



INFORMATION SHARING REPORT March 16, 2020

A New Addition

Dalton Cook, IT Systems Analyst, his wife Christina and son Alasdair welcomed baby Orla Marie Cook to the world on March 8 at 6:49 a.m.



The Black Tie Express

Vice-Mayor Matthews and Nanette Leonard had tremendous success with the Black Tie Express. Assisted by the Charlotte High School LEO Club volunteers the trolley, driven by Brad Gamblin, collected between 400 and 500 gowns and dresses, 50-60 men's suits and tuxes and a large variety of accessories. The clothing will be available for students wishing to attend prom and formal events at Charlotte High School.



COVID-19

All employees are encouraged to use both the Center for Disease Control <https://www.cdc.gov/> and the Florida Department of Health <http://www.floridahealth.gov/> websites for current information about the virus situation.

IT Updates

The report below is an email traffic summary for the past week (3/9 – 3/15). It shows the total number of emails we receive, those which are blocked for some reason and those that are allowed through to their destination mailbox. Emails are blocked for a variety of security reasons. This shows the significant amount of junk email that is filtered out of the mail we receive.

Inbound Traffic

Day	Rate Controlled	Blocked: Bad Recipient	Blocked: Spam	Blocked: Virus	Quarantined	Allowed: Tagged	Allowed	Total Received
2020-03-09	379	0	2163	0	0	142	3143	5827
2020-03-10	769	0	1251	0	0	99	3715	5834
2020-03-11	5738	0	1740	0	0	77	3184	10739
2020-03-12	81	0	1630	0	0	84	3675	5470
2020-03-13	1707	0	1636	0	0	102	2955	6400
2020-03-14	11174	0	1123	0	0	14	756	13067
2020-03-15	11252	0	1240	0	0	6	834	13332
Total	31100	0	10783	0	0	524	18262	60669

Outbound Traffic

Day	Rate Controlled	Blocked: Policy	Blocked: Spam	Blocked: Virus	Quarantined	Sent	Encrypted	Redirected	Authentication Failure	Total Received
2020-03-09	0	0	9	0	0	931	0	0	225	1165
2020-03-10	0	0	6	0	0	2000	0	0	316	2322
2020-03-11	0	0	3	0	0	946	3	0	452	1404
2020-03-12	0	0	3	0	0	1235	2	0	529	1769
2020-03-13	0	0	2	0	0	1028	3	0	696	1729
2020-03-14	0	0	6	0	0	154	0	0	671	831
2020-03-15	0	0	14	0	0	126	0	0	326	466
Total	0	0	43	0	0	6420	8	0	3215	9686

Help Desk Tickets

FY2020 As of 3/5/2020

By Status	
Closed	974
In Progress	146
Waiting on Third Party	21
Waiting Overdue	13
Assigned	12
Waiting on Customer	11
New	1
Waiting on Inventory	1
Reopened	1
Need More Info	1
Grand Total	1181

FY2020 3/16/2020

By Status	
Closed	1078
In Progress	116
Assigned	27
Waiting on Third Party	19
Waiting Overdue	13
Waiting on Customer	4
Need More Info	3
Resolved	2
Waiting on Inventory	1
Reopened	1
Grand Total	1264

