Technology Department

- **Council Chambers A/V and Remote Participation Enhancements:**

  o Extensive troubleshooting was conducted to enable remote participation for Council meetings, addressing system limitations that prevented seamless two-way communication due to audio feedback issues. The Emergency Operations Center (EOC) cart was identified as the best available solution to ensure a clear and stable presentation experience for both the audience and council members. Significant time was spent coordinating with vendors, testing various configurations, and documenting the process to ensure it could be self-sustaining without requiring I.T. intervention during meetings. While the system functioned as intended, further enhancements would require dedicated A/V equipment upgrades.

- **Cybersecurity Measures and Phishing Prevention:**

  o Several targeted phishing attempts were identified and neutralized through proactive email security measures, with notifications sent to all personnel, including the Mayor and Council. I.T. implemented additional email filtering and domain-blocking protocols to prevent unauthorized access attempts. Work is ongoing to further strengthen the city's cybersecurity framework, including the deployment of additional security monitoring tools and an upcoming security assessment scheduled for March.

- **Data Backup System and Public Share Development:**

  o A critical management decision on February 10th required I.T.'s full attention well into the evening, prioritizing necessary adjustments to the city's backup and data retention strategy. As part of a proactive evaluation of the backup system, I.T. identified an alert routing issue that required an immediate shift in how notifications were managed to ensure critical alerts are always received and acted upon in a timely manner. The resolution included centralizing system notifications under I.T.'s direct management rather than relying on individual recipients. Additionally, progress continues on the development of a Public Share, aimed at enhancing accessibility while maintaining strict security controls. These measures are essential to resolve critical errors and ensure long-term data integrity. Given the urgency of these findings, I.T.'s presence was required well beyond normal hours to ensure full remediation and system continuity.

Technology Department

(Continued)

- **Infrastructure and Equipment Management:**

  o Several I.T. hardware and software issues were resolved, including printer and scanner troubleshooting, firmware upgrades for networking and security devices, and system support for police department operations. A trial deployment of environmental monitoring sensors was completed, providing insights into temperature and water detection near critical infrastructure such as backup appliances, server racks, and other essential systems. Testing is now complete, and the return process for trial equipment has been initiated.

- **Administrative and Financial Oversight:**

  o I.T. played a key role in managing purchase orders, reconciling vendor invoices, and addressing contract discrepancies to ensure proper financial oversight. A billing discrepancy with a service provider was identified and disputed, ensuring compliance with the city's approved contractual agreements. Additionally, I.T. facilitated renewals for essential service contracts to prevent operational disruptions.

- **Personnel Support and I.T. Onboarding:**

  o I.T. assisted in onboarding new personnel, ensuring system access, email accounts, and necessary permissions were properly configured. Several access issues across multiple departments were also resolved. Additionally, I.T. has reinforced the importance of standardized onboarding procedures to prevent delays and inefficiencies in future personnel transitions.