Department Report

MEETING DATE: July 18, 2022

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – May-June Activity Report

DEPARTMENT HIGHLIGHTS

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

a. Kicked off the major software implementation project to migrate the City's Permitting, Business Tax Receipt, Planning and Code Enforcement to Tyler Technologies' Enterprise Permitting & Licensing (EPL) cloud platform.

b. Kicked off the project to implement a GPS and telematics monitoring system for all City vehicles.

c. Deployed new Apple iPads with 5G mobile connectivity to the Development & Neighborhood Services Department, for improved communication with the County's online Hurricane Damage Assessment system.

d. Ubiquiti network switch refresh project is in progress; 18 of the 20 new switches have been installed, and older desk-side switches are being replaced with mini switches from Ubiquiti, managed from the same interface as the infrastructure switches.

e. Monthly KnowBe4 simulated phishing test results:

   a. May - Links clicked: 2; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 1.4% (up from 0.7% in the previous month's campaign).

   b. June - Links clicked: 1; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0.7% (down from 1.4% in the previous month's campaign).

   City personnel continues to exhibit secure online behavior by paying attention to the email messages they receive and not clicking on links or opening attachments indiscriminately.

SERVICE DESK REQUESTS

May 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	6	123	-
Community & Recreation Svcs.	3	79	-
Development & Neighborhood Svcs.	7	149	-
Finance	5	145	-
Fire/Rescue	4	115	-
Information Technology	4	64	-
Public Works	9	105	-
Purchasing	0	45	-
Youth Programs	7	87	-
Total Service Desk Requests	**45**	**912**	**350**

June 2022

DEPARTMENT	CURRENT PERIOD	FY 2022 YTD	FY 2022 BUDGET
Administration	9	132	-
Community & Recreation Svcs.	2	81	-
Development & Neighborhood Svcs.	11	160	-
Finance	2	147	-
Fire/Rescue	3	118	-
Information Technology	3	67	-
Public Works	4	109	-
Purchasing	2	47	-
Youth Programs	2	89	-
Total Service Desk Requests	**38**	**950**	**350**