

CITY OF GREENACRES

INTEROFFICE MEMORANDUM 2021.08GB2.01

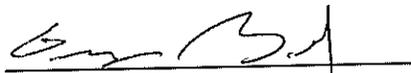
TO: Andrea McCue, City Manager
FROM: Georges Bayard, Director of Information Technology
SUBJECT: Information Technology Department Activity Report
DATE: August 6, 2021

The following report provides the highlights of activity within the Information Technology Department for the reporting period from July 1 through July 31, 2021.

- a. Ubiquiti network switch refresh project is in progress; 13 of the 20 new switches have been installed.
- b. Executime time and attendance software implementation is in training phase.
- c. Project under way to upgrade server computers to the latest version of the Windows operating system.
- d. 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.
- e. Monthly KnowBe4 simulated phishing test: Links clicked: 8, Attachments opened: 0. Phish-prone users: 6.1%. Clickers were automatically assigned 5 minute remedial training. Repeat offenders will have more extensive training.

IT Requests

DEPARTMENT	CURRENT PERIOD	FY 2020 YTD	FY 2021 BUDGET
Administration	12	65	-
Building	6	42	-
Community & Recreation Svcs.	4	32	-
Finance	18	84	-
Fire/Rescue	8	38	-
Information Technology	8	26	-
Planning & Engineering	7	20	-
Public Works	5	70	-
Purchasing	3	21	-
Youth Programs	3	53	-
Total Technical Service Requests	74	451	350



Georges Bayard
Director of Information Technology