Technology Department

- **Tenant Migration to GCC:**

  - o Completed the migration of the city's Microsoft Tenant from a Commercial to a Government Community Cloud (GCC) environment, reducing disruption as much as possible during this large-scale project. While Microsoft does not offer any native tools to support such migrations, significant manual effort is required to address granular modifications and unexpected discrepancies. A detailed log was created documenting issues that arose, providing a critical benchmark for any future tenant rebuilding efforts.

- **Cybersecurity Awareness:**

  - o Distributed multiple cybersecurity announcements to staff and officials, addressing key security practices and emphasizing the importance of safeguarding accounts against unauthorized access and fraudulent activity. These announcements were based on observed incidents and tailored to the city's needs.

- **Office Infrastructure Expansion:**

  - o Collaborated with other departments on non-technology-related tasks to convert the Emergency Operations Center (EOC) storage into a new office space. Focused on the technology side of the project, including engaging contractors for data connectivity and preparing necessary IT equipment for seamless integration.

- **Resolution of Technical Challenges:**

  - o Addressed issues with critical security technology equipment and undertook significant work to resolve configuration challenges with the Southern Software CAD/RMS system. This complex project required substantial after-hours time and effort, extending beyond typical workdays, to ensure the system was restored and operational to support Public Safety operations.

Technology Department

(Continued)

- **Streamlining Employee Transitionary Procedures:**

    o **Supported the onboarding and reallocation of resources for new and transitioning employees. Efforts included workstation setup, access modifications, and coordination with various departments to ensure smooth transitions while maintaining operational continuity.**

- **Vendor Coordination and Operational Efficiency:**

    o **Maintained detailed communication with vendors, including CivicPlus for website service updates, DataVox for tenant migration support, and VisualEdgeIT for service agreement refinements. These interactions upheld municipal best practices and contributed to the long-term efficiency and effectiveness of city operations.**