



Department Report

MEETING DATE: May 15, 2023

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – April 2023 Activity Report

DEPARTMENT HIGHLIGHTS

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

- a. 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. A revised Go-Live date is to be determined.
- b. 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 Dispatch and installation of equipment for overhead paging. Palm Beach County Network Services will extend their fiber optic network to the building at no charge to the City. The Purchasing Department assisted via a solicitation to engage a vendor to install security cameras and an access control system for the building.
- c. IT staff began evaluating Managed Security Incident & Event Management (SIEM) products. This will significantly improve the City's cybersecurity posture by adding another layer of security to existing measures. The SIEM 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.
- d. Monthly KnowBe4 simulated phishing test results:
 - a. Links clicked: 4; attachments opened: 2; replied: 0; Phish-prone users (vulnerable to phishing attacks): 3.9% (up from 0.7% from the previous month's campaign).

Although City personnel continue to exhibit secure online behavior by paying attention to inbound email messages and not opening unexpected links or attachments, the slightly higher click rate indicates that some require remedial training, which was assigned upon the occurrence of the dangerous clicks. We continue to monitor this behavior.

SERVICE DESK REQUESTS

April 2023

DEPARTMENT	CURRENT PERIOD	FY 2023 YTD	FY 2023 BUDGET
Administration	6	48	-
Community & Recreation Services	7	28	-
Development & Neighborhood Svcs.	20	113	-
Finance	7	46	-
Fire Rescue	2	32	-
Information Technology	1	13	-
Public Works	6	25	-
Purchasing	1	15	-
Youth Programs	4	18	-
Total Service Desk Requests	54	338	500