



Department Report

MEETING DATE: October 17, 2022

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – September 2022 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from September 1-30, 2022.

- a. Enterprise Permitting & Licensing (EPL) cloud migration project - Stage 2 - Assess & Define stage is approaching completion. Tyler Technologies and Greenacres staff have been working closely together to map current processes and workflows to the new system. Stage 3 is Prepare Solution, wherein Tyler staff will build and configure the new environment based on the findings in Stage 2. Go-Live is tentatively scheduled to start on March 9, 2023.
- b. Project to upgrade the City's on-premise Laserfiche Document Management System (DMS) to their cloud-based Enterprise Content Management system (ECM) is under way. IT staff has shipped the City's data to Laserfiche for import and scheduled training for end users, admins, forms users and records managers.
- c. Installation of GPS and telematics monitoring equipment in City vehicles is nearly complete, with just a few devices left to install and some fine-tuning to be done.
- d. IT staff is adjusting the CIS Benchmark secure configurations before implementing them on all City computers. These configurations will allow us to achieve approximately 80% compliance with the NIST Cybersecurity Framework (CSF), as reported by the CIS-Cat Assessor that now runs scans periodically to monitor this on an on-going basis.
- e. Ubiquiti network switch refresh project is in progress; 19 of the 20 new infrastructure switches have been installed, and older desk-side switches are being replaced with mini switches from Ubiquiti, so nearly all network traffic can be managed from the same Web interface.
- f. Monthly KnowBe4 simulated phishing test results:
 - a. August - Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (0% maintained from the previous month's campaign).

City personnel continue to exhibit very secure online behavior this month, by paying attention to the email messages they receive and not clicking on unexpected links or opening attachments.

SERVICE DESK REQUESTS

September 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	6	142	-
Community & Recreation Services	6	95	-
Development & Neighborhood Svcs.	12	184	-
Finance	3	162	-
Fire Rescue	12	139	-
Information Technology	2	79	-
Public Works	3	120	-
Purchasing	1	49	-
Youth Programs	2	94	-
Total Service Desk Requests	47	1,064	350