



## Department Report

**MEETING DATE:** October 18, 2021

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

**SUBJECT:** Department of Information Technology - September Activity Report

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### DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from September 1 through September 30, 2021.

- a. Ubiquiti network switch refresh project is in progress; 16 of the 20 new switches have been installed.
- b. Executime time and attendance software implementation project testing phase in progress, paper timesheets will be retired after payroll ending October 6, 2021.
- c. Windows Server 2019 operating system upgrade project in progress. New domain controllers deployed, providing updated user login and access control features.
- d. Project under way to implement Center for Internet Security (CIS) Controls on all City computers. This is a set of configuration best practices designed to harden systems against attack.
- e. Monthly KnowBe4 simulated phishing test: links clicked: 4, attachments opened: 1, phish-prone users: 3.5% (up from 2.1% in last month's campaign). Clickers were automatically assigned remedial training.

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### SERVICE DESK REQUESTS

DEPARTMENT	CURRENT PERIOD	FY 2020 YTD	FY 2021 BUDGET
Administration	8	79	-
Building	4	50	-
Community & Recreation Svcs.	4	45	-
Finance	7	105	-
Fire/Rescue	20	62	-
Information Technology	5	38	-
Planning & Engineering	5	36	-
Public Works	3	77	-
Purchasing	6	29	-
Youth Programs	2	59	-
Total Service Desk Requests	64	580	350