



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: 3/04/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report February 2020

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

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:

- KnowBe4 training February completed
- Old laptop rebuilt for backup
- Lenovo Laptop screen replaced for rescue 79
- 4 monitors replaced at workstations
- All DR backups successful
- 4 more computers setup 3 deployed
- Backbone wireless backup setup ready for deployment
- New backup copier/scanner bought and setup TH
- New desktop scanner bought and setup
- 2 replacement phone lines ordered and installed
- Removed 2 old keyboard trays under desks
- Incode 10 permissions updated for several users

Help Desk:

130 new tickets, 128 closed.

System Security:

- Blocked 12,829 Inbound emails
- 29 Virus Blocked
- 496 Quarantined
- 36,188 emails total