



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: 05/08/2019
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report April 2019

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

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:

- Incode User Security Updates and configuration
- Windows 10 Replacement Desktops ordered
- Incode training room for UB setups and take downs
- New scanner setup and tested for TCM
- Increased Storage 50% on TCM Server Data Drive
- Fiber migration ETS prep work
- UB security updates for Incode 10

Help Desk:

148 new tickets, 145 closed. Continuing to work on capturing more work orders and tickets in the helpdesk system.

System Security:

- Blocked 13,707 Inbound emails
- 1 Virus Blocked
- 145 Quarantined
- 36,198 emails total