Department Report

MEETING DATE: November 18th, 2024

FROM: Georges Bayard, Director, Information Technology

SUBJECT: Department of Information Technology – October 2024 Activity Report

DEPARTMENT HIGHLIGHTS

The following report provides the highlights of activity within the Information Technology Department for the reporting period from October 1 - October 31, 2024.

1. In conjunction with October as National Cybersecurity Awareness month, updated annual security awareness training was assigned to all City users, with updated content referencing current techniques used by malicious actors, often assisted by artificial intelligence. A refreshed monthly simulated phishing campaign will continue to test users' adherence to good cyber hygiene.

2. The paperless Personnel Action Request (PAR) form in New World ERP testing was completed and it was placed in production effective 10/31/2024.

3. Development of paperless processes for requisitions and purchase orders, and for Purchasing card ("P-card") reconciliations is still proceeding. The objective is to automate as much as possible the generation of these documents and their storage in the appropriate locations in the Laserfiche document management system.

4. Continuing development of new, consolidated IT Service Desk ticket templates, to reduce the number of available items for users to choose from. This will help provide more complete information for IT staff to work on any given issue, while simplifying the request process for the users.

5. Implementation of Solarwinds Service Desk for the Vehicle Maintenance division of Public Works is proceeding. It is expected to go live before the end of the year

6. Implementation of the Keeper Security password management system for all City users is proceeding, which will provide capability to securely store application and web site credentials, share them for use within a department, and reassign them upon shifts in responsibilities. It will also provide a Family Plan at no charge to all employees.

7. Monthly KnowBe4 simulated phishing test results:

   a. **October:** Links clicked: 4; attachments opened: 0; QR codes scanned: 0. Phish-prone users (vulnerable to phishing attacks): 2.2%, down from 3.34 % during the previous month's campaign.

While the use of Artificial Intelligence (AI) in current real phishing campaigns significantly increases the effectiveness of attackers' messaging, the overall online behavior of City personnel remains more cautious than the average KnowBe4 customer. Users who take actions they shouldn't continue to be assigned remedial training to reinforce secure handling of emails.

SERVICE DESK REQUESTS

October 2024

DEPARTMENT	CURRENT PERIOD	FY 2024 YTD	FY 2024 BUDGET
Administration	8	150	-
Community & Recreation Services	4	98	-
Development & Neighborhood Svcs.	14	190	-
Finance	6	104	-
Fire Rescue	6	84	-
Information Technology	2	30	-
Public Works	3	44	-
Purchasing	1	28	-
Youth Programs	6	49	-
Total Service Desk Requests	**50**	**777**	**600**

CYBER HYGIENE

REPORT CARD

City of Greenacres

0
Hosts with unsupported software

0
Potentially Risky Open Services

0%
No Change in Vulnerable Hosts

HIGH LEVEL FINDINGS

LATEST SCANS

July 31, 2024 — August 28, 2024
Completed host scan on all assets

No vulnerability scans yet
Last vulnerability scan on all hosts

ASSETS OWNED

32
No Change

ASSETS SCANNED

32
No Change
100% of assets scanned

HOSTS

0
No Change

SERVICES

0
No Change

VULNERABLE HOSTS

0
No Change
0% of hosts vulnerable

VULNERABILITIES

0
No Change

VULNERABILITIES

SEVERITY BY PROMINENCE

0
CRITICAL
0 RESOLVED
0 NEW

0
HIGH
0 RESOLVED
0 NEW

0
MEDIUM
0 RESOLVED
0 NEW

0
LOW
0 RESOLVED
0 NEW

VULNERABILITY RESPONSE TIME

0 DAYS
0 Days — 15+ Days
MAX AGE OF ACTIVE CRITICALS

0 DAYS
0 Days — 30+ Days
MAX AGE OF ACTIVE HIGHS

POTENTIALLY RISKY OPEN SERVICES

RDP*
0

FTP
0

Telnet*
0

RPC
0

SMB*
0

SQL
0

LDAP
0

IRC
0

NETBIOS
0

Kerberos
0

None Open   Open, No New   Newly Opened
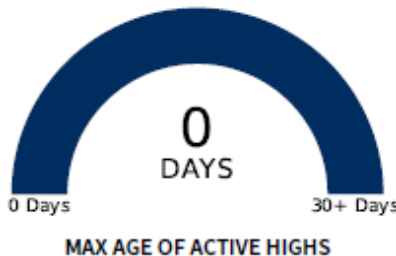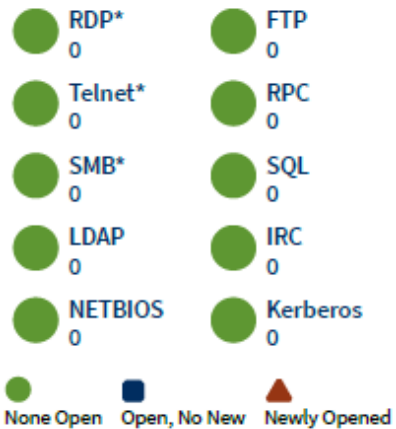
Service counts are best guesses and may not be 100% accurate. Details can be found in "potentially-risky-services.csv" in Appendix G.

* Denotes the possibility of a network management interface.