

## 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: 1/1/2026	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. Budgeting 2025/2026 for replacement	80
Local Host Servers	Equipment is in good working order. Servers are monitored and patched on a regular schedule. SAN and Server project Approved by Council	80
Network Switching	Budgeted for 2024/2025, 13 switches replaced in 2023/2024. 7 Switches to be replaced 2024/2025	85
Phone - VoIP	The current phone system is viable for a few more years. Scheduled for FY 2024/2025 (Budgeted \$250,000) covers the phone system replacement. Likely will need to go out to bid.	80
Workstations	Yearly computer replacement based on budget. 25 devices replaced in 2023/2024. 30 estimated to be replaced 2024/2025	100

#### Business Applications / Software

Item	Summary	Score
Email Cloud Host	Microsoft hosts city email and is a viable service for the foreseeable future. License renewed 7/1/2024, next renewal 7/1/2025	100
Operating Systems	Server operating systems are up to date and patched on a regular schedule. All PC's either have windows 11 or can upgrade. Windows 10 supported to end of 2025	100
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	Webroot is installed and updated daily. License renewal date: Monthly subscription budgeted for. CIP Budget item for SentinelOne in 2025/2026 Budget	100
Spam Filter	Barracuda filter and encryption installed and updated daily. License renewal date: Monthly subscription budgeted for Comparable quote for Proofpoint provided	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: 9/7/2027	100
VPN – Remote Access	Watchguard Firebox installed and utilized. Support license renewal date: 1/1/2025	100

Slick Sheets: SentinelOne and Proofpoint

## 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 5/23/2024 next renewal is 5/24/2025, is on 24/25 budget	100
Disaster Recovery Plan	Work in progress, Initial draft provided to ITAC 4/22	75
Redundant Internet	2 separate circuits don't currently interact, part of next network redesign project. Scheduling downtime to ensure function of circuit (Cutover) Estimated Q4 completion	80
Backup Power – City Hall	Server room is on generator power	100

## 2024/2025 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.

### Third Quarter – Start of Fy 24/25

Knowbe4 Renewal – 7/5/2025 **(Completed)**

MS 365 Licenses Renewal – Renewed 7/5/2025 **(Completed)**

Computer Replacements – Budgeted for \$47,000 (in progress, ongoing yearly project)

DUO FOB's – Configuration and deployment phase **(Completed)**

Email Spam Filtering Review / Renewal (Barracuda) – **(Completed)**

Next Generation Anti-Virus Review / Renewal (Webroot) – **(Completed)**

#### Fourth Quarter

Storage Area Network and Host Servers – Rollover Budget for \$96,000: Actual Cost \$110,028.08– **Approved by Council, Hardware Ordered and received. Coordinating Project Schedule**

Network Equipment Update Phase II – Budgeted for \$130,000

Azure / ENTRA P1 Licenses add-on to MS365 G3 GCC and G1 GCC Licenses – Budgeted for \$16,800 (CIP)

Budget process for 2025, 2026, 2027

Planning calendar year 2025

#### First Quarter (2025) (Projected)

Renew Madison-heights.org email SSL – Budgeted for \$200

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

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

Network Equipment Update Phase II – Budgeted for \$130,000 (continued)

#### Second Quarter (2025) (Projected)

Network Equipment Update Phase II – Budgeted for \$130,000 (continued)

#### Completed Projects – 2023/2024

Knowbe4 Setup and Implementation

Meraki License Renewals (good through 25/26)

Library Firewall Project

Verkada door system management

City Hall migration with construction

Office equipment & Hardware moving

Windows server 2012R2 EOL updates to windows server 2019 and 2020

VEEAM/Wasabi cloud backup setup

#### Upcoming Projects –24/25, 25/26

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 II **2024/2025** – Budgeted at \$130,000 (CIP to be updated)

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)