Department Report

MEETING DATE: February 8, 2023

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – December 2023 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. Began evaluating and discussing the findings and recommended plan of action delivered by consulting firm Plante Moran after their assessment of the Energov implementation project, to determine how the City will plan to move forward.

2. Completed the migration of the New World ERP application and database servers to new Windows Server 2022 virtual machines, upgraded to the latest version.

3. Approaching completion of the project to implement the Qmatic queue management system for Passports and DNS Department services. The new system is expected to go live in January 2024.

4. Coordinated repair of the Community Center Banquet Hall Audio/Visual system that was not able to play sound.

5. Upgraded the City's Laserfiche Cloud account with the Public Forms Portal license, allowing departments to make forms available to the public. Staff is working with Youth Programs personnel to design a new child registration form and build business process automation rules that will automatically process submitted forms and store them according to contained therein, significantly reducing the use of paper and greatly improving the registration process for staff and families. We plan to significantly expand the use of this capability to other departments.

6. Monthly KnowBe4 simulated phishing test results:

    a. **December:** Links clicked: 8; attachments opened: 1; QR code scanned (this is a new one!): 1; Phish-prone users (vulnerable to phishing attacks): 6.37% (up from 4.58% during the previous month's campaign).

    The past two month's phishing tests show an increase in risky behavior over the previous month. However, the overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. The level of sophistication of the new phishing campaigns as well as the number of categories has been increased very slightly, to reflect the increasingly effective methods used by attackers, but they still contain the red flags that we expect our users to identify as they exercise caution in reviewing all email messages. We will continue to monitor this activity and promote good cyber hygiene.

SERVICE DESK REQUESTS

December 2023

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	5	34	-
Community & Recreation Services	3	25	-
Development & Neighborhood Svcs.	18	66	-
Finance	11	30	-
Fire Rescue	3	18	-
Information Technology	4	10	-
Public Works	1	16	-
Purchasing	0	11	-
Youth Programs	3	9	-
Total Service Desk Requests	**48**	**219**	**600**