



## 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 June 2020

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

#### **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:**

- KnowBe4 training June completed
- More remote laptops setup and given out
- All DR backups successful
- New cables ran from chambers HD cameras
- Two new cameras placed in chambers and setup for zoom
- Incode 10 permissions updated
- Large conference room door serviced
- New users onboarded with new logins
- Mobilecom updates
- New FDLE routers installed
- Reported Spam emails blocked
- Active Directory maintenance
- Godaddy web renewals
- New Dymo label makers installed

#### **Help Desk:**

103 new tickets, 101 closed.

#### **System Security:**

- Blocked 9,136 Inbound emails
- 0 Virus Blocked
- 132 Quarantined
- 32,253 Emails total
- 6 ATP blocked