COUNCIL REPORT

Information Technology

April 2025

Tickets

Range: March 16, 2025 - April 16, 2025
Opened: 23
Closed: 19
Remaining: 50

Projects

Completed:
- **None**

In Progress:
- **Security**
  - Bitlocker
    - This task has been pushed back to after we finish our New Microsoft Environment project for technical reasons concerning how Bitlocker works. If you would like more information about the details, please reach out to me
  - Multi-Factor Authentication (MFA)
    - I have been working on this project with all of the Department Heads and Affiliated (our MSP)
    - We have received the fob devices for the Police Department to use and are scheduling meetings to go over the process to get the PD on the system
    - I have a group of Phase 1 users to use as a proving ground, as well as to get some buy-in from the different departments to allow for a smooth implementation
    - The current plan is to start with the PD and then go to the Phase 1 group. This will then allow us to break the rest of the city into 2 more groups for a quick but manageable deployment
  - Penetration Testing
    - Affiliated will be performing quarterly pen testing to provide a better level of visibility into the strength of our systems from an outside hacker
- **PD Server Room**
  - The server room cleanup is in the planning phase now, with a few different mini-projects that will make up the whole cleanup project
    - LEADS Terminal Relocation
      - We are moving the LEADS terminal into a new room behind the receptionist. The new room is complete but we are working with our people and vendors to get the power, network, and badge access parts completed so we can move the terminal into its new space
    - System Cleanup
      - I am working with our vendors to see if there are some hardware pieces that can be removed from the rack to clean up space and remove extra cabling
    - Cable Cleanup
      - The main part of the project is to redo a lot of the cabling so that it looks professional and also allows for visible cable tracing to help aid troubleshooting. This part of the project will happen after the system cleanup part
    - Room Cleanup
      - Once the technology parts are complete, I can take the "junk" out of the room, throw out the trash, and properly store the usable gear
- **Town Hall Rear Door Entry**
  - The project is almost finished. I was able to work with our vendors to get the door working. I installed the necessary software on the computers in the Town Hall to allow all of the staff members to access the entryway from their computers.
  - In the process of configuring the software to allow Jessica and her staff to utilize the door the way she intends, we found that there are version mismatches that need to be addressed.
- **New Microsoft Environment Project**
  - I am in the early planning stages, working with Affiliated to make sure we handle all of the pieces properly
  - We have the licensing pieces figured out as of this week!
  - I am waiting for Microsoft Office license quote to provide the city with the software needed to better control our devices, allow for better productivity for our staff, and to provide extra security measures
  - This project will take months to finish, considering that we are changing literally everything

- **Golf Course Re-Cabling**
  - The GC building's cabling will need to be handled after hours so I am working on scheduling time for this
- **Golf Course Computer Replacement**
  - We have replaced the three computers in the front area and have two more to do in the maintenance area. One of the maintenance computers is replaced, but we need to wait for the Microsoft Licensing to be completed before we get the other one due to the need of MS Office products that are unavailable in our current licensing agreement.
- **Public Works Cabling Project**
  - We have replaced some of the cables in the PW building
  - There are a couple of straggling issues that need to be resolved, but I am working on fixing them
  - We have added Wireless Access Points to add network connectivity throughout the building and to allow for future growth
- **Camera Projects**
  - I am working with different departments and outside vendors to find a way to consolidate all of our camera feeds into a single dashboard to allow for better camera access for those who need to quickly view any troubles
  - We have a few different options so we want to make sure we are looking at all the pieces before making a decision that leads us down the wrong path for future expansion
- **Backup Internet Project**
  - We will be getting a new, secondary, line for backup connectivity purposes
  - The new line will be turned up this summer
- **KidSpace Connectivity**
  - We will be transferring our connection from the current KS building to the new building after the 4th of July parade