MUNICIPAL DISTRICT
BONNYVILLE NO. 87

IT Report
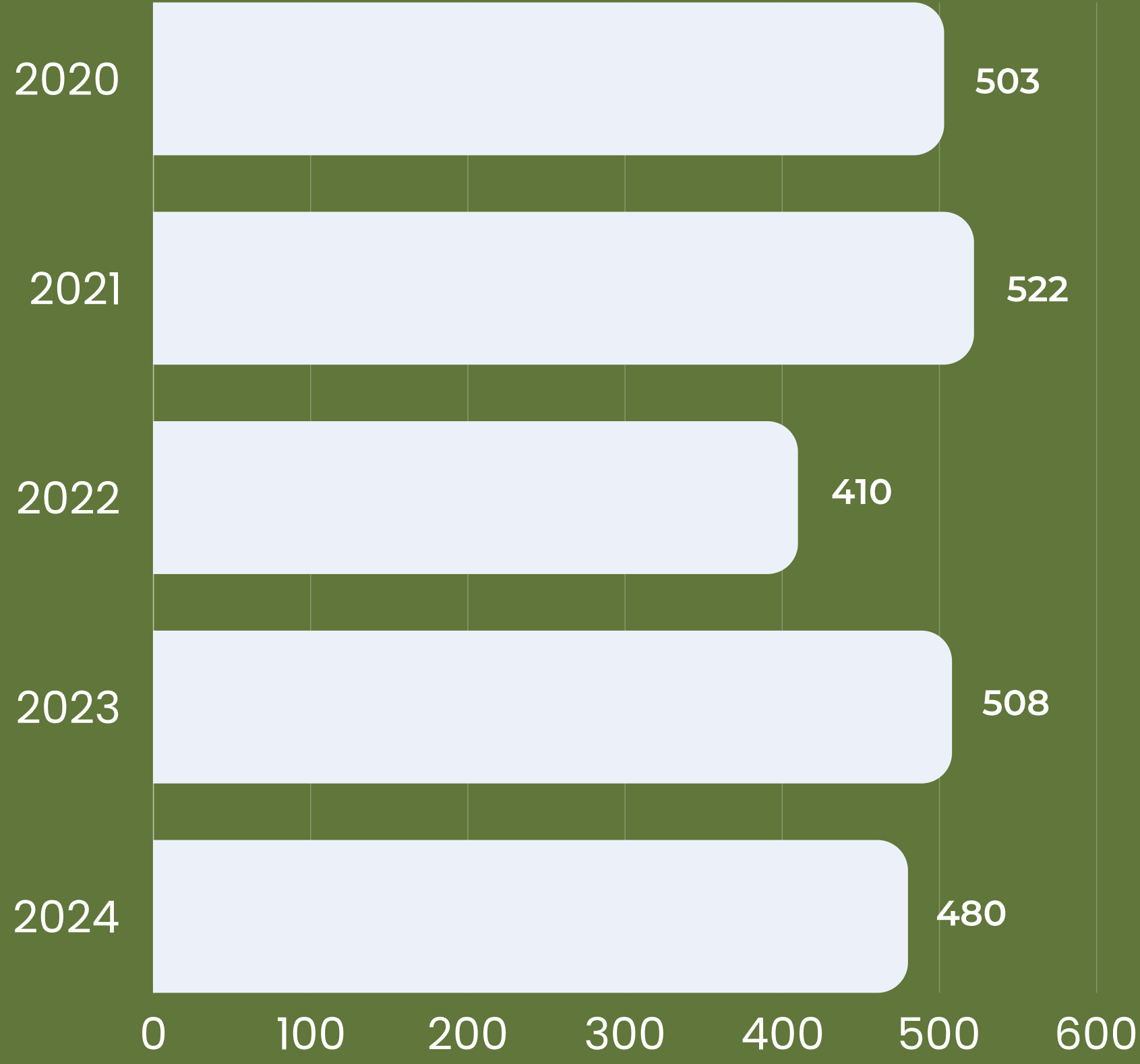
2024 SECOND QUARTER
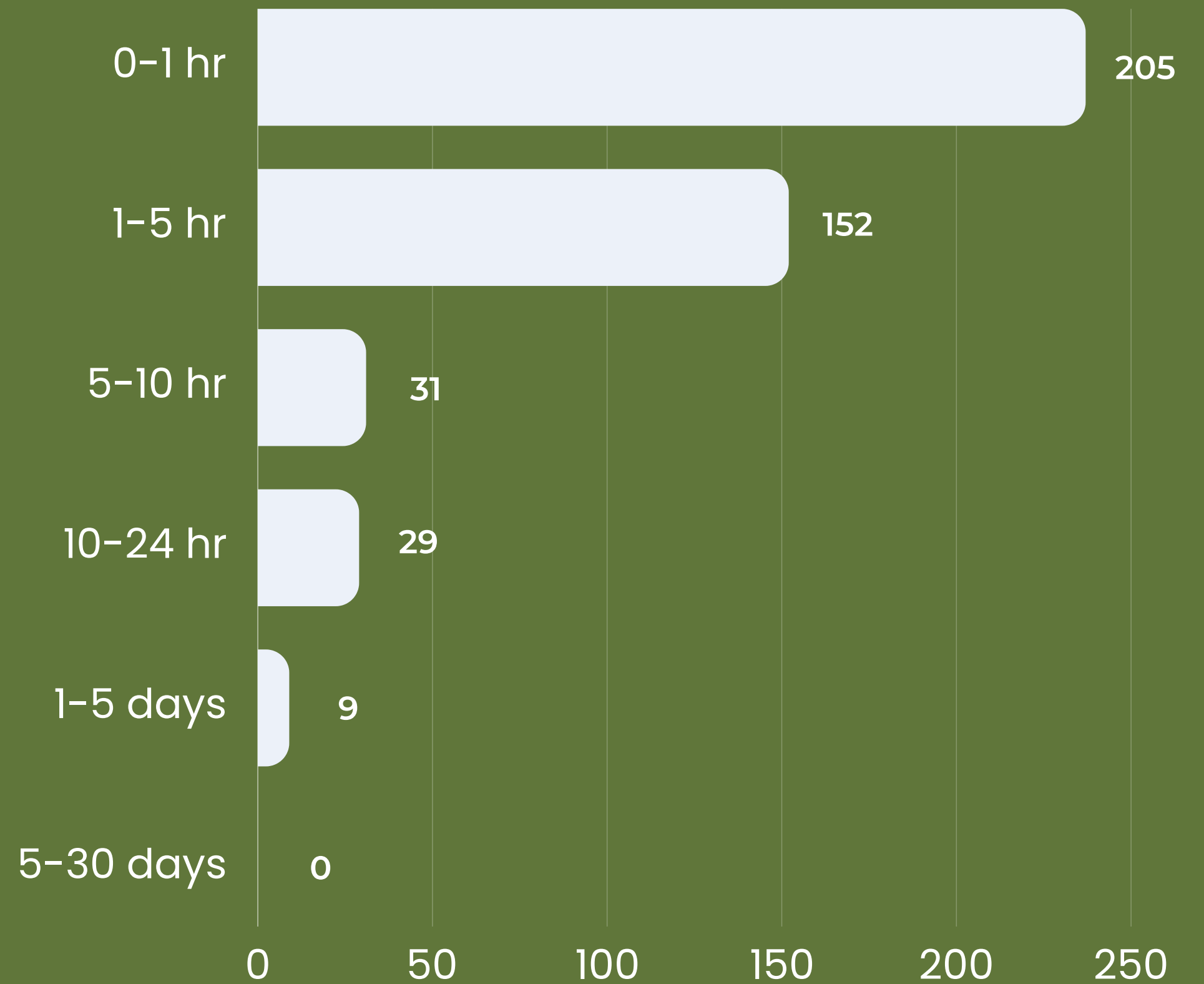
Total Help Desk Tickets

2023

Q2
508

Q3
485

Q4
394

2024

Q1
490

Q2
480
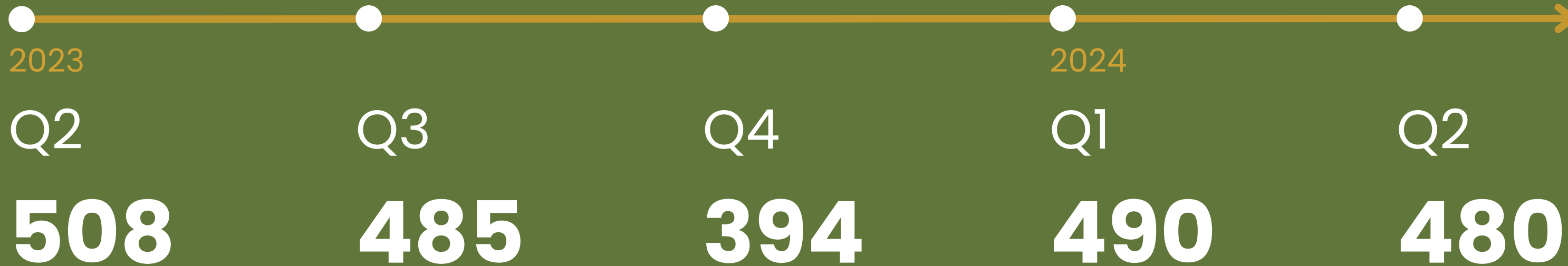
Total tickets for 2nd quarter 2020-2024

Year	Tickets
2020	503
2021	522
2022	410
2023	508
2024	480

0   100   200   300   400   500   600

Ticket Resolution times 2nd quarter

Category	Value
0-1 hr	205
1-5 hr	152
5-10 hr	31
10-24 hr	29
1-5 days	9
5-30 days	0

Security Risk Score

⚠️ **7.4**

Current Risk Score

Improved from 7.9 last quarter.

🏢 **7.7**

Industry Score

Declined from 7.5 last quarter

Risk Statistics

New Risks

72 New Risks in the last 30 days.

Mitigated Risks

1673 Number of risks that were resolved in the last 90 days.

Unresolved Risks

668 The current number of active risks in our infrastructure.

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%	**81.5%**	**83.2%**	**80.3%**
Our Score	All Customers	Industry	Organization Size > 250

Thank You

Questions?