



Department Report

MEETING DATE: July 15, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – June 2024 Activity Report

DEPARTMENT HIGHLIGHTS

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

1. The new Youth Programs registration form in Laserfiche is being tested by a select group of parents, prior to release to the general public. This will provide online registrations, with automatic processing of submitted forms in the City's Document Management System.
2. The paperless Personnel Action Request (PAR) form in New World ERP is in testing between Human Resources and select departments.
3. Work has begun on the paperless Purchase Order process in New World ERP.
4. Mr. Gregory Osorio was hired in the position of IT Support Specialist and reported for work on June 13, 2024.
5. Migration of all users' individual network data storage space from the local Z drive to the Microsoft OneDrive cloud storage has been completed for all staff except Fire Rescue and Community & Recreation Services.
6. Monthly KnowBe4 simulated phishing test results:
 - a. **June:** Links clicked: 3; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 1.66% (down from 2.3% 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

June 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	11	100	-
Community & Recreation Services	11	70	-
Development & Neighborhood Svcs.	12	147	-
Finance	9	81	-
Fire Rescue	9	54	-
Information Technology	2	24	-
Public Works	2	32	-
Purchasing	2	21	-
Youth Programs	8	29	-
Total Service Desk Requests	66	558	600