



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: 06/04/2019
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report May 2019

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

Projects in Process:

Incode 10 Migration and training setups
Optimize Servers
Desktop maintenance
Replace all Win7 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
GIS updates for Energov
Upgrade Towns IT Infrastructure
Visual Fire data migration

Projects Completed:

Fiber migration ETS at PW FD and TH after hours upgrades completed
Incode User Security Updates and configuration
2 Win10 laptop hard drives replaced
New Win10 Desktop setup ready for deployment
New user setup at PD
Budget work completed and approved
New printer installed and setup
Upgrade TH and FD ASA's overnight completed
Wi-Fi units for FD ordered
FD modem replaced

Help Desk:

111 new tickets, 112 closed.

System Security:

Blocked 13,974 Inbound emails
4 Virus Blocked
180 Quarantined
35,595 emails total