

Technology Department

- **CJIS Network Topology and Audit Preparation:**

- Substantial progress was made on the city's comprehensive network topology map in preparation for CJIS cybersecurity audits. The map now documents all devices, VLANs, and Layer 2 and 3 configurations across City Hall, Public Works, and Code Enforcement. This initiative will serve as a centralized compliance reference, ensuring greater visibility and efficiency during external audits while setting a foundation for future network segmentation improvements.

- **Public Works Phone System Consolidation:**

- The Public Works phone system was reconfigured to unify incoming call distribution and voicemail management. The department now uses a shared mailbox and updated auto-attendant routing that ensures calls are answered and tracked more efficiently. These changes improve communication transparency while simplifying future onboarding and extension management across the department.

- **Payroll Calendar Integration and Process Standardization:**

- A new centralized payroll calendar was integrated into the Microsoft 365 "All Personnel" group calendar to improve visibility of key deadlines across all departments. This process eliminates redundant email attachments and allows H.R. to maintain updates directly. The effort also established a standardized model for citywide event and communication scheduling within the shared platform.

- **Security and System Stability Enhancements:**

- Addressed system performance interruptions and false alerts by refining policy configurations and administrative access procedures. These adjustments reduced unnecessary disruptions, improved overall reliability, and allowed for more efficient handling of system-level alerts. Network activity monitoring and response methods were also updated to enhance consistency in cybersecurity practices citywide.

Technology Department

(Continued)

- **Financial Workflow Alignment and Process Improvement:**

- Collaborated with Finance to refine recurring invoice handling and ensure consistency with the city's purchasing policies. Clarified recurring charges under long-term agreements to reduce redundant approvals and improve financial documentation accuracy. These workflow improvements promote greater efficiency and transparency while strengthening interdepartmental coordination.

- **Website Refinement and Departmental Updates:**

- Implemented targeted improvements to the city's website by updating RFP postings, district maps, and application forms to ensure accurate information and better public access. Adjusted backend configurations to resolve display inconsistencies and improve document navigation. These refinements enhance public transparency and ensure departmental information remains clear and up to date.

- **Facility Infrastructure and System Maintenance:**

- Completed infrastructure quality assurance across multiple city facilities to validate cabling integrity, signal strength, and hardware performance. Applied routine software and firmware updates to improve operational reliability and security across network and audiovisual systems. These actions support consistent service availability and minimize downtime during public meetings and departmental operations.

- **Operational Collaboration and Continued Support:**

- Worked closely with leadership and departmental staff to address ongoing technology needs while balancing priorities across multiple projects. Continued to provide responsive technical guidance, system improvements, and documentation that support both immediate operational continuity and long-term planning. These collective efforts reflect a continued commitment to collaboration, accountability, and citywide service enhancement.