

## Technology Business Review

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### Risk and Exposure Review

#### Hardware

Item	Summary	Score
Asset Inventory	All equipment is documented in asset management database	100
Internet Firewalls	Replaced firewalls in 2022/2023, watchguard firewalls. Support renewal date: 9/7/2026	100
Power Management	Project needed for visibility internal battery replacement, pending discovery. Power audit in 2022 didn't reveal any issues for backup power currently. UPS list that needs to be replaced needs to be created. CIP Item created for Estimated 2026/2027 Budget	80
Local Host Servers	Storage Area Network and Host Servers upgrade has been completed, all servers and SAN are updated, configured and running with Manufacturer maintenance and support agreements.	100
Network Switching	Network Equipment Update Phase II approved by Council to replace 10 Switches before 6/30/2026.	85
Phone - VoIP	The current phone system is functioning but needs redundancy or replacement. Phone replacement RFP being developed (CIP \$250,000) covers the phone system replacement.	75
Workstations	Yearly computer replacement based on budget. 30 Workstations need replaced, Windows 10 EOL Q3 2025, Hardware does not support new OS.	80

#### Business Applications / Software

Item	Summary	Score
Email Cloud Host	Microsoft hosts city email and is a viable service for the foreseeable future. License renewed 7/1/2025, next renewal 7/1/2026	100
Operating Systems	Server operating systems are up to date and patched on a regular schedule. Windows 10 support ending October 14 2025. Upgradeable devices have occurred. Replacement devices being evaluated. Extended Security updates available for a fee per device from Microsoft to extend updates to October 2026 if replacement is not feasible at this time.	90

Monitoring and Alerting	Datto & BlackPoint Cyber sends automated alerts for hardware downtime and severity status. No action needed, provided by Skynet	100
Document Imaging	Laserfiche being utilized by clerk	100

## Security

Item	Summary	Score
Anti-Malware	SentinelOne is installed and updated daily. License renewal date: Monthly subscription budgeted for.	100
Spam Filter	Barracuda filter and encryption installed and updated daily. License renewal date: Monthly subscription budgeted for in 2024/2025 and 2025/2026	100
Directory Services	Microsoft Active Directory with leveraging organizational units and group policies.	100
Intrusion Detection and Prevention	Firewalls are up to date and monitored for basic uptime. Support license renewal date: 9/7/2026	100
VPN – Remote Access	Watchguard Firebox installed and utilized. Support license renewal date: 9/7/2026	100

## Continuity

Item	Summary	Score
Backup to Cloud	Wasabi implemented and utilized; Wasabi is monthly subscription.	100
Backup and Recovery Software	VEEAM installed and updated. License renewed on 5/23/2025 next renewal is 5/24/2026	100
Disaster Recovery Plan	Disaster Recovery plan written and reviewed	100
Redundant Internet	2 separates ISP Circuits are functioning individually. Working to re-establish the Failover	75
Backup Power – City Hall	Server room is on generator power	100

## 2025/2026 & 2026/2027 Technology Plan

The following lists technology maintenance items that are scheduled on an annual basis. Additional monthly maintenance can be found in the AutoTask management portal.

### First Quarter (2025)

Renew Madison-heights.org email SSL – Budgeted for \$200 **(Completed)**

DUO MFA Renewal – Budgeted for \$1,728, Actual annual \$9,216 (\$768 Paid Monthly) – New Counts after City Wide implementation **(Completed)**

Storage Area Network and Host Servers – Rollover Budget for \$96,000: Actual Cost \$110,028.08– Hardware ordered, received Racked. Licensing model Changed with Broadcom acquisition. Licensing Acquired.

Azure / ENTRA P1 Licenses add-on to MS365 G3 GCC and G1 GCC Licenses – Budgeted for \$16,800 (CIP) (In Progress, Added to yearly Microsoft Renewal for 7/1/2025)

Computer Replacements – Utilizing remaining budgeted for 2024/2025 (Continued)

Network Equipment Update Phase II – Budgeted for \$130,000 (Will need to Rollover to FY25/26)

### **Second Quarter (2025)**

Network Equipment Update Phase II – Budgeted for \$130,000 (Paused)  
Storage Area Network and Host Servers – Rollover Budget for \$96,000: Actual Cost \$110,028.08 (Continued)  
Anti-virus Replacement with Sentinel One – CIP Budgeted for \$6,480 (*Completed*)  
Phone System Upgrade – Budgeted at \$250,000 (*CIP*) RFP

### **Third Quarter (2025)**

Network Equipment Update Phase II – Budgeted for \$130,000 (continued)  
Computer Replacements – Utilizing budgeted for 2025/2026 (*continued*)  
Migration to .GOV domain – Grant application submitted (*continued*)  
Phone System Upgrade – Budgeted at \$250,000 (*CIP*) RFP (*continued*)  
DPS Fiber – Budgeted at \$125,000 (*CIP*)  
CyberSecurity: Pen testing Project – Budgeted at \$75,000 (*CIP*)

### **Fourth Quarter (2025) (Projected)**

Network Equipment Update Phase II – Budgeted for \$130,000 (continued)  
Computer Replacements – Utilizing budgeted for 2025/2026 (continued)  
Migration to .GOV domain – Project Kick off  
Phone System Upgrade – Budgeted at \$250,000 (*CIP*) RFP (*continued*)  
DPS Fiber – Budgeted at \$125,000 (*CIP*)  
CyberSecurity: Pen testing Project – Budgeted at \$75,000 (*CIP*)

### Completed Projects – 2024/2025, 2025/2026

PC Replacements **2024/2025** – Budgeted at \$46,000  
~~Mobile Device Management and Policy **2024/2025** – Budgeted at \$10,000 (*CIP to be updated*)~~  
Networking Equipment Updates Phase I **2024/2025**  
Storage Area Network and Host Servers – Rollover Budget for \$96,000: Actual Cost \$110,028.08 (Completed)

### Upcoming Projects – 25/26, 26/27

PC Replacements **2025/2026** – Budgeted at \$46,000  
Migration to .GOV domain **2025/2026** – Potentially needs to go out to RFP  
Networking Equipment Updates Phase II **2025/2026** – Budgeted at \$130,000, *actual costs \$137,307.26.*  
Phone System Upgrade **2025/2026** – Budgeted at \$250,000 (*CIP*)  
DPS Fiber Project **2025/2026** – Budgeted at \$125,000 (*CIP*)  
CyberSecurity: Pen testing Project **2025/2026** – Budgeted at \$75,000 (*CIP*)  
Firewall and Router replacement Project **2026 / 2027** – Budgeted at \$200,00 (*CIP*)