

APPENDIX D



MUNICIPAL DISTRICT  
BONNYVILLE NO. 87

# IT Report

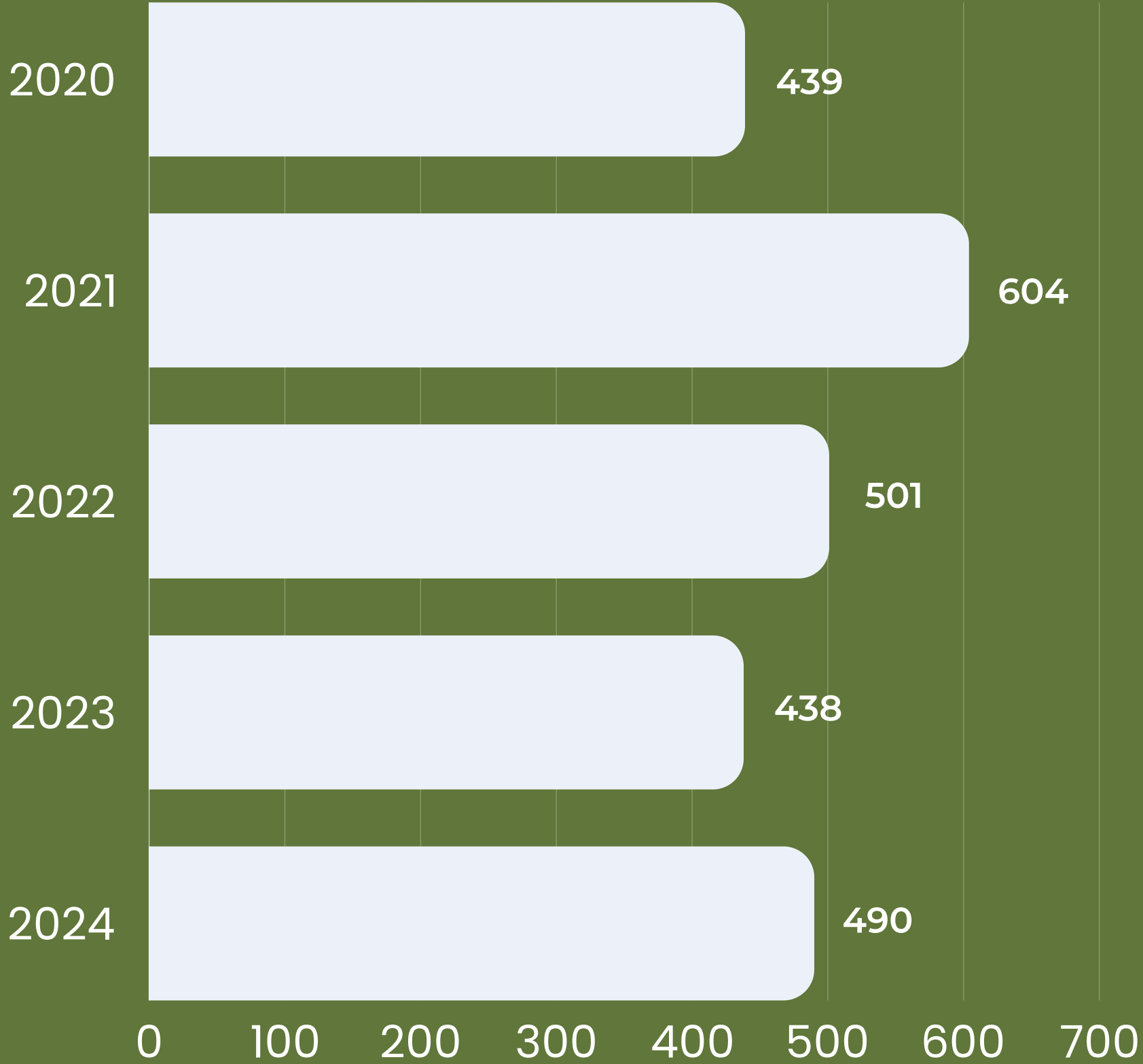
2024 FIRST QUARTER



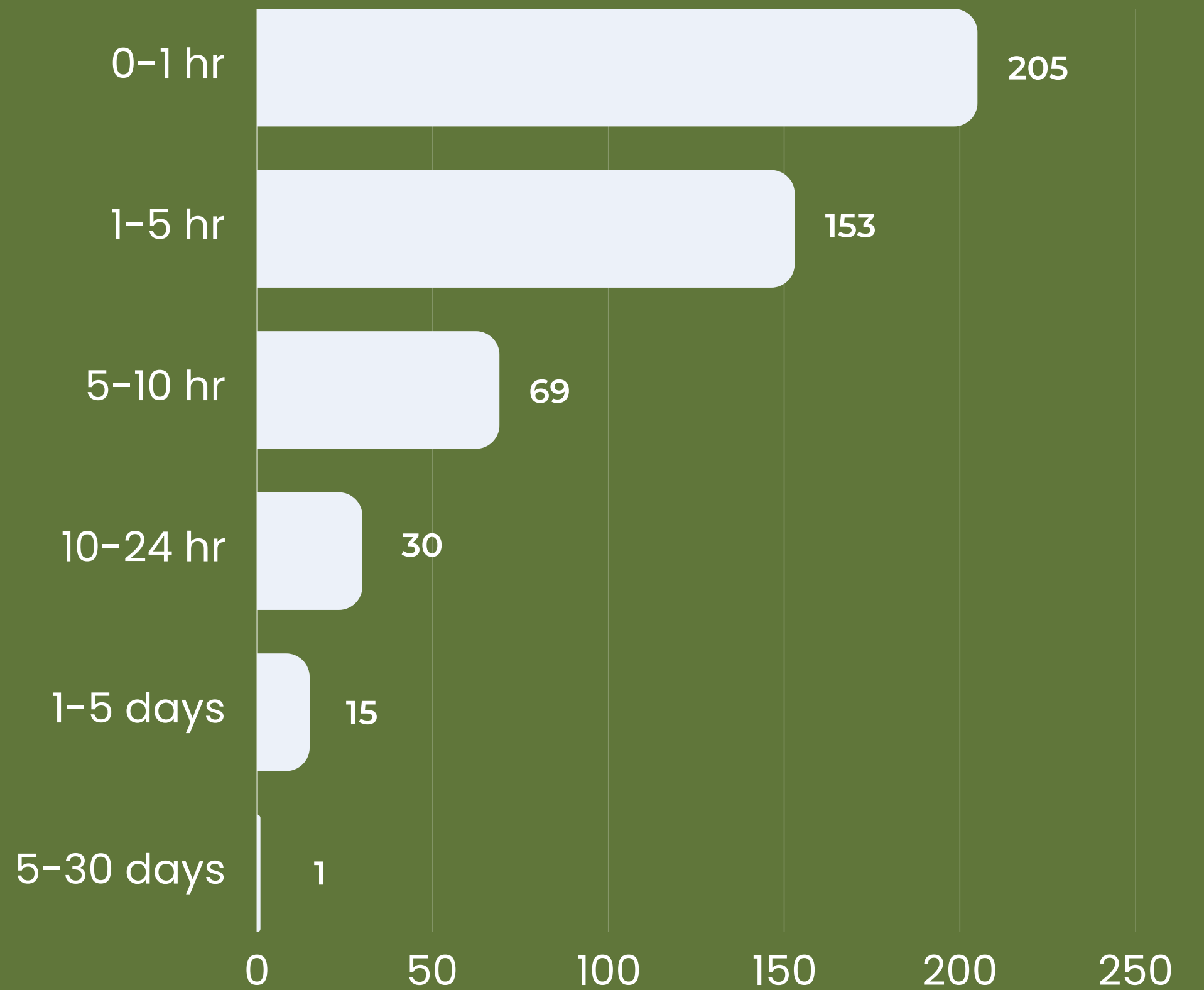
# Total Help Desk Tickets



# Total tickets for first quarter 2020–2024



# Ticket Resolution times first quarter



# Risk Score



**7.9**

## Current Risk Score

Improved from 8.1 last quarter.



**7.5**

## Industry Score

Ideal score is 4.0

# Security

91

## New Risks

New Risks in the last 30 days.

1140

## Mitigated Risks

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

930

## 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

**81.5%**

All  
Customers

**84%**

Industry

**80%**

Organization  
Size > 250

Thank  
You  
Questions?

