Department Report

MEETING DATE: August 15, 2022

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – July 2022 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from July 1-31, 2022.

a. Enterprise Permitting & Licensing (EPL) cloud migration project - Hosted the Project Manager from Tyler Technologies for the Stakeholder Presentation, signaling the completion of the project's Stage 1 - Initiate & Plan. We are now in Stage 2 - Assess & Define. Tyler Technologies and Greenacres staff are working closely together to map current processes and workflows to the new system. Go-Live is tentatively scheduled to start on March 9, 2023.

b. Installation of GPS and telematics monitoring equipment in City vehicles is approximately two thirds complete. The IT Director is assisting the City Manager and HR Director in developing a policy for use of the system.

c. As part of the effort to implement secure configurations on all City computers in accordance with the NIST Cybersecurity Framework, staff has implemented and begun testing a system to run assessment scans on all City computers.

d. Staff installed a micro form-factor computer under the staff table in Council Chambers, providing a more reliable solution than the laptop that was previously used to display presentations.

e. Ubiquiti network switch refresh project is in progress; 18 of the 20 new infrastructure switches have been installed, and older desk-side switches are being replaced with mini switches from Ubiquiti, so all switches can be managed from the same Web interface.

f. Monthly KnowBe4 simulated phishing test results:

    a. July - Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (down from 0.7% in the previous month's campaign).

City personnel exhibited very secure online behavior this month, by paying attention to the email messages they receive and not clicking on unexpected links or opening attachments.

SERVICE DESK REQUESTS

July 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	7	130	-
Community & Recreation Svcs.	1	80	-
Development & Neighborhood Svcs.	8	157	-
Finance	0	145	-
Fire/Rescue	8	123	-
Information Technology	6	70	-
Public Works	8	113	-
Purchasing	1	46	-
Youth Programs	1	88	-
Total Service Desk Requests	**40**	**952**	**350**