



## MEMORANDUM

### Town of Ponce Inlet, IT Manager's Office

*The Town of Ponce Inlet staff shall be professional, caring and fair in delivering community excellence while ensuring Ponce Inlet citizens obtain the greatest value for their tax dollar.*

Date: 01/11/2019  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Manager  
Subject: IT Monthly Report January 2019

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Below is a summary of the Information Technology Department activities for the month of January.

#### **Projects In Process:**

- Incode 10 Migration
- NPI removal of services
- Optimize Servers
- Desktop maintenance
- Replace all Windows 7 machines
- DHCP Scope and Subnet changes
- Cable management for all IT equipment
- Policy and procedure updates

#### **Projects Completed:**

- Incode 9 databases restructured
- Restructure Office 365 Licensing
- Optimize Backup Licensing
- Datastore on VMhost increased by 30%
- VM servers updated
- Server Inventory Created
- Decommission and shutdown of old NAS server
- OneDrive Documents Site Created
- How to add documents to OneDrive Guide
- How to send documents from OneDrive Guide

#### **Help Desk:**

Working on bringing average response time for all tickets (7 days a week) to under 1 hour. Three new "How To" user guides created to help end users before they run into issues. Utilization of new Spiceworks tools and analytics to improve end user experience. In Spiceworks (Last 30 days): 48 new tickets, 46 closed. Working to improve communication with end users and increase IT work transparency.

#### **System Security:**

- Blocked 10,951 Inbound emails
- 10 Virus Blocked
- 153 Quarantined
- 34,612 emails

#### **Audio Streaming:**

- Live Audio Stream Audience: 17
- Audio Streams Searched: 10