## Department Report

**MEETING DATE:** June 17, 2024

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

**SUBJECT:** Department of Information Technology – May 2024 Activity Report

### DEPARTMENT HIGHLIGHTS

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

1. Testing is ongoing for the new Youth Programs registration form in Laserfiche, providing the capability for online registrations, and automatic processing of submitted forms in the City's Document Management System.

2. The paperless Personnel Action Request (PAR) form in New World ERP is in testing between Human Resources and select departments.

3. Migration of all users' individual network data storage space from the local Z drive to the Microsoft OneDrive cloud storage is nearly completed.

4. Assisted the successful participation by D&NS staff in the Palm Beach County GIS Damage Assessment testing exercise, in which they can use City iPads to report damage within the City after disasters such as hurricanes. This aggregated data can then be viewed in near-real-time by personnel in the Emergency Operations Center.

5. Submitted application and received award letter for year two of the Florida Local Government Cybersecurity Grant.

6. Staff attended two conferences: the Governor's Hurricane Conference and Tyler Connect (vendor for the City New World ERP software).

7. Monthly KnowBe4 simulated phishing test results:

   a. **May:** Links clicked: 3; attachments opened: 0; QR codes scanned: 1. Phish-prone users (vulnerable to phishing attacks): 2.3% (down from 6.86% during the previous month's campaign).

   The overall online behavior of City personnel remains more cautious than the average KnowBe4 customer, despite the slight increase in the number of users failing simulated phishing tests. Those users continue to be assigned remedial training to reinforce secure handling of emails. The elevated level of sophistication in the current phishing campaigns reflects the increasingly effective methods used by attackers. We will continue to monitor this activity and promote good cyber hygiene.

# SERVICE DESK REQUESTS

**May 2024**

| DEPARTMENT | CURRENT PERIOD | FY 2024 YTD | FY 2024 BUDGET |
|---|---|---|---|
| Administration | 15 | 89 | - |
| Community & Recreation Services | 7 | 59 | - |
| Development & Neighborhood Svcs. | 25 | 135 | - |
| Finance | 8 | 72 | - |
| Fire Rescue | 1 | 45 | - |
| Information Technology | 3 | 22 | - |
| Public Works | 2 | 30 | - |
| Purchasing | 1 | 19 | - |
| Youth Programs | 3 | 21 | - |
| **Total Service Desk Requests** | **65** | **492** | **600** |