



## 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 July 2020

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

#### **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 July completed
- New KnowBe4 trainings setup and configured
- More remote laptops setup and given out one replaced
- All DR backups successful
- Podium microphone work
- Two PD telephones replaced
- New group policy applied
- Incode 10 permissions updated
- New users onboarded with new logins
- New FDLE routers enabled and switched over
- Reported Spam emails blocked
- Active Directory maintenance
- Cisco VPN renewals

#### **Help Desk:**

88 new tickets, 87 closed.

#### **System Security:**

- Blocked 2,674 Inbound emails
- 0 Virus Blocked
- 93 Quarantined
- 23,338 Emails total
- 7 ATP blocked