



MEMO

Date: April 9, 2025
To: Dan Grimmer, Acting City Manager, City Clerk
Angie Nguyen, Executive Assistant
From: Bill Rondeau, Virtual IT Director
Tom, Nguyen, IT Specialist
Subject: FY25 Q3 IT Report

For security purposes of the Cities IT infrastructure most details will be left out and this is a general summary of items.

Quintillion Fiber Cut -Area wide Internet Outage

Fiber cut in Beaufort Sea on January 18th caused major disruptions to City operations, cutting Internet service from North Slope to Nome. Our team responded by procuring a High Performance Starlink line to provide basic Internet access for staff.

It took several days—nearly two weeks--before TelAlaska (Internet Service Provider) was able to procure minimal bandwidth to prioritize the City and NJUS access to their service, allowing only 5% of our normal connection speed. Basic connection to APSIN network restored on Feb 7th.

Due to minimal bandwidth available, we were accessing the Internet during business hours via Starlink, and switching to TelAlaska during evening hours to allow inbound/outbound mail flow. This was a temporary solution until TelAlaska was able to connect the Starlink Earth station near NJUS to their infrastructure, which returned the full circuit bandwidth to the City on Feb 15th.

Starlink Failover Connection

Starlink dish was mounted at NJUS, providing City Wide Internet use during outage and an additional unit at NPD for APSIN Terminals in the event of any outages or disruptions. We used almost half of the initial 1 TB data package in a week's time and circuit would be expensive to use full time.

FileMakerPro: Mars Server Upgrade

Closed security hole associated with significant vulnerability with FileMakerPro software.

A significant security vulnerability was reported in Filemaker pro software and Internet access to the software was blocked until the upgrade could occur to close the hole. The upgrade required a new server built to install the fixed version of FilemakerPro software.



Software Updates

Updates to Caselle accounting software and Eventide call recording software were also made to ensure the software remains up to date to meet business requirements.

Library Firewall Equipment Replaced

TelAlaska installed a new Fortinet Firewall at the Library, retiring the old equipment.

New Machines

New NPD systems procured

- 3 APSIN Terminals
- 4 Replacement PCs

One laptop replaced in Finance department.

New City Cell Phones

2 new City cell phones were procured, one for Assistant City Manager and another for NPD Patrol.

Fire Hall Printer Installation

Purchased and installed new multi-function printer at the Firehall for the Nome Volunteer Fire Department

Port of Nome

Working with Port of Nome management to perform Port of Nome Cybersecurity review.

IT Budget

Work with City CFO to review FY '25 remaining budget and prepare FY '26 IT budget

- Identify Windows 10 systems unable for Windows 11 upgrade and mark for replacement in FY 26
- Planning for replacing aged hardware going End of Life.

IT Computer Policy Violations

Finding several computer policy violations:

- Finding use of personal email to conduct city business (post Fiber cable cut and circuit restored).
- Finding Potentially Unwanted Program (PUP) software on city workstation
 - User downloaded and installed software in violation of City Computer Use Policy
- Several instances of non-business-related Internet use flagging inappropriate website categories

IT RFP Response

Received responses to the IT Managed Services RFP