



## 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: 03/11/2019  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Manager  
Subject: IT Monthly Report February 2019

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

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

- Incode 10 Migration
- Optimize Servers
- Desktop maintenance
- Replace all Windows 7 machines
- DHCP Scope and Subnet changes
- Cable management for all IT equipment
- Policy and procedure updates
- Label all equipment appropriately
- Documentation on all IT processes

#### **Projects Completed:**

- NPI removal of services
- PD Server room maintenance completed
- Incode Migration Started 10 now being used for some processes
- Ram performance on Tyler server optimized
- Decommission of old equipment
- Incode training room setup
- Incode 10 end user installs
- Barracuda updates
- Incode 10 install procedure updated
- TCM install procedure updated
- End user PC setup documented

#### **Help Desk:**

Working on bringing average response time for all tickets (7 days a week) to under 1 hour. Utilization of new Spiceworks tools for server monitoring to improve end user experience. In Spiceworks (Last 30 days): First response time faster by over 30% (last 7 days), 35 new tickets, 31 closed. Working to improve communication with end users and increase IT work transparency.

#### **System Security:**

- Blocked 11,313 Inbound emails
- 3 Virus Blocked
- 97 Quarantined
- 33,146 emails