



MEMORANDUM

Town of Ponce Inlet, IT Manager'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: 04/08/2019
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report March 2019

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

Projects In Process:

- Incode 10 Migration and training setups
- Optimize Servers
- Desktop maintenance
- Replace all Windows 7 machines
- DHCP Scope and Subnet changes
- Cable management for all IT equipment
- Policy and procedure updates
- Label all equipment appropriately
- Documentation on all IT processes
- GIS updates for Energov
- Upgrade Towns IT Infrastructure
- Visual Fire data migration

Projects Completed:

- New Time and Attendance Latency resolved
- Incode User Security Updates and configuration
- Incode Email server setup
- VM2 Host updated hardware and configuration
- TylerVM and TCM servers upgraded
- Decommission of old hard drives
- Incode training room setup
- Incode 9 and 10 common fixes documented
- Desktop Replaced and setup
- GIS – Energov update process planned

Help Desk:

Working on bringing average response time for all tickets (7 days a week) to under 45mins. In Spiceworks (Last 30 days): First response time responded to in 1/3rd time (last 7 days) and average close time done in 1/5th time (last 7 days), 43 new tickets, 41 closed. Efficiency of the helpdesk process can be considered optimized but will continue to work to improve. Working to improve communication with end users and increase IT work transparency.

System Security:

- Blocked 12,801 Inbound emails
- 8 Virus Blocked
- 107 Quarantined
- 35,295 emails