

TOWN OF LOXAHATCHEE GROVES

155 F Road Loxahatchee Groves, FL 33470



AGENDA MEMO

Agenda Item #

TO: Town Council of Town of Loxahatchee Groves

FROM: Francine Ramaglia, Town Manager

DATE: May 6, 2025

SUBJECT: IT Quarterly Report

Background:

Overview

During Q1 2025, the IT Department focused on infrastructure updates, onboarding support, and enhancements to both hardware and digital resources. These efforts were aimed at improving system performance, ensuring smooth onboarding for new staff, strengthening compliance training, and supporting department-specific needs.

Key Activities and Accomplishments

1. Computer Upgrades

- Upgraded [5] computers to ensure compatibility with the latest software and security requirements.
- Replaced outdated hardware in key departments to improve performance and reliability.
- Conducted data backups and software reinstallation to ensure minimal disruption during upgrades.

2. New Employee Workstation Setup

- Set up workstations for [4] new employees across departments.
- Configured user accounts, installed necessary software, and ensured access to network resources (email, shared drives, printers).
- Provided onboarding tech support and walkthroughs on internal systems.

3. Scanner Setup for Building Plans

- Installed and configured a high-resolution scanner to support digitization of architectural and engineering building plans.
- Integrated the scanner with a shared network location for streamlined access and storage.
- Conducted user training for relevant staff on scanning and file management processes.

Ongoing/Upcoming Initiatives (Q2 2025)

- **Chamber Camera Upgrades**
Begin evaluating options for new video camera equipment in the council chambers to support higher quality streaming and recording. This includes researching camera features, placement logistics, and integration with existing AV infrastructure.
- **Windows 11 Migration**
Initiate a department-wide audit to ensure all devices are on track to migrate to Windows 11, as Windows 10 will reach end-of-life in October 2025. This includes identifying any hardware incompatibilities and scheduling phased upgrades.
- **Inventory and Cybersecurity Review**
Continue refining IT inventory tracking methods and explore additional cybersecurity measures in alignment with best practices and compliance standards.