

Access Point Configuration

Configured the wireless Access Points (APs) to match the frequency used by the Police Units. This configuration helps ensure better wireless compatibility, stability, and connectivity between the police vehicles and the network. The goal is to provide a reliable connection so that video footage from the in-car cameras can be uploaded to the cloud more efficiently and with fewer interruptions.

Mersive Management

Completed the Mersive device updates, including relocating and updating the device locations, assigning each device to the appropriate group, and updating the device tags for better organization and management. The background settings were also updated to maintain a consistent and appropriate display across the devices.

Cohesity Mailbox Configuration

Reviewed the Cohesity mailbox backup configuration after identifying two inactive mailboxes that were still included in the backup process. Although the mailboxes were inactive, Cohesity continued attempting to back them up, resulting in repeated backup failures. The goal was to prevent unnecessary backup attempts for inactive mailboxes, eliminate recurring backup failures, and ensure that active mailboxes continue to be backed up successfully.

IT Audit Report for 2025 - 2026

Created IT Audit Report for the 2026–2027 fiscal/year period, it should document the current state of the City's IT environment, security controls, systems, policies, and corrective actions. This explains Disaster Recovery Plan, Firewall Policies, Password Policies, Anti-Virus Policies, Backup Policies and Helpdesk Report

IT Helpdesk

Resolved IT helpdesk requests by troubleshooting and fixing a range of technical issues to ensure smooth daily operations.

Total number of tickets managed in JULY : 29
