

# Technology Department

- Resolved Backup Agent Issues on Key Server:
  - Troubleshooted and resolved registration problems with the Cohesity backup agent on the Police Department's critical CAD (Computer-Aided Dispatch) and RMS (Records Management System) server. This resolution ensured the ongoing protection and reliable backup of law enforcement data, vital for public safety operations.
- Vendor and Service Management:
  - Engaged with vendors such as Astound and DataVox, reviewing IT service proposals and evaluating a fiber internet service agreement that is expected to bring substantial cost savings, pending City Manager approval. Meanwhile, a cellular failover device has been implemented to ensure uninterrupted network operations.
- Addressed Drupal-Municode Compatibility Issue:
  - Coordinated with CivicPlus to address a compatibility issue between Drupal 7 and Municode that was preventing council meeting notifications from reaching citizens. Implemented a manual workaround to ensure critical communication about council activities continued, maintaining transparency and civic engagement.
- Phishing Investigation and Reporting:
  - Investigated phishing attempts targeting city employees and immediately implemented protective measures. Communicated preventive guidelines to staff, upholding email security protocols and reducing the risk of data breaches.
- Personal Achievement: Security Certification Renewal:
  - Successfully renewed the CJIS Security and Privacy certification, a critical requirement for the continued handling of sensitive law enforcement data. This certification ensures compliance with stringent federal security standards and prepares the city for future audits.

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- **Significant Interdepartmental Contributions During Probation:**
  - Delivered two critical audit-mandated documents: the Information Technology Strategic Plan and the Information Technology Disaster Recovery Plan. These achievements were accomplished while managing a significant workload, addressing inherited challenges, and proactively preparing for future needs. The level of work and leadership demonstrated is typically expected from higher-tier roles, and this output will remain consistent beyond the probationary period, as the responsibilities are ongoing.
- **Secured File Shares for Law Enforcement:**
  - Secured and restructured a previously unprotected file share for the Police Department, significantly enhancing the security of sensitive case records and aligning with law enforcement data protection standards.
- **Addressed Critical Cohesity Alert:**
  - Responded promptly to a severity red-level alert issued by Cohesity, applying necessary system patches to prevent potential cluster instability. This proactive response ensured the protection of the city's critical data infrastructure.
- **Failover Internet Configuration:**
  - Configured a failover internet connection utilizing a cellular device, ensuring continued network access for critical operations, including law enforcement, in the event of primary service disruptions. This implementation strengthens the city's resilience in maintaining essential services.
- **Rapid Progress on Networking Equipment for Law Enforcement:**
  - Began configuring newly deployed networking equipment for secure TLETS/NLETS access in collaboration with the Department of Public Safety. In just a few days, significant progress has been made on key aspects, such as NAT adjustments and static IP configurations, although the project is ongoing as further refinements continue.