



## 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: 12/02/2020  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Director  
Subject: IT Monthly Report November 2020

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

#### **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
- PW cameras
- VPN Improvements

#### **Projects Completed:**

- FDLE Audit Completed
- Community Center Cameras
- KnowBe4 training November completed
- All DR backups successful
- Onboarding and offboarding users for November
- Reported Spam emails blocked
- Active Directory maintenance
- Fingerprint reader installed new room setup
- New portable mics installed
- Energov CSS timeline set
- Weather stem maintenance
- PD meeting account setup
- New printer installed

#### **Help Desk:**

95 new tickets, 81 closed.

#### **System Security:**

- Blocked 4,383 Inbound emails
- 6 Virus Blocked
- 242 Quarantined
- 50 Advanced threat protection
- 25,278 Emails total