



## 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: 9/17/2020  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Director  
Subject: IT Monthly Report August 2020

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

#### **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
- Community Center Cameras install
- Museum Cameras upgrade
- VPN Improvements

#### **Projects Completed:**

- KnowBe4 training August completed
- New network line installed through attic/floor in chambers
- All DR backups successful
- Onboarding and offboarding users for August
- Reported Spam emails blocked
- Active Directory maintenance
- Cisco VPN upgrade plan layout
- Zoom camera far wall chambers reinstalled
- Calendar access audited and improved
- New body cams ordered with our free upgrade
- Updated CDW license access for cisco
- DNS reconfigured and updated
- Evidence access for SAO partner agency
- Final new and replacement equipment orders for the year

#### **Help Desk:**

74 new tickets, 73 closed.

#### **System Security:**

- Blocked 3,386 Inbound emails
- 60 Virus Blocked
- 133 Quarantined
- 21,484 Emails total
- 37 ATP blocked