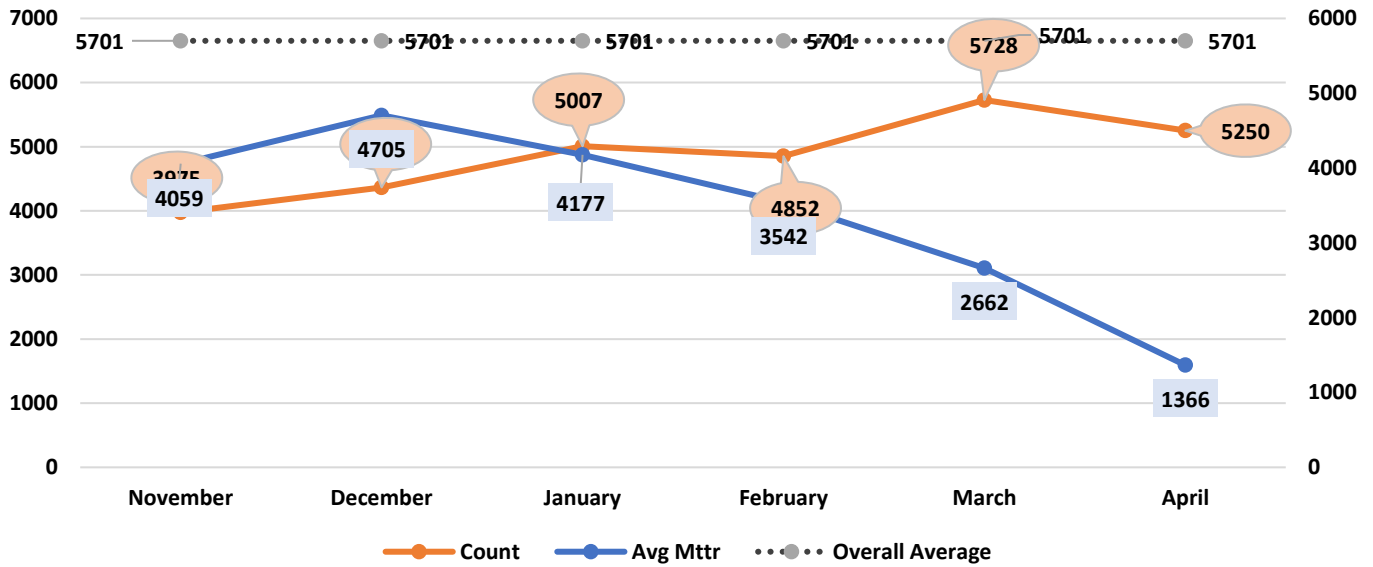
NOTES:

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.
3. In the month of April, ITS experienced 8 major incidents that had a Mean Time to Repair (MTTR) that exceeded four hours. The outages are categorized relative to the primary service impacted (i.e. network, software, security, radio).

Key contributors to the April outages are summarized below:

- Network: 805 minutes for network device failure and 662 minutes were related to IP readdress project changes.
- Software: 1,507 minutes associated with SecurePrint and 613 minutes were due to a partial outage in the software distribution system.
- Security: 1,713 minutes were related to security rule changes that were required to permit access to specific websites.

Monthly MTTR | April 2026



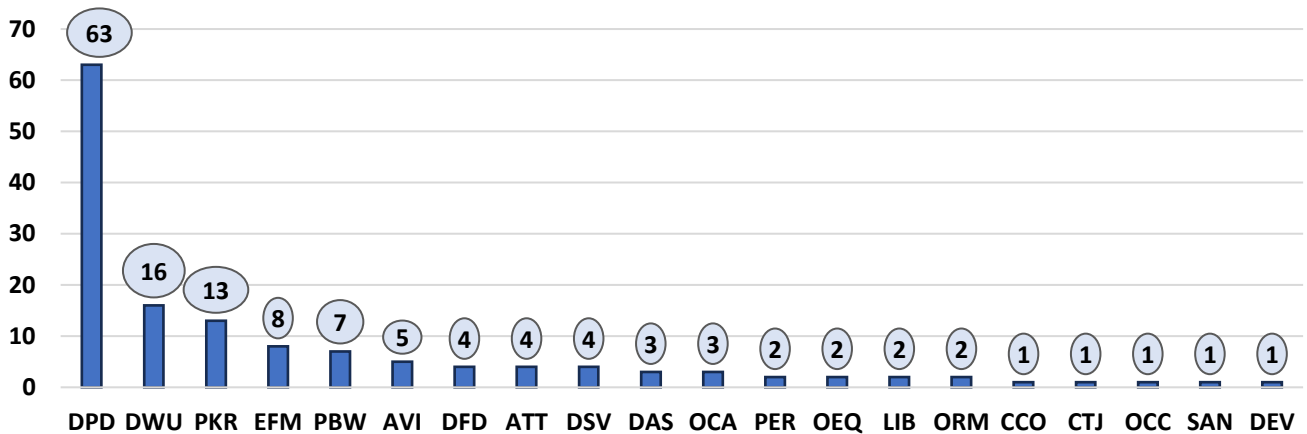
NOTES:

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. April numbers do not include 297 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 81 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

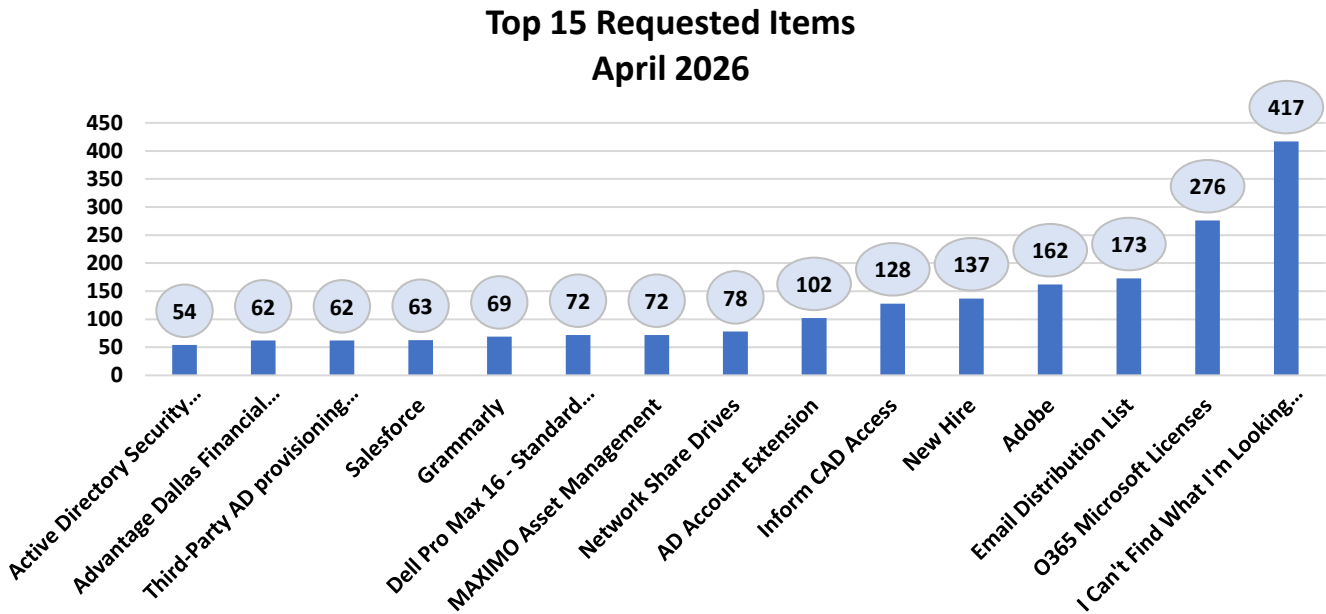
**New Hire Requests by Department
April 2026 | New Hire Requests = 143**



NOTES:

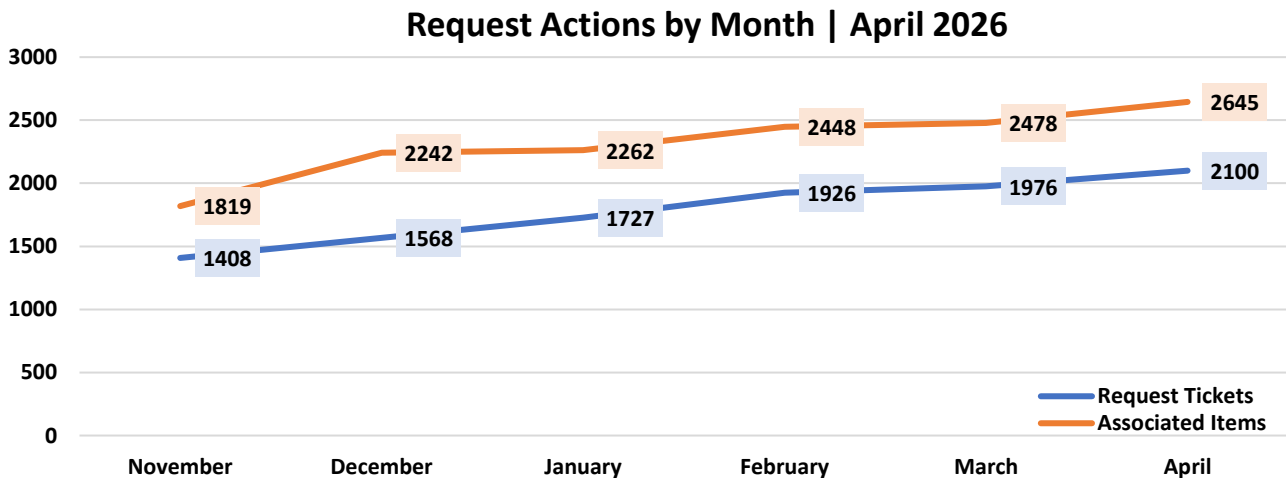
1. In the month of April, a total of 143 requested tickets were generated for new employees.
2. Dallas Police Department, Dallas Water Utilities, and Parks and Recreation were the top 3 departments for New Hire Requests.

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



NOTES:

1. April Service Requests total 1927, a decrease of 49 from March which totals 1976. 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 2100 Requested Tickets generated 2645 Requested Actions. Frequently, one request generates multiple actions to be completed by one or more teams to fulfill the task.



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.

April contained 30 days, providing 720 total hours. With the standard maintenance window applied, the reporting period consisted of 716 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%	740	100%	716	100%
Fire Station Alerting System (Locution)	ITS DFR	Public Safety	99.99%	740	100%	716	100%
Records Mgmt System (RMS)	ITS CAD and RMS	Public Safety	99.99%	740	100%	716	100%
DallasNow Permitting & Building Inspections	ITS Land and Permit	Non-Public Safety	99.98%	740	100%	716	100%
Salesforce CRMS	ITS 311 Salesforce CRMS	Non-Public Safety	99.98%	740	100%	716	100%
Financial - ERP	ITS Financial	Non-Public Safety	99.99%	740	100%	716	100%
DPD Camera System	ITS DPD	Public Safety	99.98%	740	100%	716	100%
911 Vesta System	ITS Vesta	Public Safety	99.99%	740	100%	716	100%
Electronic Document Management	ITS Land and Permit	Non-Public Safety	99.98%	740	100%	716	100%
Work Order Management	ITS	Non-Public Safety	99.98%	740	100%	716	100%

D. Standard Enterprise Software Inventory (SESI)

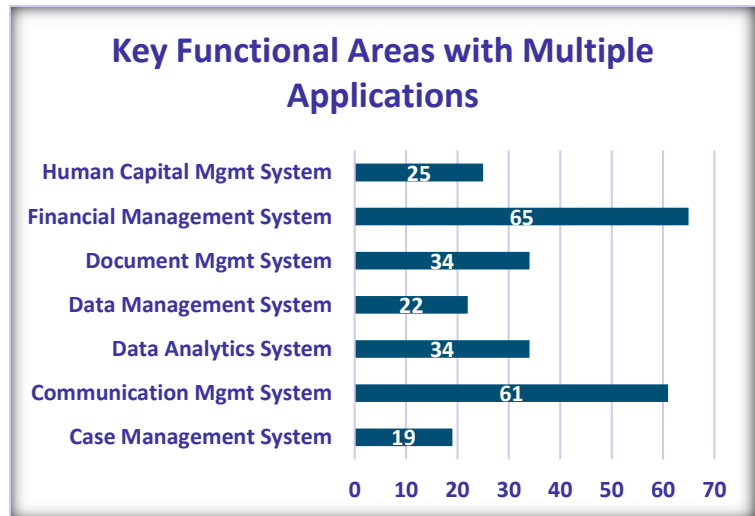
Over time, as the City’s technology environment has expanded and aged systems have led to increased maintenance costs, extended development time, reduced system quality, and decreased productivity.

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.

In April, no additional servers were upgraded or decommissioned. Currently, 90 servers remain for upgrade or decommission.

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 2.5 hours supporting tickets on the following systems. Each application is scheduled for an upgrade or replacement as outlined below.

Application	IT Support Team	New Tickets	Hours Spent	Est. Upgrade/ Replacement	Status
Fire Rescue IDS	ITS DFR Apps Support	4	1 hr	Dec 2027	In progress with multiple modules, Completed Dec 2025
Fire Station Alerting	ITS DFR Apps Support	3	1.5 hrs	Feb 2027	Battalion Two outfitting has started.
	Total	7	2.5 hrs		

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

Items Approved on April 8th 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**

Items Approved on April 22nd Agenda

Canon

Supplemental Agreement No. 5 to extend the contract for one year for continued citywide lease of multi-functional devices, desktop printers, maintenance, support and managed services.

- **Contract amount - \$2,023,938**

DLT Solutions, LLC

A five-year agreement for licenses, training, maintenance, and support for a vendor hosted short-term rental and hotel occupancy tax system.

- **Contract amount - \$731,073**

Tritech Software System, a subsidiary of Central Square

Supplemental Agreement No. 25 to increase the contract for maintenance and support of the City's existing computer aided dispatch system.

- **Contract amount - \$227,390**

Terralogic Solutions, Inc.

A ten-year agreement for data center relocation, operating, and managed services.

- **Contract amount - \$22,570,653**

Upcoming Items for May 27th Agenda

Omnia Partners

A three-year agreement for the continuation of service maintenance and support of a web application firewall and distributed denial of service protective technologies.

- **Contract amount - \$635,886**

Carahsoft Technology Corporation

Supplemental Agreement No. 4 to increase the two-year master services price agreement for the purchase of various software including perpetual, fixed term, subscription and software as a service, software maintenance, support, implementation, and other services.

- **Contract amount - \$3,786,272**

B. Budget Performance & Execution – March 2026

Fund 0191 – 9-1-1 System Operations March 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	311,234	677,628	(22,019)
Pension	-	-	-	-	-
Health Benefits	101,669	101,669	51,552	101,669	-
Worker's Compensation	82,900	82,900	44,879	82,900	-
Other Personnel Services	1,763	1,763	1,763	1,763	-
Total Personnel Services	906,776	906,776	410,628	881,466	(25,310)
Supplies	201,464	201,464	6,981	201,464	-
Contractual Services	13,963,903	13,963,903	9,661,232	13,959,353	(4,550)
Capital Outlay	-	-	-	-	-
Reimbursements	3,185,996	3,185,996	-	3,185,996	-
Total Expenditures	18,258,139	18,258,139	10,078,841	18,228,279	(29,860)

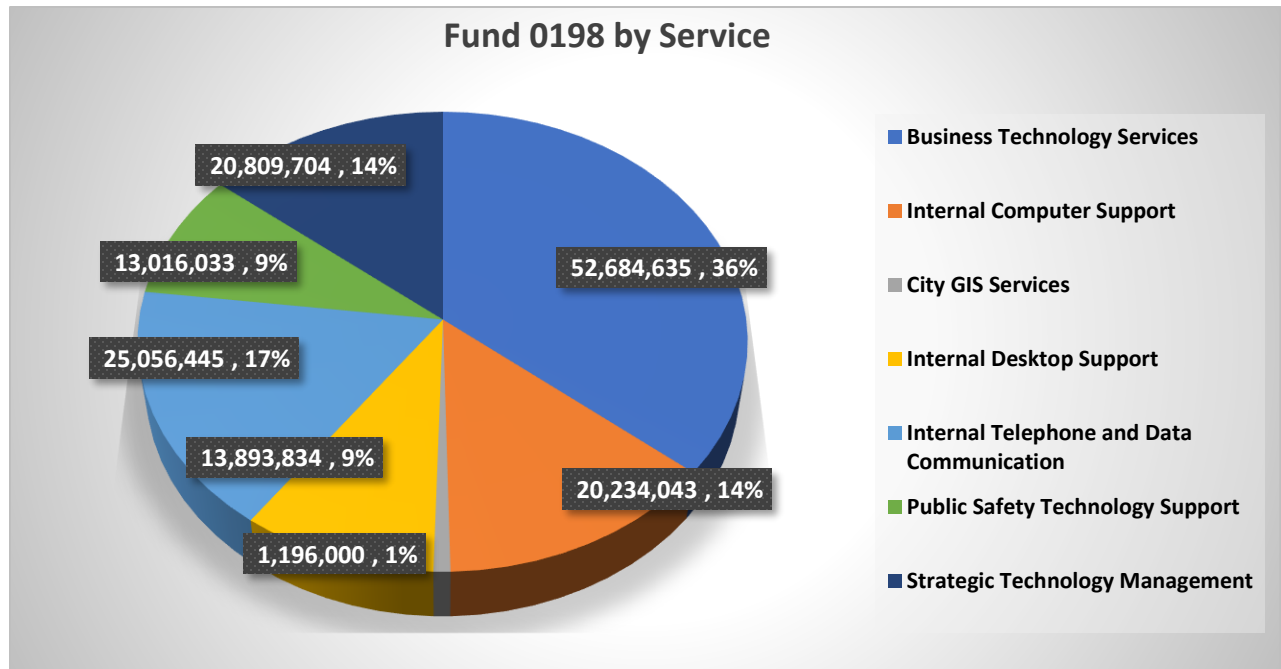
Fund 0197 – Communication Services (Radio Network) March 2026

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	841,200	1,963,707	(224,123)
Overtime Pay	146,474	146,474	120,055	221,870	75,396
Pension	336,928	336,928	162,869	336,928	-
Health Benefits	351,625	351,625	156,713	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
Total Personnel Services	3,095,836	3,095,836	1,318,826	2,970,577	(125,259)
Supplies	1,190,232	1,190,232	197,500	1,148,678	(41,554)
Contractual Services	15,973,057	15,973,057	5,834,691	16,014,611	41,554
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	20,259,125	20,259,125	7,351,017	20,133,866	(125,259)

Budget Performance & Execution *Continued*

Fund 0198 – Data Services March 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	8,542,457	19,880,829	(1,670,277)
Overtime Pay	31,612	31,612	3,350	31,612	-
Pension	3,098,160	3,098,160	1,425,168	3,098,160	-
Health Benefits	2,552,208	2,552,208	1,157,487	2,552,208	-
Worker's Compensation	56,099	56,099	56,099	56,099	-
Other Personnel Services	794,122	794,122	63,440	764,920	(29,202)
Total Personnel Services	28,083,307	28,083,307	11,248,001	26,383,828	(1,699,479)
Supplies	1,601,680	1,601,680	126,244	396,679	(1,205,001)
Contractual Services	118,765,550	118,765,550	77,773,864	120,110,186	1,344,636
Capital Outlay	-	-	-	-	-
Reimbursements	-	-	-	-	-
Total Expenditures	148,450,537	148,450,537	89,148,108	146,890,693	(1,559,844)

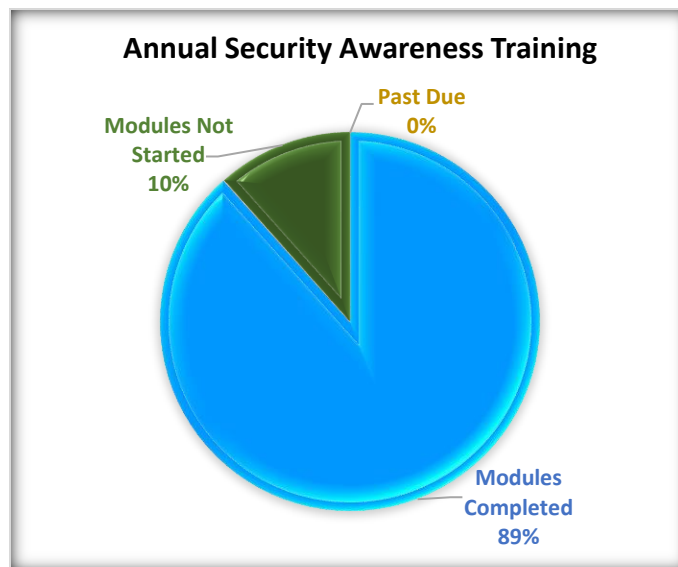


Section 4: Cybersecurity Programs

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.



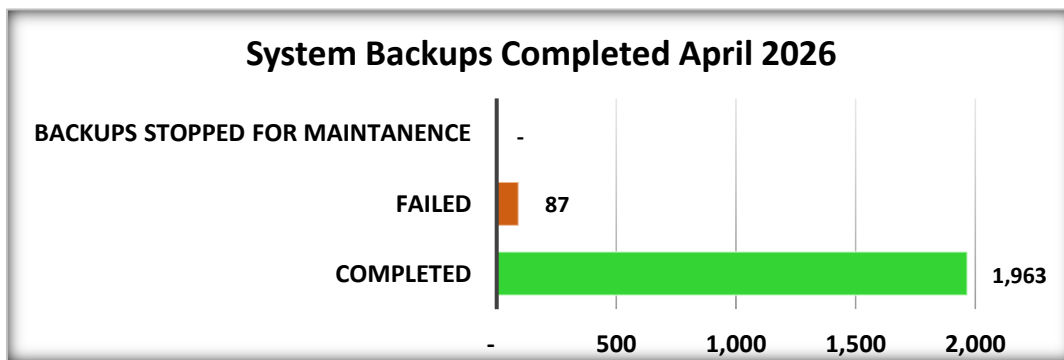
Section 5: IT Infrastructure

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.

