



Department Report

MEETING DATE: March 18, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – Jan-Feb 2024 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from January 1 - February 29, 2024.

1. Went live with the QMatic queue management system for Passport Services and DNS.
2. Went live on the Web site with the updated WebTrac system for Online Registration and Payments for Community & Recreation Services.
3. Developing the new Youth Programs registration form in Laserfiche, to allow online registrations, and automatic processing of submitted forms in the City's Document Management System.
4. Staff restored sixteen (16) lightning-damaged security cameras in the parks to operational status and took measures to improve the grounding of outdoor camera installations.
5. Worked with the Purchasing Department to develop and advertise RFP # 24-009: Security Camera and Access Control System Services. First selection committee meeting on 3/6/2024.
6. Completed the interconnection to the County Fire Rescue network at 301 Swain Blvd for Fire Rescue Station 96, via the County's fiberoptic network.
7. Monthly KnowBe4 simulated phishing test results:
 - a. **January:** Links clicked: 5; attachments opened: 0; Phish-prone users (vulnerable to phishing attacks): 3.23% (down from 6.37% during the previous month's campaign).
 - b. **February:** Links clicked: 3; attachments opened: 1; Phish-prone users (vulnerable to phishing attacks): 2.38% (down from 3.23% during the previous month's campaign).

The overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. We saw a slight increase in the number of users failing simulated phishing tests after we elevated the level of sophistication of the new phishing campaigns to reflect the increasingly effective methods used by attackers. In the past three months this number has decreased as users become more wary. We will continue to monitor this activity and promote good cyber hygiene.

SERVICE DESK REQUESTS

January 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	9	43	-
Community & Recreation Services	7	32	-
Development & Neighborhood Svcs.	10	76	-
Finance	10	40	-
Fire Rescue	8	26	-
Information Technology	0	10	-
Public Works	4	20	-
Purchasing	4	15	-
Youth Programs	3	12	-
Total Service Desk Requests	55	274	600

February 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	14	57	-
Community & Recreation Services	4	36	-
Development & Neighborhood Svcs.	14	90	-
Finance	7	47	-
Fire Rescue	8	34	-
Information Technology	3	13	-
Public Works	3	23	-
Purchasing	0	15	-
Youth Programs	2	14	-
Total Service Desk Requests	55	329	600