



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: 11/23/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Director
Subject: IT Monthly Report October 2020

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

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
- VPN Improvements
- FDLE Audit

Projects Completed:

- KnowBe4 training October completed
- All DR backups successful
- Onboarding and offboarding users for October
- FDLE Audit prep
- Reported Spam emails blocked
- Active Directory maintenance
- Cisco routers received
- Renewed Godaddy cert
- New fiscal year contract renewals
- Police laptop deployed
- Community center camera install prep
- 2 standing desks installed
- New portable mics ordered

Help Desk:

81 new tickets, 76 closed.

System Security:

- Blocked 3,917 Inbound emails
- 7 Virus Blocked
- 266 Quarantined
- 4 ATP blocked
- 24,630 Emails total