



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: 2/04/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report January 2020

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

Projects in Process:

- Optimize Servers and Desktop maintenance
- 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 VPN TH
- Energov CSS
- VM host upgrade

Projects Completed:

- New mic purchased
- KnowBe4 training January completed
- New surface setup and deployed
- Old surface repurposed for travel use
- 4 monitors replaced at workstations
- 2 monitors replaced in chambers
- 2 new employees' setup
- 2 current employees moved desks
- All DR backups successful
- 5 new computers setup 2 deployed
- Office365 and Barracuda renewals setup
- New podium microphone installed
- New CradlePoint deployed FD Rescue
- New Toughbook tablet deployed FD
- New host RAM purchased
- New PD Havis car mount installed

Help Desk:

99 new tickets, 95 closed.

System Security:

- Blocked 11,419 Inbound emails
- 13 Virus Blocked
- 972 Quarantined
- 33,187 emails total