



## 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: 11/13/2019  
To: Jeaneen Witt, Town Manager  
From: Aaron Irwin, IT Manager  
Subject: IT Monthly Report October 2019

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

#### **Projects in Process:**

- Optimize Servers and Desktop maintenance
- Replace all Win7 machines
- 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
- Visual Fire data migration
- New cradle points
- Incode Updates scheduled 11/14
- Energov Updates

#### **Projects Completed:**

- New iPad Pros ordered and 2 deployed for IGinspect and IGenforce
- DR system final deployments and testing
- DR system alerts and reports setup
- Fire machines moved to new VPN
- KnowBe4 training started for October completed and November training rolled out
- TCM server maintenance completed to resolve iPad webserver errors
- Two new officers' setup at PD
- Three more monitors for chambers and timeclock ordered and installed.
- Two additional user monitors ordered and four deployed as replacements
- New tough books ordered for PD vehicles with mounts and tablet for FD ambulance
- Door keypad replaced for Large conference room
- New microphone core at chambers and microphones serviced
- Setup new windows surface unit and tested

#### **Help Desk:**

113 new tickets, 111 closed.

#### **System Security:**

- Blocked 9,688 Inbound emails
- 1 Virus Blocked
- 316 Quarantined
- 32,530 emails total