Department Report

MEETING DATE: May 20, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – April 2024 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. Testing 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.

2. Held kickoff meeting to initiate service with Convergint for maintenance and support of security camera and access control systems.

3. Worked with Human Resources to configure the paperless Personnel Action Request form in New World ERP.

4. Initiated the migration of all users' individual network data storage space from the local Z drive to the Microsoft OneDrive cloud storage.

5. All Directors and IT Department staff completed executive-level cybersecurity training, as required by State Statute 282.3185, the "Local Government Cybersecurity Act".

6. Enforced multifactor authentication (MFA) for users with secure remote access to the City's network.

7. Monthly KnowBe4 simulated phishing test results:

    a. **April:** Links clicked: 10; attachments opened: 2; Phish-prone users (vulnerable to phishing attacks): 6.86% (up from 3.23% during the previous month's campaign).

The overall online behavior of City personnel remains more cautious than the average KnowBe4 customer, despite the slight increase in the number of users failing simulated phishing tests. Those users continue to be assigned remedial training to reinforce secure handling of emails. The elevated level of sophistication in the current phishing campaigns reflects the increasingly effective methods used by attackers. We will continue to monitor this activity and promote good cyber hygiene.

SERVICE DESK REQUESTS

April 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	10	74	-
Community & Recreation Services	11	52	-
Development & Neighborhood Svcs.	12	110	-
Finance	8	64	-
Fire Rescue	4	44	-
Information Technology	4	19	-
Public Works	5	28	-
Purchasing	0	18	-
Youth Programs	2	18	-
Total Service Desk Requests	**42**	**427**	**600**