



# Monthly Information Technology Department Report

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**To:** Albert P. Childress  
City Manager

A handwritten signature in blue ink, appearing to read "APC", is written over the printed name of Albert P. Childress.

**Date:** January 11, 2024

**From:** David Monroe  
Information Technology Director

**Subject:** December 2023 Information Technology Report

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## Support Desk

- Support Requests – 218
- Support Phone Calls – 69

## EMAIL:

- 50.7% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
- Total number Received – 89,497
- Total number delivered – 44,090
- Total number not delivered – 45,407