



Department Report

MEETING DATE: October 21, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – September 2024 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from September 1 - September 30, 2024.

1. The paperless Personnel Action Request (PAR) form in New World ERP is nearing the end of testing for all departments.
2. Developing paperless processes for requisitions and purchase orders, and for Purchasing card (“P-card”) reconciliations. The objective is to automate as much as possible the generation of these documents and their storage in the appropriate locations in the Laserfiche document management system.
3. Continuing development of new, consolidated IT Service Desk ticket templates, to reduce the number of available items for users to choose from. This will help provide more complete information for IT staff to work on any given issue, while simplifying the request process for the users.
4. Kicked off implementation of Solarwinds Service Desk for the Vehicle Maintenance division of Public Works, to provide the same interface currently in use for IT and Facilities requests.
5. Kicked off implementation of the Keeper Security password management system for all City users, with capability to securely store passwords for applications and web sites, share them for use within a department, and reassign credentials upon shifts in responsibilities. An added benefit is each user gets a Family Plan at no charge, for use by up to five family members on unlimited devices while they are in the City’s employ.
6. Monthly KnowBe4 simulated phishing test results:
 - a. **September:** Links clicked: 5; attachments opened: 1; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 3.24 % (slightly down from 3.31 % during the previous month’s campaign).

While the use of Artificial Intelligence (AI) in current real phishing campaigns significantly increases the effectiveness of attackers’ messaging, the overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. Users who take actions they shouldn’t continue to be assigned remedial training to reinforce secure handling of emails. As October is National Cybersecurity Awareness month, we are preparing to deploy the new annual training with updated content, and refreshed phishing campaigns, to encourage continuing good cyber hygiene.

SERVICE DESK REQUESTS

September 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	11	142	-
Community & Recreation Services	10	94	-
Development & Neighborhood Svcs.	13	176	-
Finance	1	98	-
Fire Rescue	5	78	-
Information Technology	1	28	-
Public Works	2	41	-
Purchasing	2	27	-
Youth Programs	3	43	-
Total Service Desk Requests	48	727	600



CYBER HYGIENE

REPORT CARD

City of Greenacres



0
Hosts with unsupported software



0
Potentially Risky Open Services



0%
No Change in Vulnerable Hosts

HIGH LEVEL FINDINGS

LATEST SCANS

July 31, 2024 – August 28, 2024

Completed host scan on all assets

No vulnerability scans yet

Last vulnerability scan on all hosts

ASSETS OWNED

32
No Change

HOSTS

0
No Change

VULNERABLE HOSTS

0
No Change
0% of hosts vulnerable

ASSETS SCANNED

32
No Change
100% of assets scanned

SERVICES

0
No Change

VULNERABILITIES

0
No Change

VULNERABILITIES

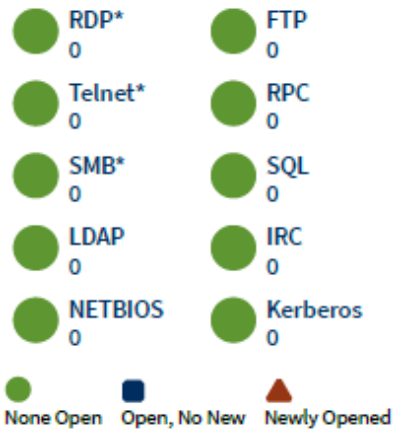
SEVERITY BY PROMINENCE



VULNERABILITY RESPONSE TIME



POTENTIALLY RISKY OPEN SERVICES



Service counts are best guesses and may not be 100% accurate. Details can be found in "potentially-risky-services.csv" in Appendix G.

* Denotes the possibility of a network management interface.