Department Report

MEETING DATE: September 28, 2022

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – August 2022 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from August 1-31, 2022.

a. Enterprise Permitting & Licensing (EPL) cloud migration project - We are now in Stage 2 - Assess & Define stage. Tyler Technologies and Greenacres staff have been working closely together to map current processes and workflows to the new system. Go-Live is tentatively scheduled to start on March 9, 2023.

b. Kicked off the project to upgrade the City's on-premise Laserfiche Document Management System (DMS) to their cloud-based Enterprise Content Management system (ECM). The new environment is online and IT staff has begun copying the City's data in order to ship it to Laserfiche for import.

c. Installation of GPS and telematics monitoring equipment in City vehicles is nearly complete, with just a few devices left to install and some fine-tuning to be done.

d. As part of the effort to implement secure configurations on all City computers in compliance with the NIST Cybersecurity Framework (CSF), staff has been testing system hardening configurations on all City computers. The CIS-Cat Assessor scans rolled out in conjunction with this allow us to see a 60-70% improvement in compliance levels with the NIST CSF on the devices being tested. Some adjustments are required before implementing these configurations City-wide.

e. Ubiquiti network switch refresh project is in progress; 19 of the 20 new infrastructure switches have been installed, and older desk-side switches are being replaced with mini switches from Ubiquiti, so nearly all network traffic can be managed from the same Web interface.

f. Monthly KnowBe4 simulated phishing test results:

   a. August - Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (0% maintained from the previous month's campaign).

   City personnel continue to exhibit very secure online behavior this month, by paying attention to the email messages they receive and not clicking on unexpected links or opening attachments.

SERVICE DESK REQUESTS

August 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	6	136	-
Community & Recreation Svcs.	9	89	-
Development & Neighborhood Svcs.	15	172	-
Finance	14	159	-
Fire/Rescue	4	127	-
Information Technology	7	77	-
Public Works	4	117	-
Purchasing	2	48	-
Youth Programs	4	92	-
Total Service Desk Requests	**65**	**1,017**	**350**