



MUNICIPAL DISTRICT
BONNYVILLE NO. 87

IT Report

2023 FOURTH QUARTER



Total Help Desk Tickets



2019

2020

2021

2022

2023

1675

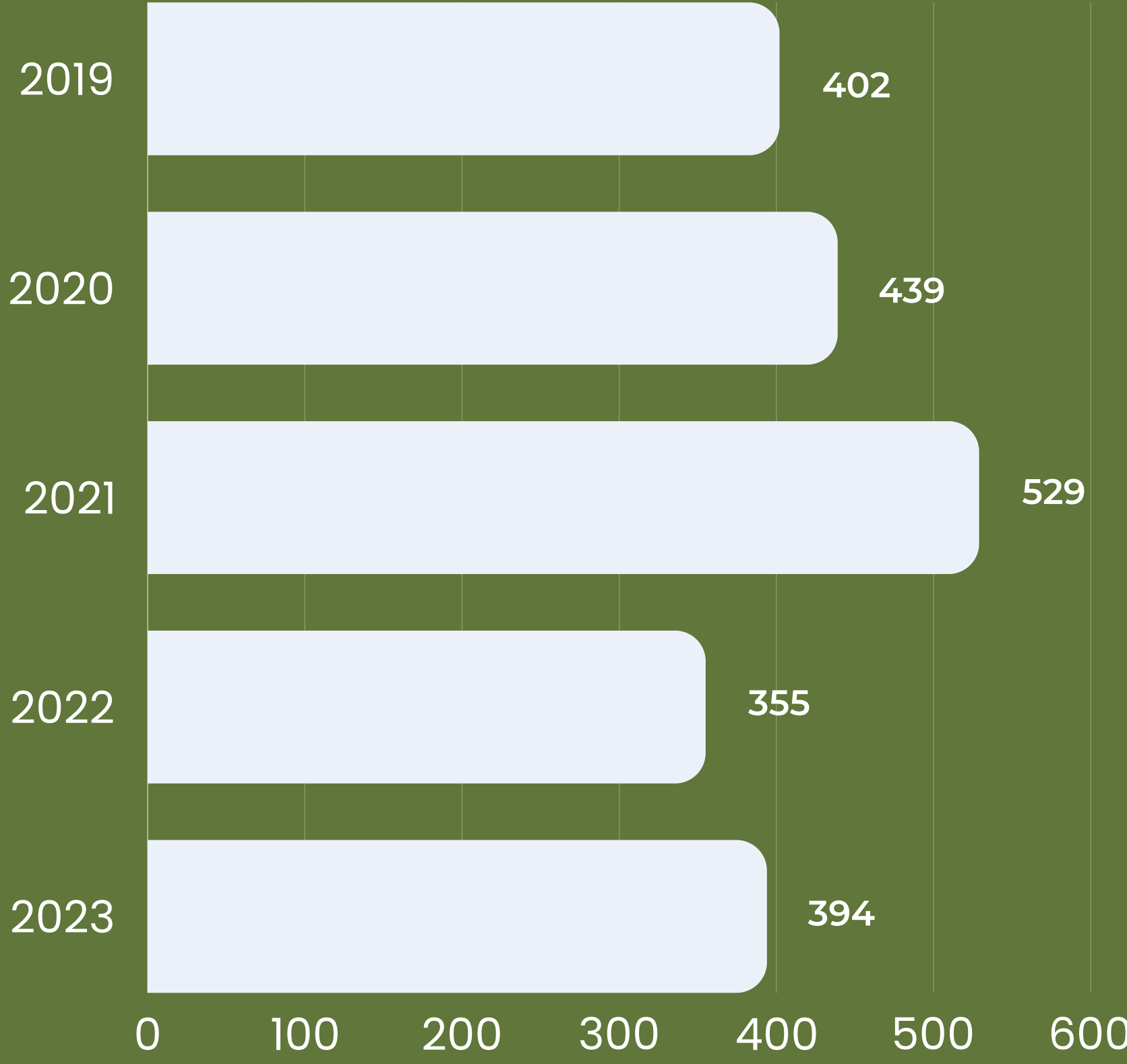
1863

2164

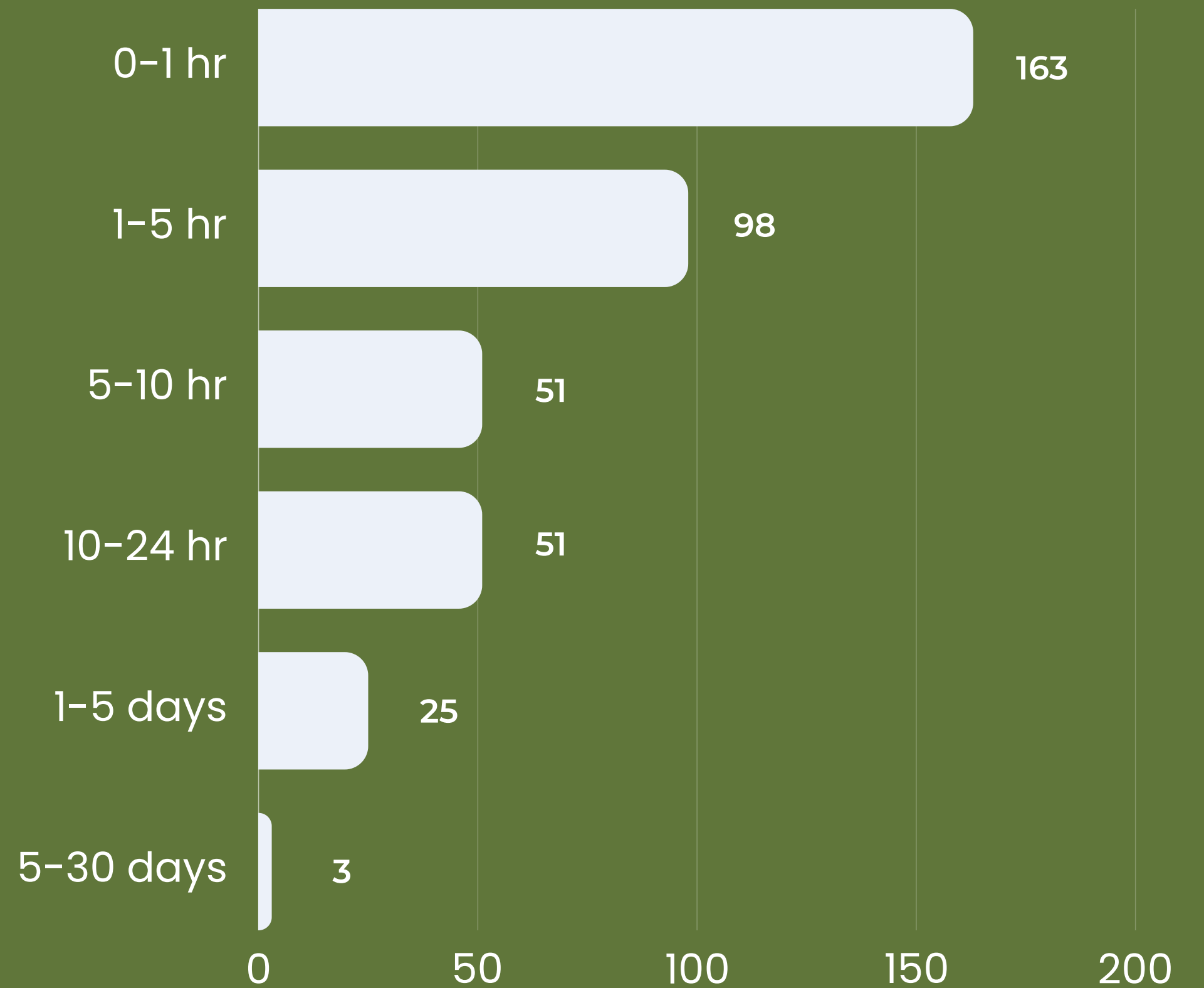
1642

1825

Total tickets for fourth quarter 2019–2023



Ticket Resolution times fourth quarter



Risk Score



8.1

Current Risk Score

This score can change drastically in short periods



7.5

Industry Score

Ideal score is 4.0

Security

377

New Risks

New Risks in the last 30 days.

1300

Mitigated Risks

Number of risks that were resolved in the last 90 days.

1042

Unresolved Risks

The current number of active medium to critical severity vulnerabilities in the network.





SECURITY COVERAGE SCORE

What is our Coverage Score?

Our Coverage Score represents key security metrics as well as how well our environment is engaged with the Managed Detection and Response (MDR) services. The Coverage Score is comprised of four components: Configuration, Monitoring, Ticketing, and External Scans.

100%

Our Score

83.8%

All
Customers

85.5%

Industry

82%

Organization
Size > 250

Thank
You
Questions?

