

# Technology Department

- Network Resiliency and ISP Performance:
  - Throughout October, issues with inconsistent internet connections were addressed, including investigating and troubleshooting failover systems. Multiple connectivity disruptions from Ezee Fiber were identified, and steps were taken to optimize backup solutions. Further, engagement with alternate ISPs for potential improved services was initiated to ensure network resiliency.
- Cybersecurity Measures:
  - Continued emphasis on cybersecurity was demonstrated by handling multiple phishing attempts targeting staff. Alerts were issued to all city employees and officials regarding the spoofed emails. Engagements with vendors, such as Cisco Meraki and DataVox, were pursued for system maintenance, software updates, and additional guidance on secure configurations, particularly concerning critical infrastructure.
- Police Department and Public Safety Support:
  - Successfully implemented configuration updates for SD-WAN router used for law enforcement communication, ensuring proper connectivity for TLETS data transfer. Additional steps were taken to enhance the visual design of the Police Department patch using software tools, providing necessary support for upcoming publications by the Police Chief.
- IT Infrastructure Improvements:
  - Assisted in hardware acquisition and configuration to support new hires, including managing quotes and orders with vendors to ensure proper setup for incoming staff. Enhanced IT infrastructure by creating distribution lists for more efficient communication among key city personnel, and implemented custom Active Directory groups to streamline access management.

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(Continued)

- **Municipal IT Coordination:**
  - Actively engaged in regular correspondence and coordination with vendors like DataVox, CDW-G, and Astound, ensuring city IT projects and support requests were processed efficiently. Managed internal requests for equipment relocation, software setup, and network configurations, including critical tasks for finance and public safety departments.
  
- **Positive Recognition, Professional Collaboration, and TML Conference Participation:**
  - Received commendations from city leadership and council members for proactive support, professionalism, and technical expertise during city events. Participation in the Texas Municipal League (TML) Conference allowed for the consolidation of relevant conference materials and networking with peers. City staff, including council members, attended various sessions aimed at improving city governance and operations. Continued to foster cooperative relationships with city departments, improving the overall IT environment and service delivery.