



Department Report

MEETING DATE: April 17, 2023

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology - February/March 2023 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from February 1-28 and March 1-31, 2023.

- a. The Tyler Technologies Enterprise Permitting & Licensing (EPL) cloud migration project is still in Stage 2 - Assess & Define. Tyler and Greenacres staff continue to work on mapping current processes and workflows to the new system. Village of Wellington provided extensive demos of how they use this system in their environment, to aid in our development process. A revised Go-Live date is to be determined.
 - b. The project to migrate all the City's virtual servers from the old Citrix Hypervisor to the new Microsoft Hyper-V environment, with all server data stored on the City's new, hybrid Flash data storage disk array was completed as planned in February. Migrated servers show noticeable performance improvement over the old environment.
 - c. The new Zscaler Private Access VPN replacement was deployed to all City users authorized for remote work, providing simplified access to City network resources from external locations. This project was completed in February as planned.
 - d. Began work to prepare the building at 301 Swain Blvd to be occupied by Fire Rescue staff, requiring network connectivity to Palm Beach County Fire Rescue Dispatch and installation of equipment for overhead paging. Palm Beach County Network Services will extend their fiber optic network to the building at no charge to the City. The Purchasing Department assisted via a solicitation to engage a vendor to install security cameras and an access control system for the building.
 - e. Purchased and deployed five (5) new all-in-one classroom computers for the Youth Programs Department.
 - f. IT staff deployed secure computer configuration policies based on modified CIS Benchmark on all City computers. Due to these configurations, our systems are hardened against cyber-attacks, with an average score of 85.9% compliance with the NIST Cybersecurity Framework (CSF), as reported by the CIS-Cat Assessor, which now runs scans periodically to monitor this status on an on-going basis.
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g. Monthly KnowBe4 simulated phishing test results:

- a. February: Links clicked: 3; attachments opened: 1; replied: 0; Phish-prone users (vulnerable to phishing attacks): 2.6% (up from 1.3% from the previous month's campaign).
- b. March: Links clicked: 1; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0.7% (down from 2.6% from the previous month's campaign).

City personnel continue to exhibit secure online behavior, paying attention to inbound email messages and not opening unexpected links or attachments.

SERVICE DESK REQUESTS

February 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	15	32	-
Community & Recreation Services	6	15	-
Development & Neighborhood Svcs.	26	76	-
Finance	7	33	-
Fire Rescue	4	29	-
Information Technology	1	12	-
Public Works	5	16	-
Purchasing	2	12	-
Youth Programs	5	12	-
Total Service Desk Requests	71	237	500

March 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	10	42	-
Community & Recreation Services	6	21	-
Development & Neighborhood Svcs.	17	93	-
Finance	6	39	-
Fire Rescue	1	30	-
Information Technology	0	12	-
Public Works	3	19	-
Purchasing	2	14	-
Youth Programs	2	14	-
Total Service Desk Requests	47	284	500