



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: 09/10/2019
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report August 2019

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

Projects in Process:

- Optimize Servers and Desktop maintenance
- Replace all Win7 machines
- DHCP Scope and Subnet changes
- Cable management and labels for all IT equipment
- Policy and procedure updates
- Documentation on all IT processes
- Upgrade Towns IT Infrastructure
- Visual Fire data migration
- Bluebeam

Projects Completed:

- Setup new FPR unit to replace ASA
- Desktop rebuilt and recovered
- Laptop setup for check out
- New County router installed
- KnowBe4 training schedule setup start 10/1/19
- New scheduled tasks for three servers
- New 365 admin rule for KnowBe4 spam filtering
- NAS server network redundancy setup
- Printer server self-recovery
- Hurricane prep and after storm checks
- New monitors for council room ordered and installed
- Ran additional wiring for council room and consolidated existing
- Museum new modem and outside line ordered and replaced
- 2 ARC GIS licenses recovered, and software installed
- VM Host added 32GB of RAM
- Added virtual memory to DC, NAS and Web Server

Help Desk:

41 new tickets, 35 closed.

System Security:

- Blocked 18,002 Inbound emails
- 11 Virus Blocked
- 138 Quarantined
- 40,002 emails total