



## Department Report

**MEETING DATE:** April 18, 2022

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

**SUBJECT:** Department of Information Technology – March 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, 2022.

- a. New Systems Engineer Yves Rosena joined us on April 7. He is currently in training on our systems.
- b. Configured three (3) new wireless mobile credit card readers for use during Egg'stravaganza in Samuel J. Ferreri Community Park.
- c. Installed a new TV with cable service in the City Hall Administration waiting area.
- d. Working with Development & Development Services Department staff to prepare for the project to migrate to the cloud-based Energov SaaS system for Community Development, from our current Energov Desktop and New World ERP CD module. The project is expected to kickoff possibly in June and take 8-9 months to complete.
- e. Ubiquiti network switch refresh project is in progress; 18 of the 20 new switches have been installed.
- f. Monthly KnowBe4 simulated phishing test results:
  - a. Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (down from 2% in the previous month's campaign).

All City personnel is exhibiting secure online behavior by paying attention to the email messages they receive and not clicking on links or opening attachments indiscriminately. This is the first time we have had no failures during the course of a simulated phishing test.

---

---

## SERVICE DESK REQUESTS

---

**March 2022**

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	8	117	-
Community & Recreation Svcs.	9	76	-
Development & Neighborhood Svcs.	6	142	-
Finance	3	140	-
Fire/Rescue	3	111	-
Information Technology	6	60	-
Public Works	3	96	-
Purchasing	2	45	-
Youth Programs	4	80	-
<b>Total Service Desk Requests</b>	<b>44</b>	<b>867</b>	<b>350</b>