MEMO

Date: July 9ᵗʰ, 2025

To: Lee Smith, City Manager

                Angie Nguyen, Executive Assistant

From: Bill Rondeau, Virtual IT Director

                Tom, Nguyen, IT Specialist

Subject: FY25 Q4 IT Report

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

Starlink for Events/Emergencies
The City purchased an additional Starlink Dish to use when Internet access is needed for special events.
- Utilized for Museum Archivers who were uploading significant amount of data to their site and having difficulty uploading large files through the business network due to bandwidth upload speed limitations.
- Provided isolated courtesy Wi-Fi for the cruise ship tourists visiting the museum.

PIO Calendar Established
Enabled a PIO Calendar for all City events to promote collaborative efforts between different departments.
- Working with Assistant CM and training staff members who interact with the public on social media.

City WiFi
Changes made to the City's Wi-Fi network
- Nome Guest Wireless Password Changed as a recurring process.
- Expanded reach of SSID to enable MaintainX iPads Internet access for building maintenance to complete on-line work orders at all City facilities.

City of Nome YouTube Stream
Set up a multi-stream platform with KNOM to enable City streams managed by KNOM to be broadcast on the City of Nome's YouTube page as well.

EMS Pagers
Corrected issue with NSHC pagers not receiving Tone Outs during medical calls and emergencies.

Hardware and Software Support
Replaced, added or modified the following:
- Three of four new desktop machines deployed at NPD due to end of warranty and support.
- Upgraded two work cells for the Harbor Master and Port Project Manager.

- Monitors swapped for City Manager and Evidence Custodian.
- Two UPS (uninterruptible power supply) replaced
- Shipped updated laptop to Assistant Finance Director
- Renewed support for VMware virtualization software and Veeam backup software
- Moved desktop to the Firehall for Mimi Farley to support both NVFD and Finance.
- TelAlaska Meraki Enterprise Controller updated to newest version used for library patrons
- Word Perfect license installed for Evidence Custodian to review old case files.
- Rocket Terminal Emulator license renewed and ready to be deployed on new APSIN terminals

Cisco-led corporate Firewall Upgrade
The Controller and High Availability (HA) firewall pair was upgraded in a two-step upgrade process
- Cisco technical support provided valuable assistance to pre-upgrade environment health evaluation and upgrade processes
- Upgrade process stepped through versions that required additional cost components to maintain functionality and are now obsolete in current software running on HA pair

Museum Data Recovery
Assisted museum staff to try and recover the 3+ TB of museum data that was stored in DropBox by the former museum director
- Involved Dropbox tech support to recover the account data for us
- Recovered only a small fraction of what was once stored there

Completed FY26 IT Budget
Worked with Finance Director to finalize the City IT budget

Computer and Network Policies
Worked with City Manager to email policy reminders on using City network to conduct city business and support the City of Nome's present and future
- No personal devices connected to City Guest wireless
- No using personal email to conduct City business—all becomes discoverable in a Freedom of Information Act request
- Using extreme caution when opening email attachments or clicking on embedded e-mail links