



# Monthly Information Technology Department Report

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

*AC*

**Date:** September 14, 2023

**From:** Dave Monroe  
Information Technology Director

**Subject:** August 2023 Information Technology Report

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## Information Technology Support

- Support Requests – 218
- Support Phone Calls – 107

## EMAIL:

- 49.24% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

Total number Received – 99,284

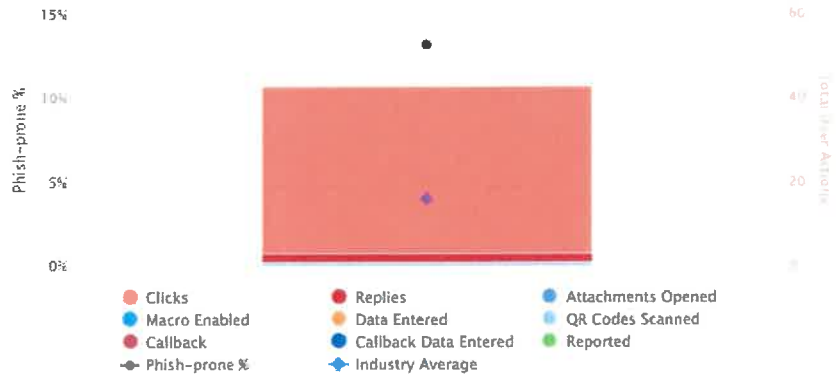
Total number delivered – 50,401

Total number not delivered – 48,883

## Quarterly Phishing Test Results

### Phishing Security Tests 06/09/2023 – 09/07/2023

40 Clicks, 2 Replies, 0 Attachments Opened, 0 Macro Enabled, 0 Data Entered, 1 QR Codes Scanned, 0 Callback, 0 Callback Data Entered, 0 Reported



### Industry Benchmark Data

Account Average Phish-prone % **14%**

Last Campaign Phish-prone % **13.2%**

Industry Phish-prone % **4%**

Industry Government

Organization Size Medium (250-10)

Program Maturity 1 Year

Industry Benchmark Chart Data