

Technology Department

- **Document Management System Implementation Milestone:**
 - Submitted the comprehensive requirements questionnaire to the vendor, documenting departmental workflows, retention policies, authentication controls, and system integration points. This deliverable now serves as the city's baseline for enterprise content management deployment and records governance alignment.
- **Council Chambers & Emergency Operations Center A/V System Restoration:**
 - Coordinated the full replacement and installation of the Crestron VC4 processor, concluding the audiovisual system outage. Managed all vendor communications, scheduling, and configuration logistics to ensure system readiness ahead of Council meetings.
- **Strengthened Cybersecurity Controls:**
 - Implemented an organization-wide email banner for all external senders, increasing staff awareness of phishing risks. Enhanced Microsoft Defender policies and reinforced reporting procedures to reduce the likelihood of social engineering incidents.
- **Phishing Response and Policy Reinforcement:**
 - Investigated and mitigated a targeted impersonation attempt involving Human Resources staff. Directed procedural corrections requiring written summaries, workflow documentation, and verification steps for financial changes, framing the issue as a training and process refinement opportunity rather than a technical failure.

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- **Vendor Evaluation and Governance Improvements:**

- Facilitated structured vendor reference calls and documented overlapping managed-service scopes between multiple providers. Established procedures for scheduling, comparison, and documentation to improve procurement transparency and efficiency.

- **Human Resources and Recruitment System Optimization:**

- Resolved website application submission issues and guided Human Resources through proper content revision practices. Introduced lightweight version control measures, rollback protocols, and cross-browser validation standards to increase self-sufficiency and maintain workflow stability.

- **Strategic Procurement and Integration Coordination:**

- Advanced the city website A.I. integration engagement process by ensuring all legal and fiscal review gates were followed. Clarified vendor compliance requirements and routing procedures to Finance and Legal while aligning planned integrations with future document management connectivity.

- **Operational Continuity and Interdepartmental Support:**

- Provided on-site assistance during an environmental control system outage affecting meeting spaces and ensured alternate workspace readiness. Supported multiple departments with workflow clarification and continuity planning to maintain normal operations during disruptions.