



## 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: 5/12/2020  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Director  
Subject: IT Monthly Report April 2020

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

#### **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
- Energov CSS
- VM host upgrade

#### **Projects Completed:**

- New VPN TH Installed and operational
- KnowBe4 training April completed
- More remote laptops setup and given out
- All DR backups successful
- Zoom directions completed
- Zoom chambers meeting setup
- New zoom pro account created and setup
- Incode 10 permissions updated
- New users onboarded with new logins
- New Deputy Fire chief
- Skype setup
- FD Rip and run printer setup through new FRP
- Copperfire updates

#### **Help Desk:**

116 new tickets, 114 closed.

#### **System Security:**

- Blocked 8,712 Inbound emails
- 10 Virus Blocked
- 261 Quarantined
- 34,088 Emails total
- 19 ATP blocked