Department Report

MEETING DATE: July 17, 2023

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – May-June 2023 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from May 1 to June 30, 2023.

1. The Tyler Technologies Enterprise Permitting & Licensing (EPL) cloud migration project is still in Stage 2 - Assess & Define. Tyler and Greenacres staff continue to work on mapping current processes and workflows to the new system, with significant assistance from the City's contracted Building Official. Terms and Conditions are being renegotiated with the vendor for a more fully customized implementation process. A revised Go-Live date is to be determined.

2. Continued work to prepare the building at 301 Swain Blvd to be occupied by Fire Rescue staff, requiring network connectivity to Palm Beach County Fire Rescue and installation of overhead paging equipment. Palm Beach County Network Services is in the process of installing fiber optic network connectivity at no charge to the City. Installation of security cameras and access control is nearly complete.

3. IT has begun the process to implement a suite of complimentary cybersecurity services offered by the state as part of the Florida Local Government Cybersecurity Grant Program. Fully funded by the Florida Digital Service (FL[DS]), these services will replace certain budgeted cybersecurity expenses and add new layers of security and support, and include the following:

   a. Security Operations Platform that will gather information from all security systems (i.e. endpoint protection, firewall, authentication event logs, remote access, etc.) in one centralized portal, monitored by IT staff as well as an external Security Operations Center (SOC) that can also assist in remediating any potential issues.

   b. E-mail Security management, providing comprehensive filtering of inbound and outbound email, with powerful tools such as immediate removal of a suspicious message from all City mailboxes.

   c. External Attack Surface Management, providing constant monitoring of the City's Internet-facing resources for potential vulnerabilities.

   The FL[DS] Cybersecurity Operations Center (CSOC) will provide monitoring and support in case of potential incidents. Their implementation deadline is 9/30/2023.

4. Deployed a new cloud-based digital signage solution for the dynamic display of informational content to the public on wall-mounted televisions in Community Center and Youth Programs.

5. Monthly KnowBe4 simulated phishing test results:

    a. **May:** Links clicked: 1; attachments opened: 2; replied: 0; Phish-prone users (vulnerable to phishing attacks): 2% (down from 3.9% during the previous month's campaign).

    b. **June:** Links clicked: 0; attachments opened: 0; replied: 0; Phish-prone users (vulnerable to phishing attacks): 0% (down from 2% during the previous month's campaign).

City personnel had a perfect score in the last phishing campaign, exhibiting secure online behavior across the board. By paying attention to inbound email messages and not opening unexpected links or attachments, all contributed to the City's good cyber hygiene. We were proud of this result and will continue to promote this level of caution and monitor for compliance.

SERVICE DESK REQUESTS

May 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	10	58	-
Community & Recreation Services	7	35	-
Development & Neighborhood Svcs.	18	131	-
Finance	9	55	-
Fire Rescue	5	37	-
Information Technology	2	15	-
Public Works	5	30	-
Purchasing	3	18	-
Youth Programs	6	24	-
Total Service Desk Requests	**65**	**403**	**500**

June 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	4	62	-
Community & Recreation Services	10	45	-
Development & Neighborhood Svcs.	15	146	-
Finance	6	61	-
Fire Rescue	4	41	-
Information Technology	1	16	-
Public Works	4	34	-
Purchasing	2	20	-
Youth Programs	5	29	-
Total Service Desk Requests	**51**	**454**	**500**