



## Department Report

**MEETING DATE:** December 19, 2022

**FROM:** Georges Bayard, Director, Information Technology

**SUBJECT:** Department of Information Technology – December 2022 Activity Report

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### DEPARTMENT HIGHLIGHTS

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The following report provides the highlights of activity within the Information Technology Department for the reporting period from December 1-30, 2022.

- a. Enterprise Permitting & Licensing (EPL) cloud migration project - Stage 2 - Assess & Define stage is very close to completion. Tyler Technologies and Greenacres staff have been working closely to complete the mapping of current processes and workflows to the new system. Tyler provided a demo showing how the documentation being completed by DNS Dept. staff will translate to building the application during Stage 2 - Prepare Solution, to assist in completing that portion of the work. Go-Live is tentatively scheduled to start on March 9, 2023.
- b. The Laserfiche Cloud Enterprise Content Management system (ECM) was released for use by staff. The City's entire document repository was migrated and verified, and some cleanup of duplicate data is in process.
- c. Preparatory steps were taken to migrate the City's virtual server environment to the state-of-the-art Microsoft Hyper-V environment on new, hybrid Flash storage, which will result in a more secure system with much faster data processing. This project is expected to be completed by the end of January.
- d. IT staff is adjusting the CIS Benchmark secure configurations before implementing them on all City computers. These configurations will allow us to achieve approximately 80% compliance with the NIST Cybersecurity Framework (CSF), as reported by the CIS-Cat Assessor that now runs scans periodically to monitor this on an on-going basis.
- e. Monthly KnowBe4 simulated phishing test results:
  - a. October - Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (down from 1.4% from the previous month's campaign).

City personnel continue to exhibit secure online behavior, paying attention to inbound email messages and not opening unexpected links or attachments.

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## SERVICE DESK REQUESTS

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### December 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	4	153	-
Community & Recreation Services	1	100	-
Development & Neighborhood Svcs.	11	210	-
Finance	5	170	-
Fire Rescue	6	153	-
Information Technology	2	83	-
Public Works	3	126	-
Purchasing	2	57	-
Youth Programs	2	97	-
<b>Total Service Desk Requests</b>	<b>36</b>	<b>1,149</b>	<b>350</b>