



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: 10/11/2019
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report September 2019

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

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 and documentation on all IT processes
- Upgrade Towns IT Infrastructure
- Visual Fire data migration

Projects Completed:

- FMC console for FRPs virtual server installed and setup
- Bluebeam installs finished and training resources sent out
- Purchased new DR system and Initial setup and placement completed
- DR agents installed on 5 vm servers and restarted
- Setup new FPR unit ready to replace ASA at TH
- Laptop rebuilt and setup for check out
- KnowBe4 training started for October already 54% users completed training
- New scheduled tasks updates for vm servers
- New officer setup at PD New user at PW setup
- Office 365 license added and O365 licenses reviewed
- Two new monitors ordered for replacements
- New mobile routers for ambulances ordered CradlePoints
- Remote control software purchased, setup and installed and operational
- Incode test database refreshed twice from production after hours
- New VPN AD integration setup, county routing for FD FRP completed
- iPad setup for inspect new user, new iPad reset process for IIS and services created for energov
- Door keypad replacement ordered for Large conference room
- New geolocation, malware detection and intrusion protection configured and running in production

Help Desk:

75 new tickets, 66 closed.

System Security:

- Blocked 9,718 Inbound emails
- 2 Virus Blocked
- 147 Quarantined
- 33,547 emails total