CITY OF GREENACRES

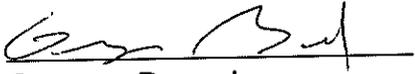## INTEROFFICE MEMORANDUM
2021.09GB2.01

TO: Andrea McCue, City Manager

FROM: Georges Bayard, Director of Information Technology

SUBJECT: Information Technology Department Activity Report

DATE: August 22, 2021

The following report provides the highlights of activity within the Information Technology Department for the reporting period from August 1 through August 31, 2021.

a. Ubiquiti network switch refresh project is in progress; 16 of the 20 new switches have been installed.

b. Executime time and attendance software implementation project is nearing completion; testing phase begins with the pay period starting September 8, 2021.

c. Project under way to upgrade older server computers to the Windows Server 2019 operating system. The City's main file server, housing all data on the network drives, was moved to a completely new virtual machine.

d. Project under way to implement Center for Internet Security (CIS) Controls on all City computers. This is a set of configuration best practices designed to harden systems against attack.

e. Monthly KnowBe4 simulated phishing test: Links clicked: 3, attachments opened: 0, phish-prone users: 2.1% (down from 6.1% in the previous campaign). Clickers were automatically assigned remedial training. One repeat offender was assigned more extensive training.

IT Requests

DEPARTMENT	CURRENT PERIOD	FY 2020 YTD	FY 2021 BUDGET
Administration	6	71	-
Building	4	46	-
Community & Recreation Svcs.	9	41	-
Finance	14	98	-
Fire/Rescue	4	42	-
Information Technology	7	33	-
Planning & Engineering	11	31	-
Public Works	4	74	-
Purchasing	2	23	-
Youth Programs	4	57	-
Total Technical Service Requests	**65**	**516**	**350**

Georges Bayard
Director of Information Technology

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