MUNICIPAL DISTRICT
BONNYVILLE NO. 87

IT Report
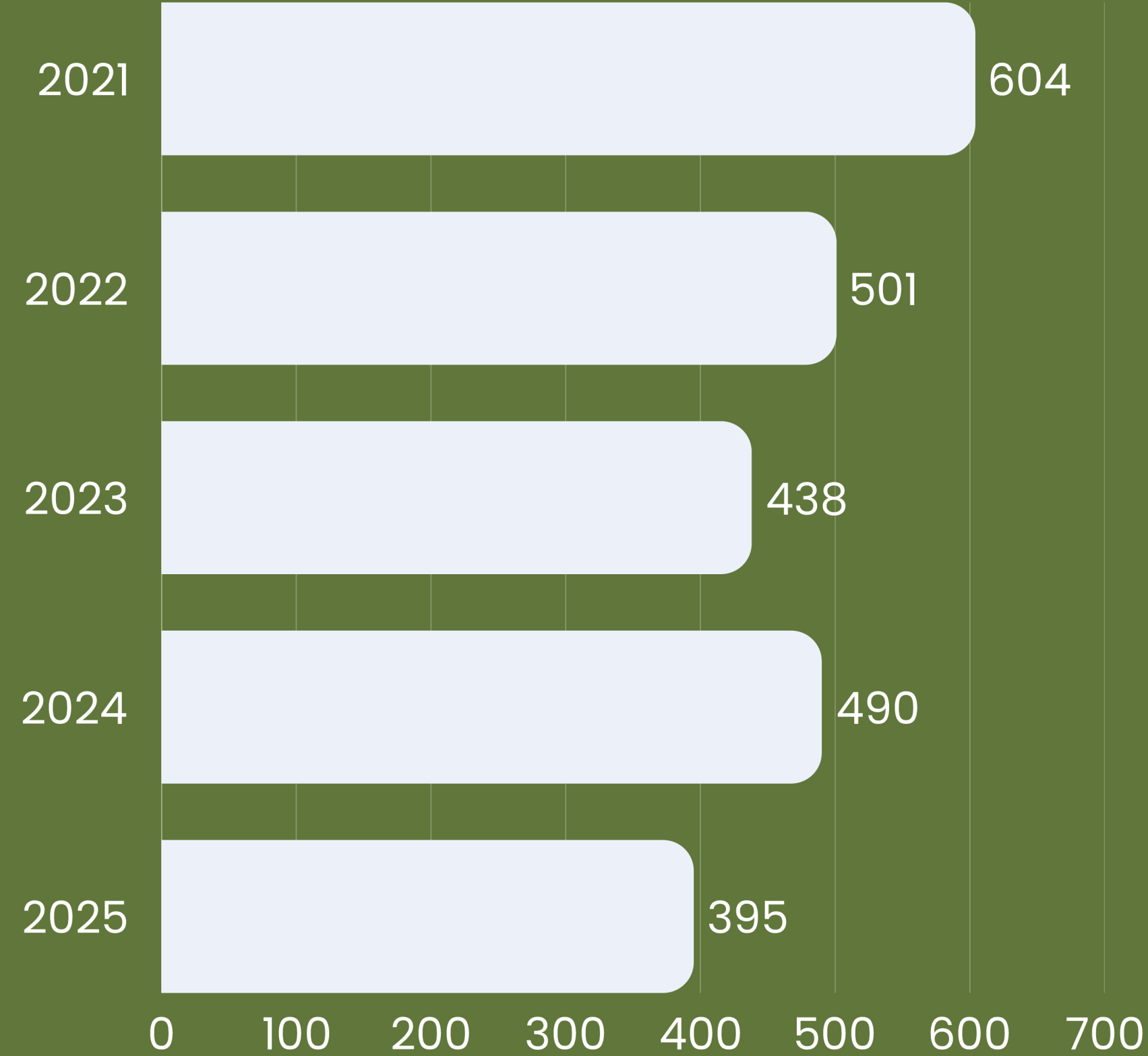
2025 FIRST QUARTER
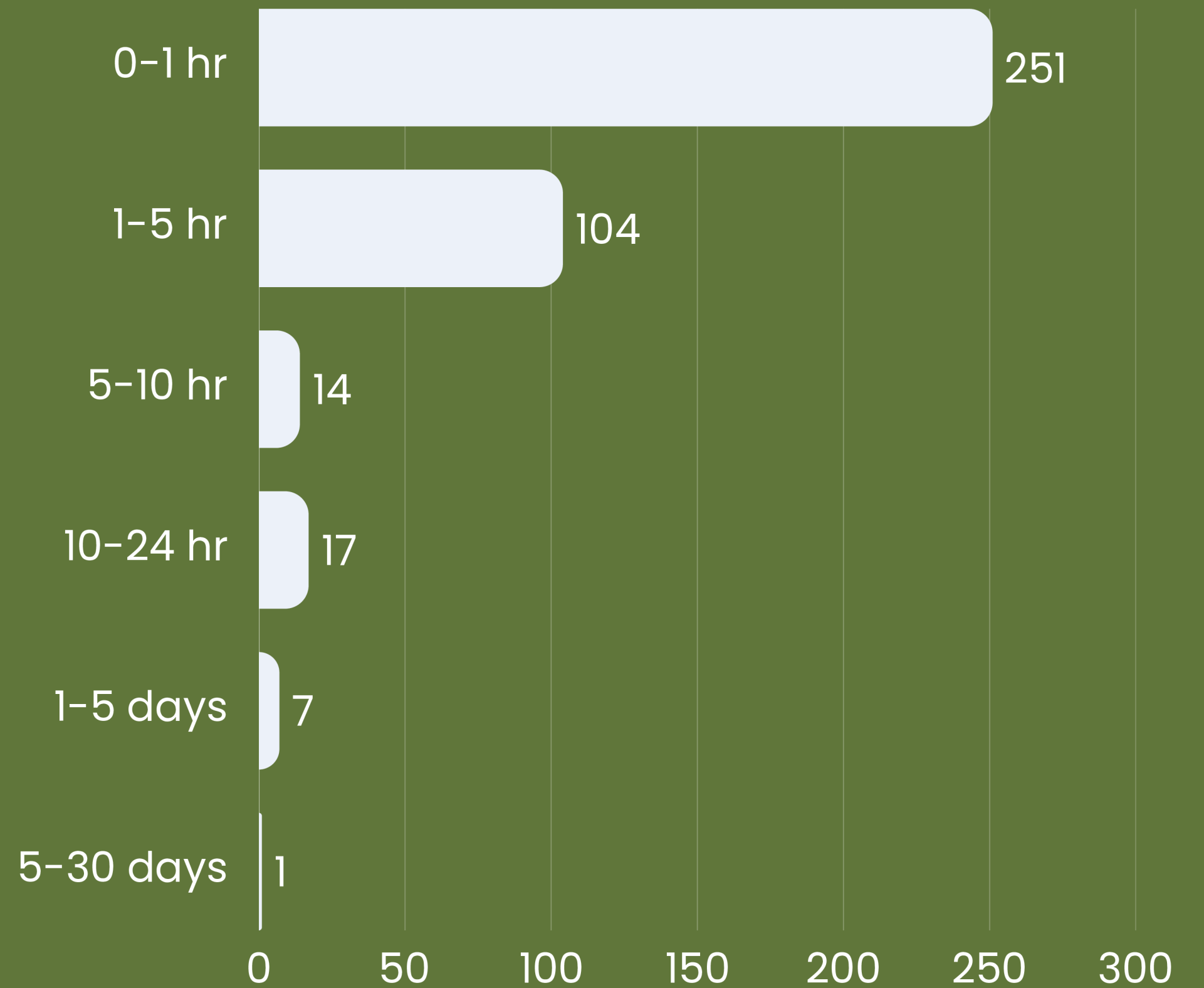
Total Help Desk Tickets

Q1 2024	Q2	Q3	Q4	Q1 2025
490	**480**	**422**	**409**	**395**

Total tickets for first quarter 2021-2025

Year	Value
2021	604
2022	501
2023	438
2024	490
2025	395

Ticket Resolution times first quarter

0-1 hr	251
1-5 hr	104
5-10 hr	14
10-24 hr	17
1-5 days	7
5-30 days	1

0   50   100   150   200   250   300

Risk Score

6.3

Current Risk Score

Improved from 6.6 last quarter.

6.6

Benchmark Score

Ideal score is 4.0

Security

New Risks

136 New Risks in the last 30 days.

Mitigated Risks

1480 Number of risks that were resolved in the last 90 days.

Unresolved Risks

583 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%	**82.1%**	**84.3%**	**80.7%**
Our Score	All Customers	Industry	Organization Size > 250

Thank You

Questions?