MUNICIPAL DISTRICT
BONNYVILLE NO. 87

IT Report

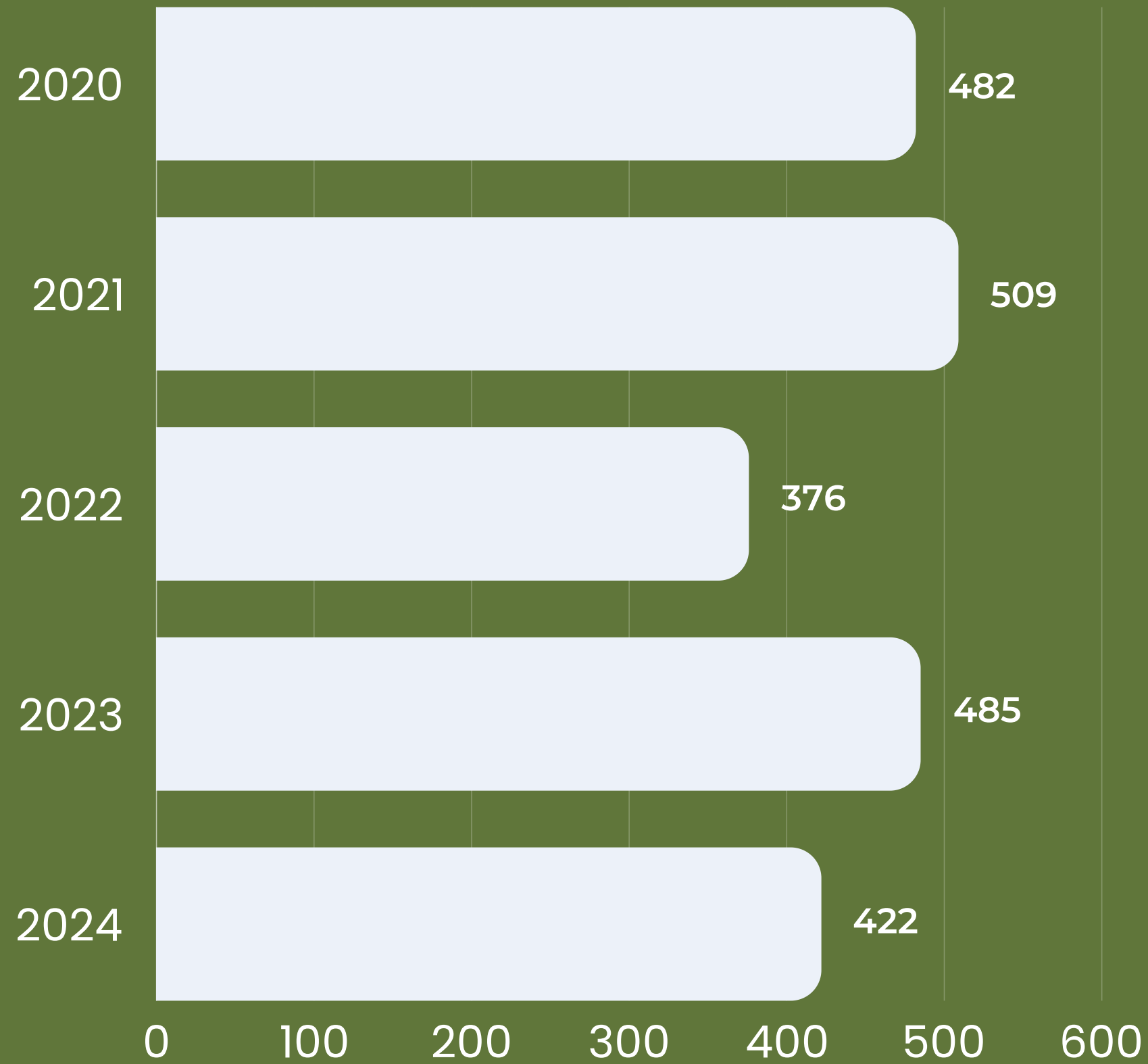2024 THIRD QUARTER

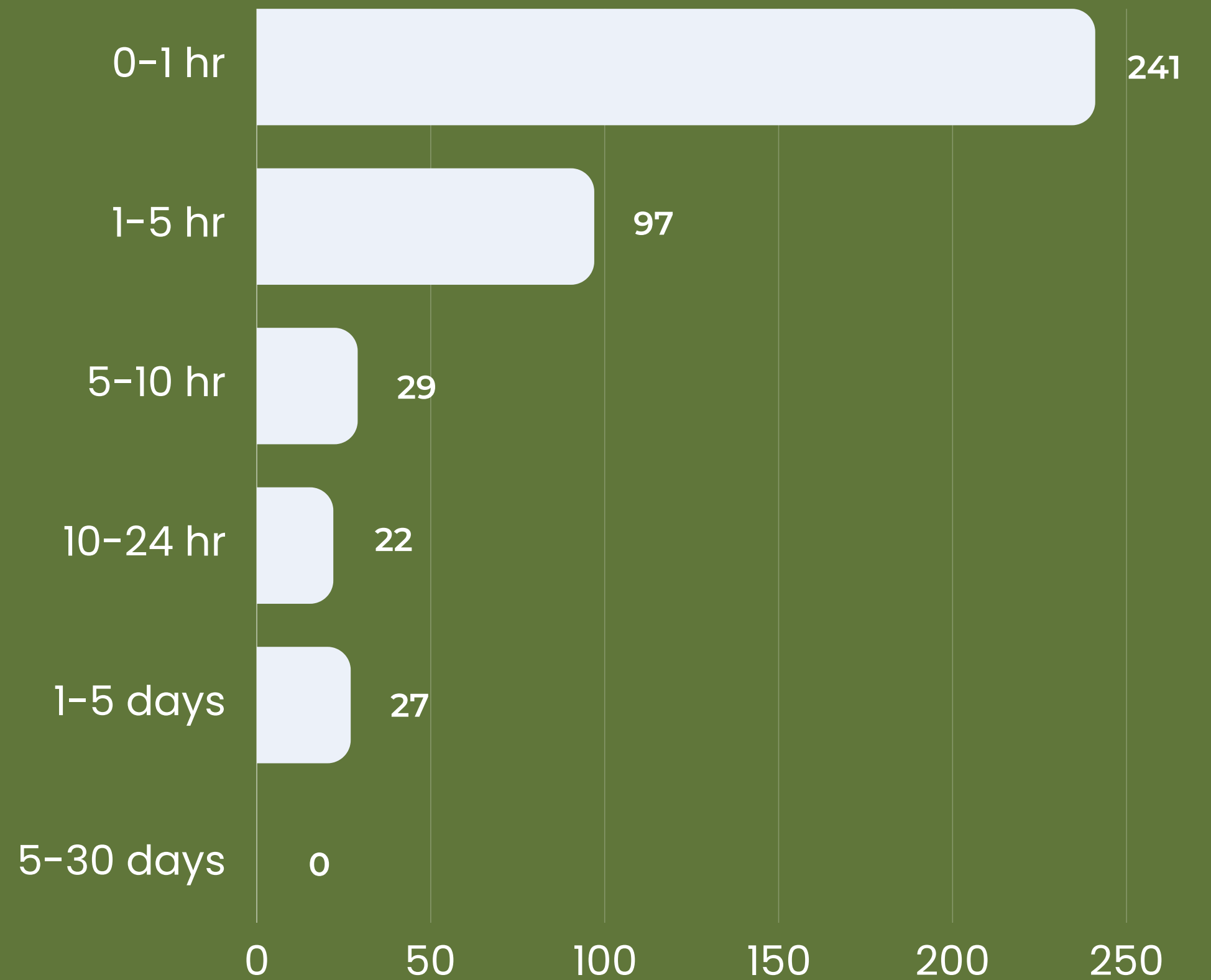# Total Help Desk Tickets

2023

2024

Q3	Q4	Q1	Q2	Q3
485	**394**	**490**	**480**	**422**

Total Tickets This Quarter

Year	Tickets
2020	482
2021	509
2022	376
2023	485
2024	422

Ticket Resolution Time

Resolution Time	Count
0-1 hr	241
1-5 hr	97
5-10 hr	29
10-24 hr	22
1-5 days	27
5-30 days	0

Security Risk Score

⚠️ **7.3**

Current Risk Score

Improved from 7.4 last quarter.

🏢 **6.9**

Industry Score

Improved from 7.7 last quarter

Risk Statistics

New Risks

224 New Risks in the last 30 days.

Mitigated Risks

1054 Number of risks that were resolved in the last 90 days.

Unresolved Risks

925 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 services. The Coverage Score is comprised of four components: Configuration, Monitoring, Ticketing, and External Scans.

100%	**81%**	**83.4%**	**79.7%**
Our Score	All Customers	Industry	Organization Size > 250

Thank You

Questions?