



Information Technology
 March 11, 2019 Staff Report

1 2019/2020 TECHNOLOGY WORK PLAN STATUS UPDATE

| Status | Information Technology Workplan/Objectives | Start Date |
|-------------|--|--|
| IN PROGRESS | <p>Citywide Phone System Upgrade <i>Replace unsupported city phone system</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> Complete by 2019 <p>Division/Workgroup: Citywide Lead: IT Project Manager UPDATE: Business Requirements Gathering to be Completed on March 21, 2019</p> | 2019 1 st & 2 nd Qtr |
| IN PROGRESS | <p>Network Switches Upgrade <i>Replace/refresh network switches</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> # of switches replaced Total hours of downtime per replacement <p>Division/Workgroup: Information Technology Lead: Systems Engineer UPDATE: Continuation of Inventory and requirements analysis in progress</p> | 2019 1 st & 2 nd Qtr |
| IN PROGRESS | <p>Cybersecurity as a Service <i>Utilize cloud technology to analyze cyber threats within our network</i></p> <p>Metrics:</p> <ul style="list-style-type: none"> # of cyber threats mitigated Total logs processed <p>Division/Workgroup: Citywide Lead: IT Director UPDATE: Scoping requirements to be completed March 8.</p> | 2019 1 st & 2 nd Qtr |

2 SERVICEDESK KEY PERFORMANCE INDICATORS

