



# Monthly Information Technology Department Report

To: Albert P. Childress  
City Manager



Date: December 14, 2023

From: David Monroe  
Information Technology Director

Subject: November 2023 Information Technology Report

## IT Help Desk

- Support Requests – 216
- Support Phone Calls – 90

## EMAIL:

- 49.5% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.

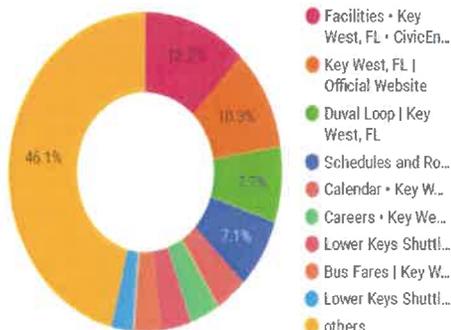
Total number Received – 95,519

Total number delivered – 48,252

Total number not delivered – 47,267

## City of Key West Website Statistics

Which page is the most popular?



Search Term	Event count
The City's Annual Holiday Parade	27
Cruise Ship Schedule	22
holiday parade	16
parade	16
Coffee Butler Amphitheater	14
Residential Parking Permit Program	14
Free Duval Loop	11
<b>Grand total</b>	<b>1,896</b>

## Quarterly Phishing Test Results

 **Phishing Security Test started on: 11/01/2023, 9:40 AM**

**Campaign: Quarterly Phishing Test 2023**

Quarterly from categories: Banking and Finance, Government, Online Services, Healthcare, Phishing For Sensitive Information, Brand Knock-Offs, Mail Notifications, Data Breach

[Overview](#) [Users](#)

