



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: 1/06/2020
To: Jeaneen Witt, Town Manager
From: Aaron Irwin, IT Manager
Subject: IT Monthly Report December 2019

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

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 final deployment
- Energov CSS
- VM host upgrade

Projects Completed:

- VM host upgrade hardware purchased
- New mic purchased
- KnowBe4 training December completed and January training rolled out
- Refurbished iPad for Public works and deployed
- Laptop setup
- All DR reports passed
- Workstation setup
- IT partners case study
- Two new surface units researched and purchased a Go and X
- TeamViewer cancelled for 2020
- Cleaning crew access for holidays setup

Help Desk:

81 new tickets, 79 closed.

System Security:

- Blocked 8,296 Inbound emails
- 0 Virus Blocked
- 334 Quarantined
- 26,835 emails total