

# Finance & Information Technology (IT)- 2023 Annual Report

05/13/2023 | Presented by Daniel Layer



**City of Washougal**

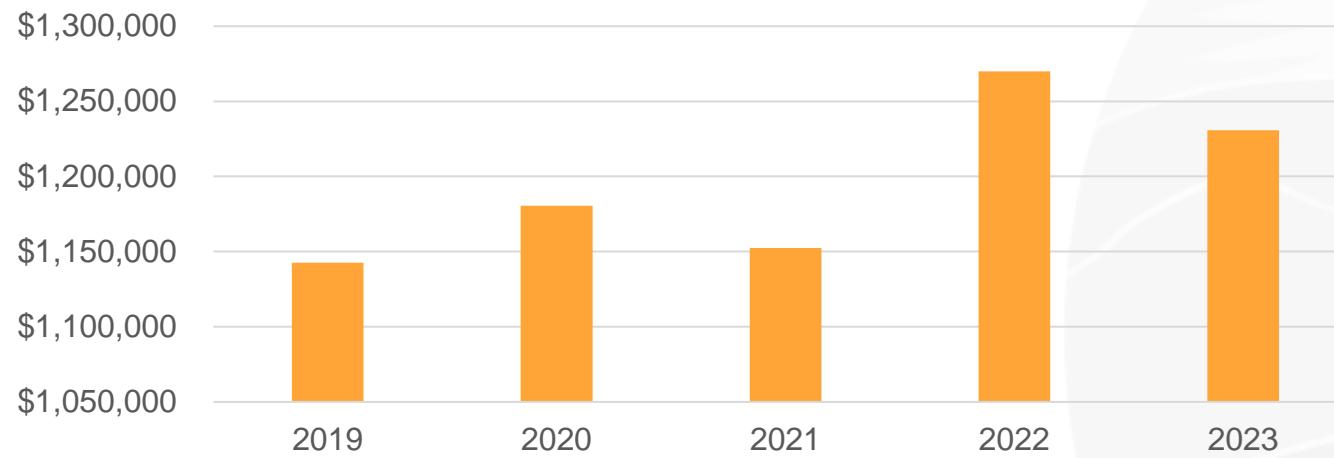
# 2023 Annual Report: What We Will Cover

- Measures
- 2023 Accomplishments
- 2024 Goals



# 2023 Annual Report: Actual Expenditures

Finance & IT Total Expenses



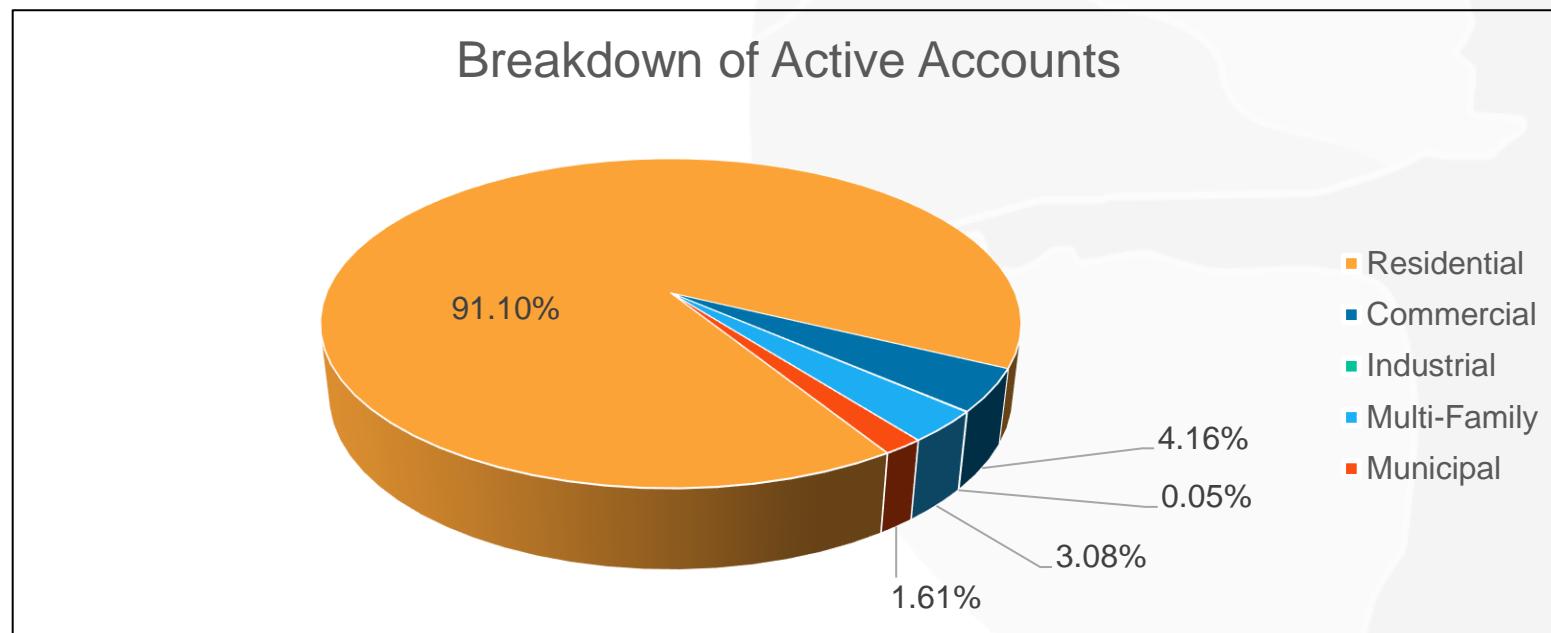
Year	FTEs
2019	9.00
2020	9.00
2021	8.00
2022	8.00
2023	8.00

	2019	2020	2021	2022	2023
<b>Finance (514)</b>	\$674,075	\$674,082	\$665,285	\$794,770	\$754,915
<b>IT (518)</b>	\$468,517	\$506,429	\$486,995	\$475,212	\$475,833
<b>Total Expenses</b>	<b>\$1,142,592</b>	<b>\$1,180,511</b>	<b>\$1,152,280</b>	<b>\$1,269,982</b>	<b>\$1,230,748</b>



# 2023 Annual Report: Utility Billing

	Goal	2020	2021	2022	2023	% Change from 2022 to 2023
Active Accounts	No Goal	5,735	5,839	5,922	6,089	2.82%
Total Utility Bills Printed	No Goal	-	-	38,050	39,208	3.04%



# 2023 Annual Report: Utility Billing

	Goal	2020	2021	2022	2023	% Change from 2022 to 2023
Total Payments Applied	No Goal	\$10,474,253	\$11,471,316	\$12,050,961	\$12,932,249	7.31%
Total Transactions Processed	No Goal	34,563	34,926	37,784	37,834	0.13%
% of Utility Payments Made Outside Office	Increase	38.1%	45.8%	51.3%	56.8%	14.8% in # of online payments

	2018	2019	2020	2021	2022	2023
Meter Re-Reads	607	791	1,140	1,156	1,142	1,285
Emergency Assistances Processed	27	14	6	14	18	20



# 2023 Annual Report: Finance

Audit Type	Goal	2018	2019	2020	2021	2022
Accountability	Clean	Clean	Clean	Clean	Clean	Clean
Financial	Clean	Clean	Clean	Clean	Clean	Clean

General Obligation Bond Rating			
	2012	2014	2016
General Obligation	AA-	AA	AA

Water & Sewer Bond Rating					
	2013	2014	2015	2016	2017
Water & Sewer Bond	A+	AA	A+	A+	A+



# 2023 Annual Report: Information Technology

	2019	2020	2021	2022	2023	%Change
<b>Helpdesk Requests</b>	468	483	438	628	528	-16%
<b>Resolved within 9 business hours</b>	85%	86%	88%	82%	91%	+9%

E-Mail	Legitimate	Bulk	Viruses	Spam	Blocked/Other	Total Inbound
<b>2023</b>	218,141	122,945	60	21,273	42,605	405,024
<b>2022</b>	208,579	90,980	51	20,418	53,028	373,056

Phishing Tests						
Industry Std. 4%	2019	2020	2021	2022	2023	%Change
<b>Average Phish-prone</b>	8.4%	9.1%	4.2%	4.8%	3.3%	-1.5%

This represents successful phishing attempts, meaning the user fell victim to monthly test e-mails. This represents around 3-4 users per month.



# 2023 Annual Report: Accomplishments

## Finance:

- Received clean Accountability and Financial Audits for fiscal year 2022 financial statements
- Awarded Government Finance Officers Association (GFOA) Distinguished Budget Award for 2023 budget
- Hired Finance & Payroll Analyst and Accounting Specialist



# 2023 Annual Report: Accomplishments

## Information Technology:

- The Phishing Test program yielded 4 months with 0 users that clicked on a Phishing e-mail, 3 of which were consecutive, as well as one month receiving the highest phish e-mail identifications months by staff at 31.
- Provided month long staff training for CyberSecurity Awareness month.
- Completed an upgrade of all Wireless Access Points across city buildings.
- Completed converting remaining staff computers to laptops based on ability to work remote (around 65% total now). The rest will remain on desktop computers.
- Implemented a new storage system that doubled current capacity and increased the speed for our internal data transfers.



# 2023 Annual Report: 2024 Goals

## Finance:

- Receive GFOA Budget Award for the 2024 Budget
- Clean 2023 Financial and Accountability Audit
- Enhanced financial forecasting, reporting and tracking
- Remote deposit capture & positive pay implementation
- Itemized utility bills
- Evaluate the outsourcing of utility bill printing, stuffing and mailing

## Information Technology:

- Complete implementation of 3CX phone system
- Replace end of life network switches and firewalls
- Deploy new and better-quality tunnel cameras



# Questions & Discussion

For More Information

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**City of Washougal**