



## Department Report

**MEETING DATE:** December 19, 2022

**FROM:** Georges Bayard, Director, Information Technology

**SUBJECT:** Department of Information Technology – October-December 2022 Activity Report

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### DEPARTMENT HIGHLIGHTS

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

- a. Enterprise Permitting & Licensing (EPL) cloud migration project - Stage 2 - Assess & Define stage is very close to completion. Tyler Technologies and Greenacres staff have been working closely to complete the mapping of current processes and workflows to the new system. During Stage 2 - Prepare Solution, Tyler staff will configure the new environment based on the documentation generated 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. The City's document repository has been migrated and is in the process of being verified. Initial training for end users, admins, forms users and records managers has been completed.
- c. 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.
- d. Annual mandatory Security Awareness Training was completed by all City staff.
- e. Monthly KnowBe4 simulated phishing test results:
  - a. October - Links clicked: 0; attachments opened: 2; replied: 0; Phish-prone users (vulnerable to phishing attacks): 1.4% (up from 0% from the previous month's campaign).
  - b. November - Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (down from 1.4% from the previous month's campaign).

City personnel continue to exhibit secure online behavior, paying attention to inbound email messages and not opening unexpected links or attachments.

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## SERVICE DESK REQUESTS

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### October 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	7	149	-
Community & Recreation Services	4	99	-
Development & Neighborhood Svcs.	15	199	-
Finance	3	165	-
Fire Rescue	8	147	-
Information Technology	2	81	-
Public Works	3	123	-
Purchasing	6	55	-
Youth Programs	1	95	-
<b>Total Service Desk Requests</b>	<b>49</b>	<b>1,113</b>	<b>350</b>

### November 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	2	151	-
Community & Recreation Services	3	102	-
Development & Neighborhood Svcs.	10	209	-
Finance	9	174	-
Fire Rescue	5	152	-
Information Technology	3	84	-
Public Works	1	124	-
Purchasing	1	56	-
Youth Programs	2	97	-
<b>Total Service Desk Requests</b>	<b>36</b>	<b>1,149</b>	<b>350</b>