Q&A with Information Technology

1 What Are Recent Technology Upgrades For The City?

In recent years, much effort was focused on updating the City's aging core infrastructure. Previous staff have done a wonderful job of bringing us into the 21st century in regard to hardware, software and services.

Recently we've begun to focus on updating aging workstations to improve City Staff's user experience and increase work efficiency. We have also focused on consolidating and simplifying the services we provide in order to ensure quick response times in troubleshooting efforts.

2 What Are The City's Cybersecurity Efforts?

Cybersecurity is a crucial part of IT operations. Data integrity is maintained by following the Principle of Least Privilege. It's the practice of granting users, systems, or applications the absolute minimum permissions required to do their specific job, no more, no less.

It is our goal to maintain and stay in alignment with cybersecurity industry standards in our day to day operations.

3 What is IT's Role In Supporting Employees?

We provide support to software, services and critical infrastructure that facilitate the day-to-day operations of city staff. While troubleshooting is an important function of daily operations, we also maintain current systems as well as look for innovative ways to simplify the services we provide.

Another key component is preparing for the future and ensuring that we are not only maintaining our software, services and infrastructure but also look to improve them.

4 Tips For Residents

One of the major efforts we combat daily is helping City Staff to be suspicious of unexpected emails, particularly when you are asked to click on a link or attachment.

We encourage staff to call senders to ensure that they intended to send the email in question to ensure the email is legitimate. This applies to anyone using email. It's okay to be suspicious!

5 Tools & Platforms Used By The City?

We utilize a platform called NinjaOne for remote management of workstations and mobile devices. Another key feature is remote access allowing us to remotely log into the computer and assist the user.