

Technology Business Review

Date: April 16th, 2024

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City of Madison Heights
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Skynet Innovations

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 2024/2025 for replacement	80
Local Host Servers	Equipment is in good working order. Servers are monitored and patched on a regular schedule. SAN and host servers budgeted for in 2023/2024, will likely need rollover to 2024/2025 for completion.	80
Network Switching	Budgeted for 2023/2024, 13 switches to be replaced. Approved and In Progress	75
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. Workstation budget for 2023/2024 being utilized. ~20 devices have been replaced so far 2023/2024.	100

Business Applications / Software

Item	Summary	Score
Email Cloud Host	Microsoft hosts city email and is a viable service for the foreseeable future. License renewal date: 7/1/2024	100
Operating Systems	Server operating systems are up to date and patched on a regular schedule. All PC's either have windows 11 or are able to upgrade. Windows 10 supported to end of 2025	100
Monitoring and Alerting	Datto & Blumira sends automated alerts for hardware downtime and severity status. No action needed, provided by Skynet	100

Document Imaging	Laserfiche being utilized by clerk	100
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Security

Item	Summary	Score
Anti-Malware	Webroot 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	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: Blackpoint Cyber

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 renewal on 5/23/2024 is budgeted for.	100
Disaster Recovery Plan	Work in progress, Initial draft being 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)	80
Backup Power – City Hall	Server room is on generator power	100

2024 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

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

DUO MFA Renewal – Budgeted for \$1,728 (completed)

Computer Replacements – Utilizing remaining budgeted for 2023/2024 (Continued)

Wireless Network Upgrade – Budgeted for \$61,000, funds requested \$26,640.00 (Approved, In Progress)

Network Equipment Updates – Budgeted for \$122,872 (Approved, In Progress)

Second Quarter

Network Equipment Updates - *Continued*

Storage Area Network and Host Servers – *Continued*

Wireless Network Upgrade – *Continued*

Computer Replacements – Utilizing remaining budgeted for 2023/2024 – *Continued*
DUO FOB's 113x \$29.70 = \$3,356.10 (Approved and In procurement process)
Storage Area Network and Host Servers – Budgeted for \$96,000 (requoting due to VMWARE licensing model changing)
Mobile Device Management – Budgeted for \$10,000 (TBD, different routes to choose from)
VEEAM Backup Support License Renewal – Budgeted for \$4,631 (Budgeted)

Third Quarter – Start of Fy 24/25 (Projected)

MS 365 Licenses Renewal – Budgeted for \$43,879 (Budgeted)
Computer Replacements – Budgeted for \$47,000 (in progress, ongoing yearly project)
Azure / ENTRA P1 Licenses add-on to MS365 G3 GCC and G1 GCC Licenses – Budgeted for \$16,800 (CIP)

Fourth Quarter (Projected)

Network Equipment Update Phase II – Budgeted for \$130,000 (CIP will have updated quotes)
Budget process for 2025, 2026, 2027
Planning calendar year 2026

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)