INFORMATION TECHNOLOGY DIRECTOR
REPORT TO COUNCIL FOR SEPTEMBER 18, 2023

GENERAL:

- Since the implementation of the new ticketing system, there have been 236 service tickets for IT Issues, Requests and Projects. Of these 215 have been completed.
- Quotes obtained for the 2024 budget.
- Updated network/systems documentation

MEETINGS:

- Meeting with Insight Public Sector Engineers to discuss the implementation of our new Network Infrastructure overhaul project and their scope of work.
- Site walkthrough with Aruba Specialists to obtain an estimate on Wireless Access Points to upgrade our existing WiFi and to provide better coverage in each building.
- Meeting with ProxyPro discuss licensing and costs for remote access software to be deployed in 2024
- Meeting with Netwrix to discuss PolicyPak Software that IT plans to implement next year.
- SentinelOne Demo (antivirus/endpoint protection) and to discuss pricing and the transition away from thinkCSC. IT plans to purchase it directly and not through the MSP so we can manage it in-house.
- Meeting discussing 2FA options that will be implemented in our Network Infrastructure Overhaul

PROJECTS:

- **Senior Center Camera Project**
  - This project has been completed.

- **Senior Center Door Access Control Project**
  - Data migration from the old system has been completed.
  - Plans to cutover to the new system sometime next week.

- **Rec Center Partial Camera Project/Parking Lot:**
  - All interior and exterior cameras have been migrated to the new system.
  - Police department has complete access to this system
  - Cameras at the entry of the Rec Center have been upgrade and capture the license plate of every vehicle that enters and exits the facility.
  - A new panoramic camera has been installed in the parking lot to provide complete coverage of the southwest parking lot.
  - Remaining Tasks

- One unit was defective upon arrival. Awaiting a replacement.
- There is an issue with the existing cabling to the gravel lot cameras upon further testing. New cabling would need to be run. Existing conduit is believed to be full of water. IT is working on a different approach to provide camera coverage for that area.

- **Citywide Network Infrastructure Overhaul**
  - Pricing as obtained for the entire project was around $406,000, however only $175,000 in funds allocated in the 2023 budget will be used.
  - IT will begin to configure the new servers, Windows Server Licensing, Battery Backup, Power Distribution and network cabling.
  - In 2024, switches, wireless access points, firewalls, multi-factor authentication and professional services will be budgeted.
  - Equipment will be purchased from the cooperative purchasing program Omnia Partners through Insight Public Sector.
    - Exceptions: VMware Software/Support will be purchased through the DAS OIT Cooperative Purchasing Program through OARNET.

- **Municipal Building Cabling Project**
  - Quote received. Awaiting approval