



MEMORANDUM

Town of Ponce Inlet, IT Director'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: 4/02/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Director
Subject: IT Monthly Report March 2020

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

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 March completed
- Remote laptops existing confirmed
- 3 remote laptops setup new
- All DR backups successful
- New 7-digit number ordered FD
- Incode 10 permissions updated for several users
- AD permissions updates
- Replaced 2 desktops
- Moved IT office and equipment
- Copperfire updates county
- New sound equipment setup PD
- Tablet deployed new user
- Chambers door lock fixed
- New users onboarded with new logins
- Blocked email addresses whitelisted

Help Desk:

109 new tickets, 100 closed.

System Security:

- Blocked 12,479 Inbound emails
- 0 Virus Blocked
- 482 Quarantined
- 38,443 emails total
- 14 ADP blocked