



Department Report

MEETING DATE: March 6, 2023

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – January 2023 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from January 1-31, 2023.

- a. The Tyler Technologies Enterprise Permitting & Licensing (EPL) cloud migration project is still in Stage 2 - Assess & Define. Tyler and Greenacres staff continue to work on mapping current processes and workflows to the new system. A revised Go-Live date is to be determined.
- b. The City's new, hybrid Flash data storage disk array was installed by Dell technicians and configured to work with the new Microsoft Hyper-V virtual server environment. Most virtual servers were migrated from the old Citrix Hypervisor to the new environment. Migrated servers show noticeable performance improvement over the old environment. This project will be completed by the end of February.
- c. The new Zscaler Private Access VPN replacement is in testing with several City users, providing simplified access to City network resources from external locations. This project will be completed by the end of February.
- d. The new projector and screen in Council Chambers were installed on schedule and are now fully functional, providing a greatly improved, straight-ahead angle of view with greater display resolution. This results in more comfortable and effective viewing of presentations for the public.
- e. 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.
- f. Monthly KnowBe4 simulated phishing test results:
 - a. Links clicked: 2; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 1.3% (up from 0% 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.

SERVICE DESK REQUESTS

January 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	4	17	-
Community & Recreation Services	1	9	-
Development & Neighborhood Svcs.	14	50	-
Finance	9	26	-
Fire Rescue	6	25	-
Information Technology	4	11	-
Public Works	4	11	-
Purchasing	1	10	-
Youth Programs	2	7	-
Total Service Desk Requests	45	166	500