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 needs to be created. Estimated 2026/2027 Budget	80
Local Host Servers	Equipment is in good working order. Servers are monitored and patched on a regular schedule. SAN and Server project Approved, Ordered, Received and Configuration in progress	80
Network Switching	Budgeted for 2024/2025, 13 switches were replaced in 2023/2024. 10 Switches to be replaced in Phase II (Rollover to fy25/26)	85
Phone - VoIP	The current phone system is viable for a few more years. Scheduled for FY 2024/2025 rolling over to 2025/2026 (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 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: 9/7/2027	100
VPN – Remote Access	Watchguard Firebox installed and utilized. Support license renewal date: 1/1/2026	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 5/23/2024 next renewal is 5/24/2025, is in budget for 2024/2025 as well as budgeted for in 2025/2026	100
Disaster Recovery Plan	Disaster Recovery plan written and reviewed	100
Redundant Internet	2 separates ISP Circuits are functioning and Failover is configured on the current Firewall	100
Backup Power – City Hall	Server room is on generator power	100

2024/2025 & 2025/2026 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. Awaiting licensing.

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* (continued)
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*
        Including Sentinel One with no price increase over Current Provider Webroot. *$2,889* under CIP Budget

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

Completed Projects – 2024/2025
PC Replacements **2025/2026** – 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** – 1 switch remaining (FS1) working with manufacturer to determine issues

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 **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)*