



# Monthly Information Technology Department Report

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**To:** Albert Childress, City Manager

A handwritten signature in blue ink, appearing to be "AC", is written over the name "Albert Childress".

**Date:** May 16<sup>th</sup>, 2023

**From:** David Monroe, Information Technology Director

**Subject:** April 2023 Information Technology Report

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- **Support**
  - Requests – 162
  - Phone Calls – 85
- **Email**
  - 47.5% of emails sent to cityofkeywest-fl.gov domain were rejected due to spam, viruses, or malware.
  - Total number of emails received
    - 64,881
  - Total number of emails delivered
    - 34,057
  - Total number of emails not delivered
    - 30,824