



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: 10/09/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Director
Subject: IT Monthly Report September 2020

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

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
- PW cameras
- FD cameras
- VPN Improvements

Projects Completed:

- KnowBe4 training September completed
- Disaster recovery system renewal and maintenance
- All DR backups successful
- Onboarding and offboarding users for September
- Reported Spam emails blocked
- Active Directory maintenance
- Cisco routers ordered
- PD Meeting Camera setup and installed
- New body cams arrived
- Renewed Web Certification
- New fiscal year contract renewals
- Desktop replaced and new laptop setup
- Museum cameras installation finalized

Help Desk:

63 new tickets, 61 closed.

System Security:

- Blocked 4,020 Inbound emails
- 3 Virus Blocked
- 263 Quarantined
- 41 ATP blocked
- 22,590 Emails total