2024
YEAR END REPORT

CANYON COUNTY IDAHO · 1892 ·

INFORMATION TECHNOLOGY

CANYON COUNTY IDAHO · 1892 ·

INFORMATION TECHNOLOGY
2024 PROCESSED MAIL

PMO
Project Management Office

YEAR	**2023**
PIECES	205,657
COST	$180,733.44

199,524
TOTAL PIECES

$197,817.11
TOTAL COST

PIECES

24,466

18,065

17,380

16,646

15,457

15,120

27,183

12,496

11,935

15,513

10,008

15,255

Jan   Feb   Mar   Apr   May   Jun   Jul   Aug   Sep   Oct   Nov   Dec
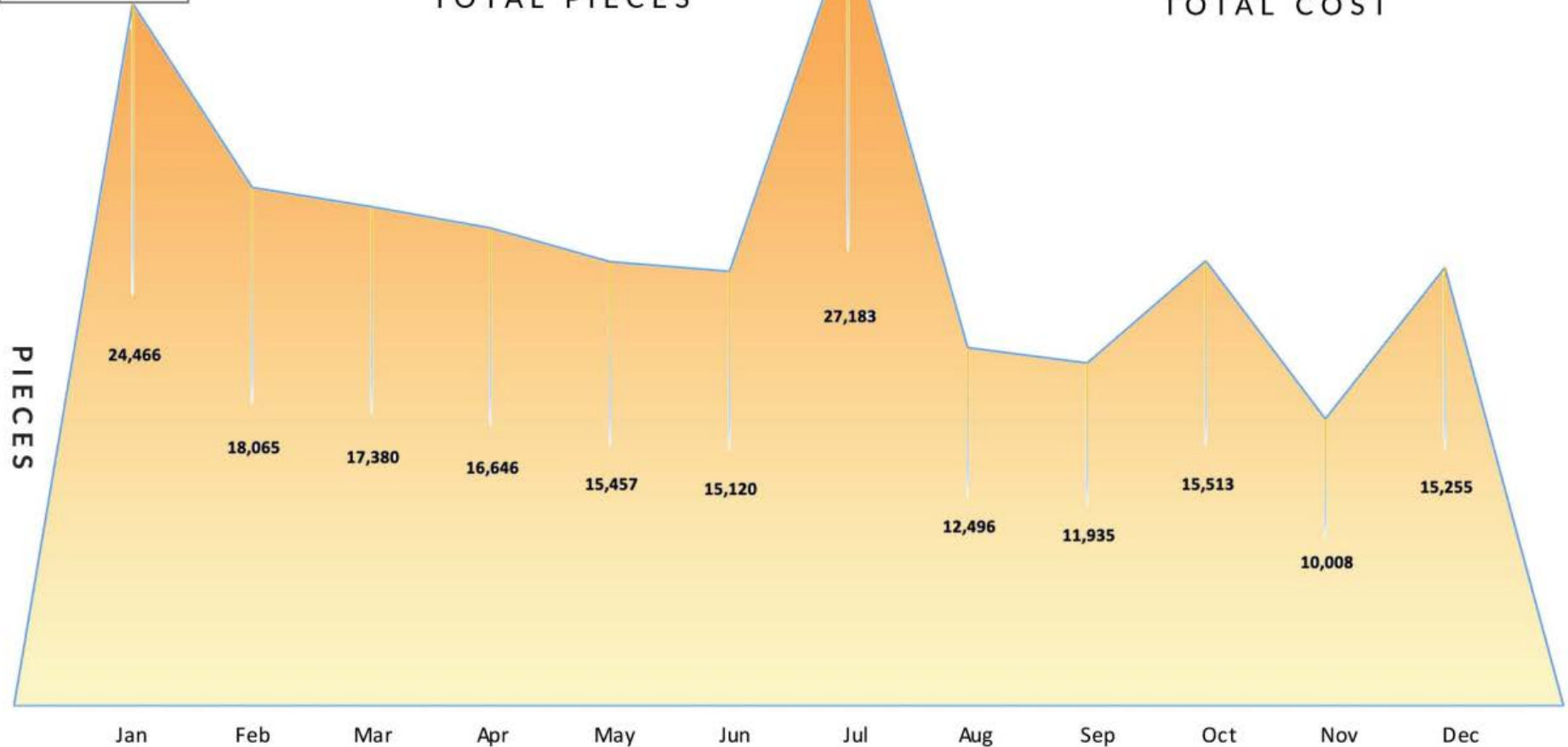
INFORMATION TECHNOLOGY

2024 COUNTY WIDE PRINTER CLICK COUNTS

YEAR
2023
CLICKS
4,056,920
PER PAGE
2¢
COST
$78,328.06

3,946,092
TOTAL CLICK COUNTS

$106,059.26
TOTAL COST

3¢
PER PAGE

CLICKS

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
419,100	258,483	350,875	395,653	383,349	310,144	345,432	295,549	341,300	298,068	289,667	258,472

INFORMATION TECHNOLOGY

2024 PRINT SHOP PRINTER CLICK COUNTS

1,562,406
TOTAL CLICK COUNTS

$41,992.84
TOTAL COST

3¢
PER PAGE

YEAR 2023	
CLICKS	1,973,112
PER PAGE	3¢
COST	$59,193.36

CLICKS

Month	Clicks
Jan	153,895
Feb	93,467
Mar	107,126
Apr	288,501
May	205,817
Jun	81,027
Jul	143,137
Aug	111,803
Sep	61,411
Oct	153,239
Nov	93,938
Dec	69,045

INFORMATION TECHNOLOGY

DIGITIZING PAPER RECORDS

2,626,890
TOTAL PAGES SCANNED

2019
668,147

2018
554,226

2020
375,690

2017
375,229

2021
260,981

2024
112,363

2023
131,801
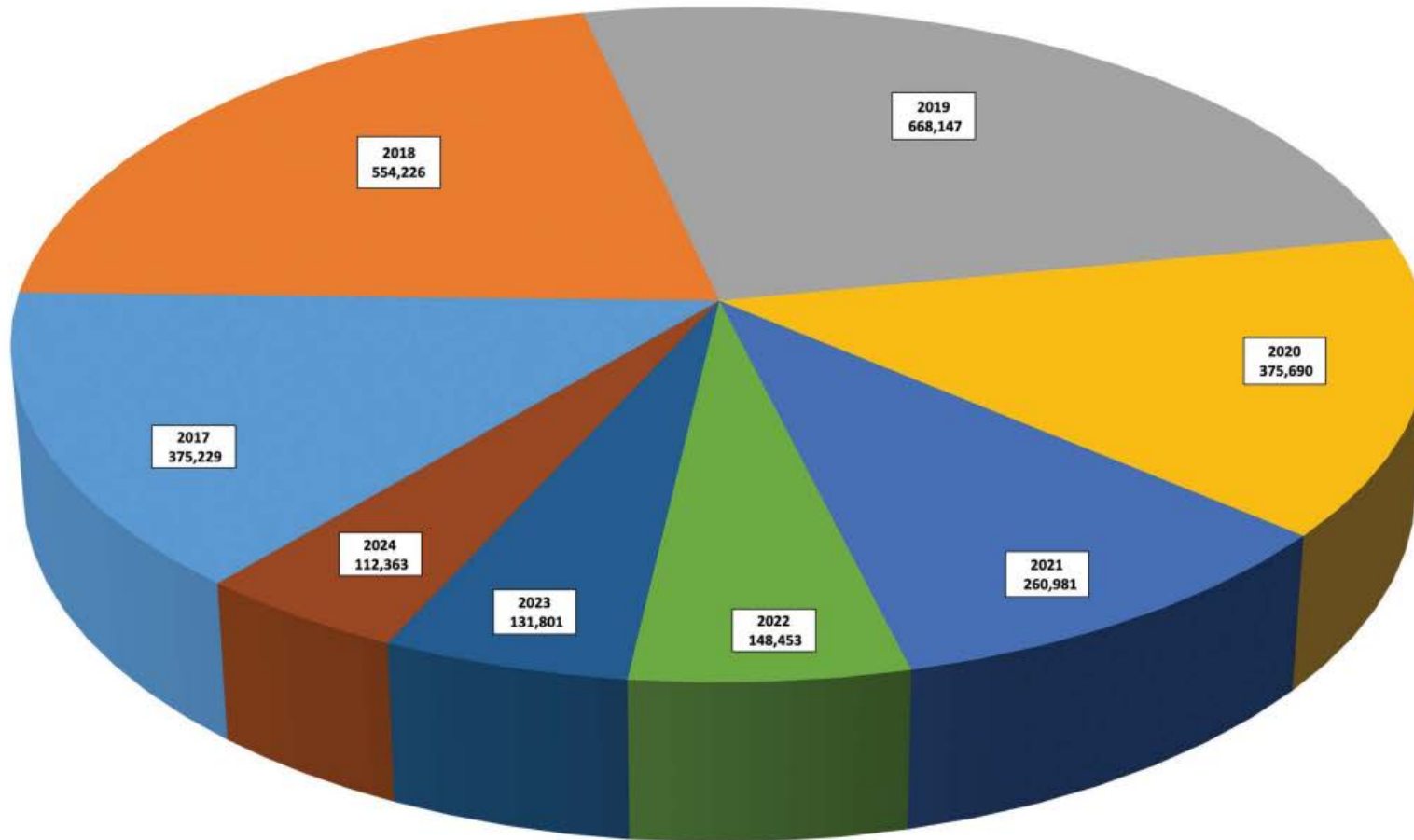
2022
148,453

INFORMATION TECHNOLOGY
2024 SERVICE DESK TICKETS

12,783
TOTAL TICKETS

YEAR
2023

TICKETS
10,932

TICKETS

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1,110	1,141	1,246	1,158	1,218	904	1,058	1,150	1,179	1,109	657	853

INFORMATION TECHNOLOGY
2024 CALLS TO OPERATOR

42,840
TOTAL CALLS

YEAR
2022

CALLS
37,735

CALLS

Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
3,554	3,546	3,686	3,630	3,653	3,565	3,837	3,713	3,500	4,142	3,107	2,907
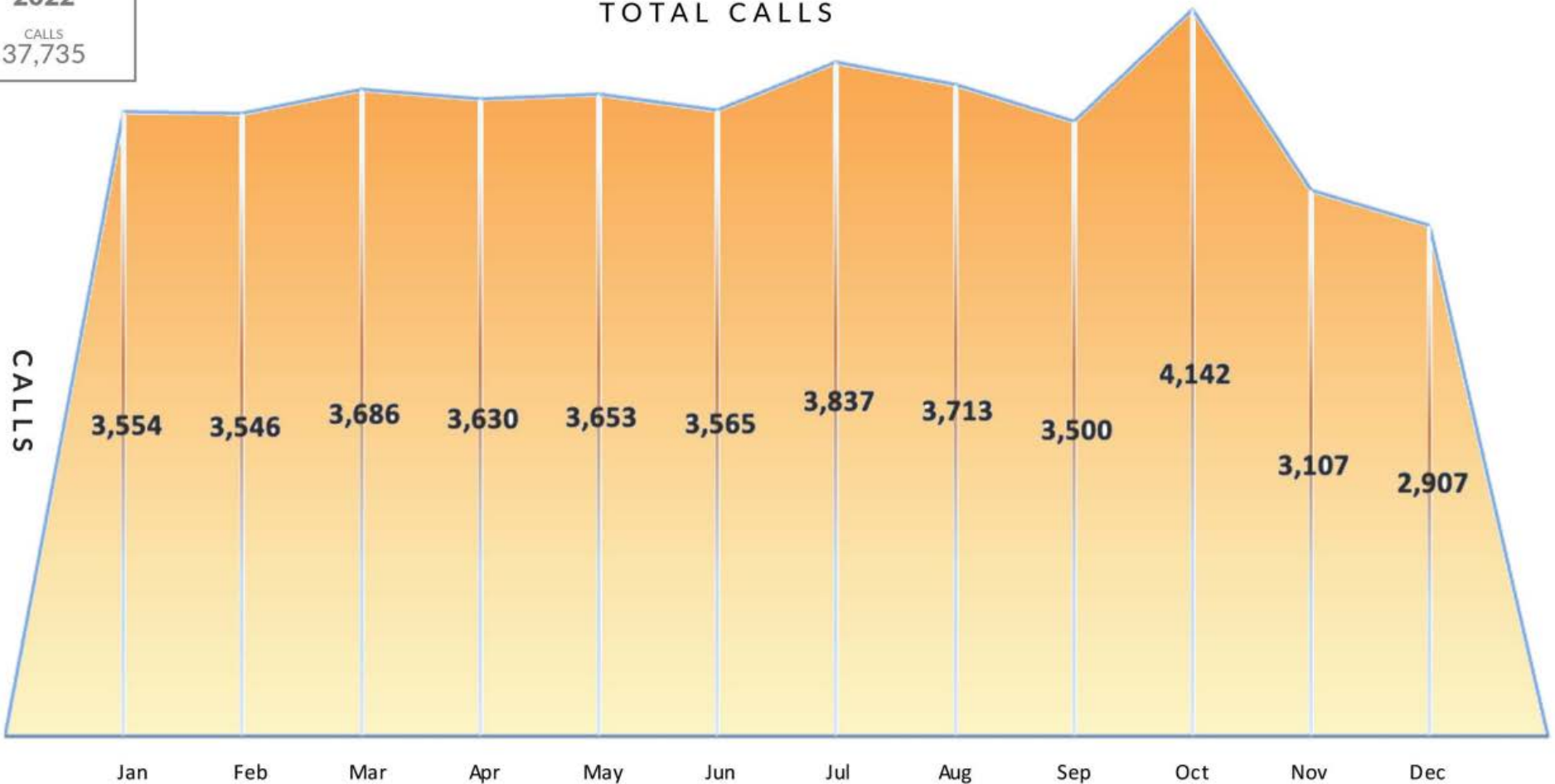
INFORMATION TECHNOLOGY

2024 EMAIL COUNT

2,835,520
TOTAL EMAILS

YEAR
2023

EMAILS
2,420,359

RBL (blacklist) Rejects, 47,578 , 2%   Invalid Domain, 37,694 , 1%

Spam, 303,330 , 11%

Invalid Recipients, 67,632 , 2%

Valid Emails, 2,367,903 , 84%

Project Management Office
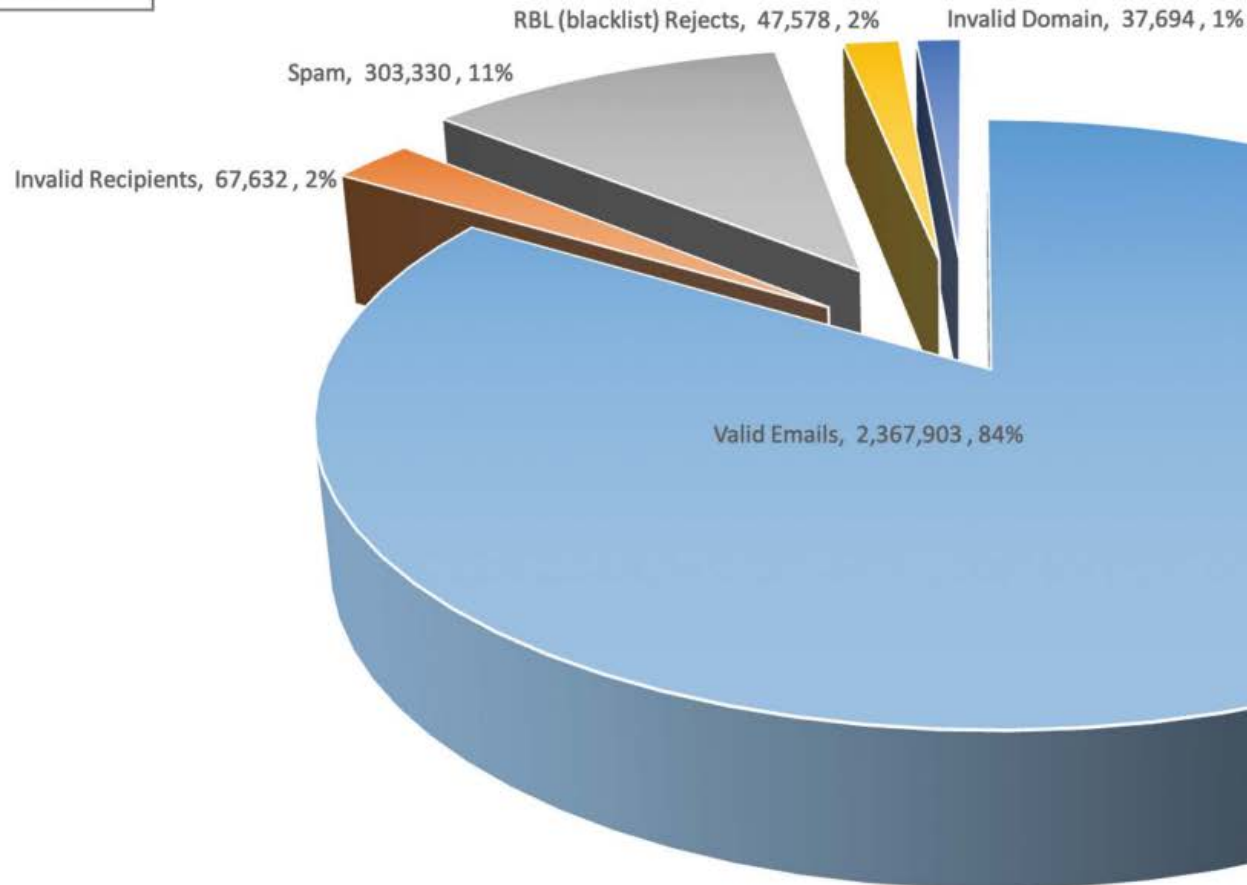
INFORMATION TECHNOLOGY
2023-2024 Website Comparison

VIEWS ON THE SITE

1,512,121   1,639,592

TOP PAGES VISITED

Homepage	Homepage
Motor Vehicle	Motor Vehicle
DMV	DMV
Assessor	Assessor
Drivers License	Drivers License

LOCATIONS OF USERS

Caldwell - 18,355	Caldwell - 21,511
Nampa - 76,010	Nampa - 87,779
Boise - 48,515	Boise - 58,492
Meridian - 12,774	Meridian - 12,727

TYPES OF DEVICES

Desktop - 173,330	Desktop - 180,010
Mobile - 264,917	Mobile - 309,919
Tablet - 6,040	Tablet - 6,326

2023

2024

2024 PROJECT REPORT

COMPLETED / CLOSED

SQL 2014 and Server 2012 Upgrade
OnBase FY24 Upgrade
DSD Online Permit Process
Open Government
Fair Website & Banners 2024
5 Yr Assessment History & Tax Report

IN PROGRESS

Canyon County Financial Workflow
Core Service Resilience
Local Admin Rights Security Issue
IIS Development Team Environment Upgrade
Crime Lab Latent Fingerprint Application
Car and Body Cam System Upgrade
County Scanning
Microsoft 365 Migration
GIS Environment Upgrade
Avaya Optimization
Website Redesign
CCREG Rebuild
Assessor Scheduling Tool
Crime Lab Management System
Coroner Application Rebuild
CAPS Rebuild
HRMS Rebuild
OnBase BOE and Annual Tax Exemption
L2 Process Taxing App

6
PROJECTS **CLOSED**

19
PROJECTS **IN PROGRESS**

24
PROJECTS **PLANNED**

INFORMATION TECHNOLOGY
2023-2024 WEEKLY PROJECT HOURS REPORT

212 MEDIAN PROJECT HOURS PER WEEK

212 AVERAGE PROJECT HOURS PER WEEK

122 MEDIAN PROJECT HOURS PER WEEK

127 AVERAGE PROJECT HOURS PER WEEK

2023 values: 156, 224, 210, 236, 203, 209, 204, 212, 216, 205, 290, 243, 243, 199, 251, 304, 338, 322, 265, 269, 239, 215, 213, 239, 241, 288, 181, 280, 218, 211, 162, 220, 238, 184, 202, 187, 184, 195, 226, 226, 160, 230, 229, 139, 136, 152, 119, 162, 176, 188, 111, 63

2024 values: 89, 146, 156, 126, 211, 171, 121, 85, 86, 113, 119, 106, 116, 196, 141, 115, 144, 217, 164, 146, 123, 120, 131, 193, 132, 199, 144, 88, 161, 153, 171, 118, 138, 154, 109, 114, 80, 97, 64, 103, 124, 88, 97, 112, 107, 100, 152, 55, 132, 122, 109, 34

| JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | OCT | NOV | DEC |

2023   **2024**
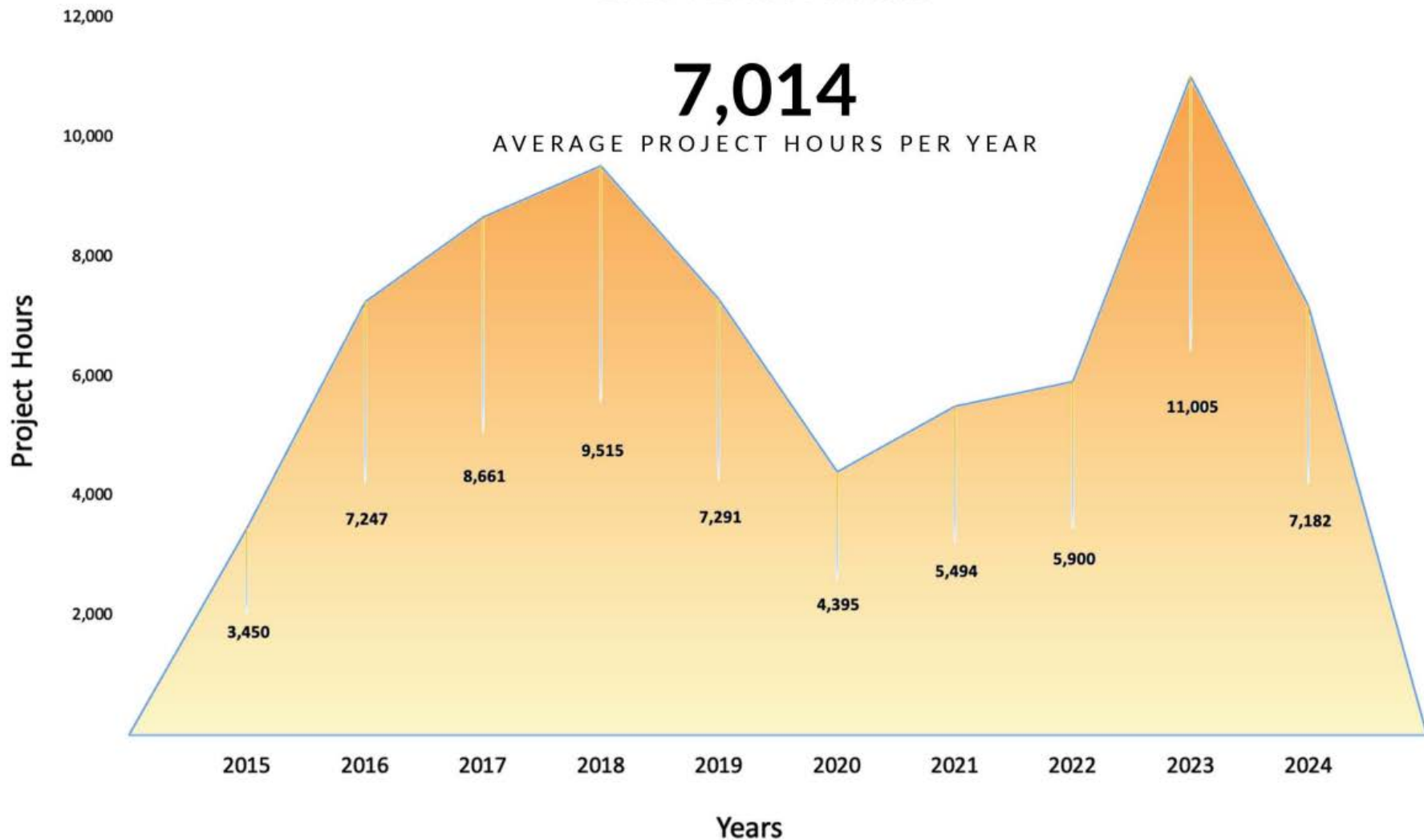
INFORMATION TECHNOLOGY
2023 TOTAL PROJECT HOURS: **11,005**

- County Scanning, 1589.75, 14%
- Skype Phone Replacement, 1686.5, 15%
- SQL 2014 and Server 2012 Upgrade, 1096.25, 10%
- DSD Online Permit Process, 1067.5, 10%
- Crime Lab Web App, 843, 8%
- Operations Activities, 1956, 18%
- Canyon County Financial Workflow, 823.25, 7%
- Developer Activities, 601.25, 5%
- Juvenile Detention Calendar App, 426.5, 4%
- Open Government, 280.75, 3%
- 5 yr Assessment Value Web App, 196.75, 2%
- Fair Website & Banners, 107.5, 1%
- PA Civil Case Mangement System, 76, 1%
- Disaster Recovery , 74.5, 1%
- Others, 179.5, 2%

INFORMATION TECHNOLOGY
2024 TOTAL PROJECT HOURS: **7,183**

- County Scanning , 1,443 , 20%
- Canyon County Financial Workflow, 608 , 8%
- M365 Migration , 466 , 6%
- DSD Online Permit Process , 411 , 6%
- OnBase Upgrade 2024, 454 , 6%
- Dev and Ops Activities/Mini Projects , 1,885 , 26%
- Crime Lab Conversion from Access , 317 , 4%
- Crime Lab Management System, 309 , 4%
- Core Service Resiliency , 266 , 4%
- Website Rebuild , 147 , 2%
- SQL and Server Upgrade , 122 , 2%
- Avaya Optimization , 106 , 1%
- Fair Website and Banner, 104 , 1%
- Assessors Scheduling tool , 104 , 1%
- Others, 441 , 6%