



## 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: 12/16/2019  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Manager  
Subject: IT Monthly Report November 2019

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

#### **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
- New cradle points final deployment
- Energov CSS

#### **Projects Completed:**

- Incode updated to 2019
- Energov updated
- New cradle points registered and online
- New iPad Pro replaced
- DR system maintenance
- KnowBe4 training November completed and December training rolled out
- New building inspector setup
- New chambers mic ordered and installed
- Two additional user monitors ordered and deployed
- New tough books arrived for PD vehicles with mounts and tablet for FD ambulance
- FD tablet deployed
- Refurbished iPad for PD and deployed
- Radar sign work completed
- Laptop setup
- Desktop computer replaced

#### **Help Desk:**

104 new tickets, 100 closed.

#### **System Security:**

- Blocked 9,876 Inbound emails
- 0 Virus Blocked
- 370 Quarantined
- 31,779 emails total