Department Report

MEETING DATE: December 13, 2021

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology - October-November Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from October 1 through November 30, 2021.

a. The IT Department held three training sessions for all users: "Microsoft Outlook Training and Office 365 Overview". We demonstrated select features of the Outlook email client that can help with productivity and ease of use, as well as some of the benefits available with other Office 365 tools, such as Teams for online meetings, collaboration and communication and OneDrive for online data storage accessible from everywhere with an Internet connection.

b. Successfully tested Windows authentication in the New World ERP test environment, which will be configured on the live system on December 6. This will eliminate another additional password for users to remember.

c. Ubiquiti network switch refresh project is in progress; 18 of the 20 new switches have been installed.

d. Executime time and attendance software implementation project testing phase was completed. Paper timesheets are no longer in use, as of October 7, 2021. Import of Fire Rescue payroll data from Vector Solutions Scheduling (formerly Crewsense) is fully functional.

e. Windows Server 2019 operating system upgrade project in progress. New domain controllers deployed, providing updated user login and access control features.

f. Project under way to implement Center for Internet Security (CIS) Controls on all City computers. This is a set of configuration best practices designed to harden systems against attack.

g. Monthly KnowBe4 simulated phishing test results:

   a. **October:** links clicked: 6, attachments opened: 1, phish-prone users: 5.7% (up from 3.6% in the previous month's campaign).

   b. **November:** links clicked: 2, attachments opened: 0, phish-prone users: 1.4% (down from 5.7% in the previous month's campaign).

   Repeat clickers continue to be assigned increasingly comprehensive remedial training.

SERVICE DESK REQUESTS

October

DEPARTMENT	CURRENT PERIOD	FY 2020 YTD	FY 2021 BUDGET
Administration	8	87	-
Building	10	60	-
Community & Recreation Svcs.	6	51	-
Finance	9	114	-
Fire/Rescue	12	74	-
Information Technology	0	38	-
Planning & Engineering	4	40	-
Public Works	7	84	-
Purchasing	2	31	-
Youth Programs	4	63	-
Total Service Desk Requests	**62**	**642**	**350**

November

DEPARTMENT	CURRENT PERIOD	FY 2020 YTD	FY 2021 BUDGET
Administration	8	95	-
Building	4	64	-
Community & Recreation Svcs.	4	55	-
Finance	7	121	-
Fire/Rescue	20	94	-
Information Technology	5	43	-
Planning & Engineering	5	45	-
Public Works	3	87	-
Purchasing	6	37	-
Youth Programs	2	65	-
Total Service Desk Requests	**64**	**706**	**350**