



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: 8/17/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Director
Subject: IT Monthly Report May 2020

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

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
- Energov CSS
- VM host upgrade

Projects Completed:

- New VPN Updates
- KnowBe4 training May completed
- More remote laptops setup and given out
- All DR backups successful
- New Zoom camera setup for chambers
- Incode 10 permissions updated
- New users onboarded with new logins
- Copperfire updates
- Reported Spam emails blocked
- Active Directory maintenance

Help Desk:

98 new tickets, 95 closed.

System Security:

- Blocked 8,523 Inbound emails
- 1 Virus Blocked
- 217 Quarantined
- 31,172 Emails total
- 3 ATP blocked