Department Report

MEETING DATE: April 15, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – March 2024 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from March 1 – March 31, 2024.

1. Went live with the Facilities Service Desk for the Public Works Building Services Division. This modern capability replaces the inefficient work order system in New World ERP. It provides reporting capabilities that were not available in the previous system. It is within the same environment as the IT Service Desk, providing a familiar interface for users.

2. Testing of the new Youth Programs registration form in Laserfiche, to allow online registrations and automatic processing of submitted forms in the City's Document Management System.

3. Working through RFP # 24-009: Security Camera and Access Control System Services. First selection committee meeting was on 3/6/2024.

4. New hire onboarding requests completed: 4

5. Employee separation requests completed: 1

6. Monthly KnowBe4 simulated phishing test results:

    a. Links clicked: 6; attachments opened: 0; Phish-prone users (vulnerable to phishing attacks): 3.47% (slightly up from 3.23 % during the previous month's campaign).

    The overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. We saw a slight increase in the number of users failing simulated phishing tests after we elevated the level of sophistication of the new phishing campaigns to reflect the increasingly effective methods used by attackers. In the four months since, this number has decreased overall as users become more wary. We will continue to monitor this activity and promote good cyber hygiene.

SERVICE DESK REQUESTS

March 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	7	64	-
Community & Recreation Services	5	41	-
Development & Neighborhood Svcs.	8	98	-
Finance	9	56	-
Fire Rescue	6	40	-
Information Technology	2	15	-
Public Works	0	23	-
Purchasing	3	18	-
Youth Programs	2	16	-
Total Service Desk Requests	**42**	**371**	**600**